



**Lac La Biche County**  
**welcoming by nature.**

REQUEST FOR PROPOSALS: REC-72-2018-02

**Lac La Biche County**  
**Automated Teller Machine Services (ATM)**

**Bold Center**

- **Portage Pool**
- **Plamondon Arena**



**Lac La Biche County**  
**welcoming by nature.**

Bold Center  
P.O. Box 1679  
Lac la Biche AB  
T0A 2C0

Date of issue: September 14, 2018

## 1.0 – SCOPE OF WORK

The Bold Center vendor will be required to provide automated teller machine services to the public at the Bold Center, Portage Pool and Plamondon Arena. The vendor will be responsible for complying with all applicable laws governing ATM services including laws relating to AML legislation in accordance with the terms of the ATM agreement.

Lac La Biche County invites qualified vendors with the capabilities and experience to submit proposals to enter into an agreement for services at 3 County facilities for a turnkey ATM serviced operation including but not limited to all equipment, supplies and personnel necessary to supply, install, stock, operate and maintain the equipment outlined in their proposal. All costs of operating the ATM machines will be to the account of the successful vendor. The County expects exceptionally high service standards in every aspect of the ATM services provided.

The vendor must provide a system of accounting to keep track of net revenues on a monthly basis, and must provide these to the County in an electronic monthly report.

The terms and conditions for the provision of these obligations and services shall be provided within an ATM agreement that will be entered into between the County and the successful bidding vendor.

## 2.0 - TIMELINE

Dates:

1. RELEASE DATE FOR REQUEST FOR PROPOSAL	<b>September 14, 2018</b>
2. DEADLINE FOR SUBMISSION OF QUESTIONS	<b>October 4, 2018</b>
3. DEADLINE FOR PROPOSALS	<b>October 10, 2018</b>
4. TOUR OF FACILITY OPPORTUNITY	<b>September 30, 2018</b>
5. OPENING AND REVIEWING OF PROPOSALS	<b>October 10, 2018</b>
6. TENTATIVE DATE FOR AWARDED CONTRACT	<b>October 29, 2018</b>

**\*\*\*Late proposals will not be accepted. Postmarks will not be accepted in lieu of this requirement. Proposals submitted to any other county office will be rejected. Faxed proposals will not be accepted.**

### 3.0 - PROPOSAL SUBMITTAL

All proposals shall be signed by an authorized agent of the company and placed in a sealed envelope clearly marked "Attn: Community Partnership Coordinator". Only mailed in, emailed or hand delivered proposals will be accepted. **Faxed submittals will not be accepted.**

Vendor shall submit all the following licenses and documents with their proposals:

- a. Complete and submit one copy of the Request for Proposal Cover Page (Exhibit A) included at the end of this document.
- b. Provide in your bid response a current copy of Certificate of Liability Insurance and a current copy of proof of workers compensation insurance for all employees.
- c. Provide, signature of individuals authorized to bind the company in response to Request for Proposal (RFP) and, if awarded, all agreements and related documents.

#### **ALL BIDS MUST BE SENT TO:**

Bold Center Attn: Community Partnership Coordinator  
P.O. Box 1679  
100, 8702 91<sup>st</sup> Ave  
Lac La Biche, AB  
T0A 2C0



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Or

Dropped off in person at the Bold Center Information Desk with Attn: Community Partnership Coordinator on the front of the envelope.

Or

Emailed to: [john.usher@laclabichedcounty.com](mailto:john.usher@laclabichedcounty.com)

**ALL BIDS MUST BE RECEIVED BY THE COUNTY ON OR BEFORE: 1600 local time, October 10, 2018**

Vendors submitting proposals by mail must account for delivery time. Bids received after this time will not be accepted and the vendor will be disqualified from bidding on the project.

#### **4.0 – GENERAL REQUIRMENTS**

##### **Procedures for submitting proposals**

The County shall not pay any costs incurred or associated in the preparation of this or any proposal or for participation in the procurement process.

Proposals must be clean and suitable for copying. The proposal shall be concise and to the point. A letter format in sufficient detail to allow thorough evaluation and analysis is required.

#### **5.0 – REQUIRED INFORMATION**

Proposals must contain the following information:

- A. Company profile
- B. Operations: safe, clean, sustainable, green (environmentally friendly)
- C. Ability to deliver the indicated service: start date
- D. References
- E. Experience in ATM Industry
- F. Compensation
- G. Cover letter (Exhibit A): Each proposal returned to Lac La Biche County must contain the attached cover document as the cover page. The vendor is responsible to complete the cover page. A missing or incomplete cover page may disqualify a bidder from being considered.

##### **5.1 Company profile**

This part of the proposal is designed to establish the vendor as an entity with the ability and experience to operate the program as specified in the RFP. The following information must be provided:

##### **Company overview of services or activities performed.**

- Name of the proposed enterprise.
- Name of vendor exactly as it will appear in the agreement.
- Address and telephone number of vendor
- Type of ownership the vendor intends to operate the business as e.g. a sole proprietor; Partners, officers, etc.
- The name and title of the person who has the authority to sign the lease agreement.
- Profile of vendor principle officers (Managers, Assistant Managers, etc.)
- Articles of incorporation, by-laws, partnership agreements and Lac La Biche County agreements as applicable.
- Description of the proposed business activity and use of facilities.

##### **5.2 Operations**

### **A. Operational Services**

1. Provide and pay for the purchase, delivery, installation, maintenance, site preparation, and any aesthetic changes to the site or location for ATMs in designated County buildings.
2. Provide continuous operation of the ATMs for special events and year-round County locations.
3. Ensure that no ATM is inoperable for more than twenty-four (24) consecutive hours.
4. Provide ATM accessibility twenty-four (24) hours per day or as business hours permit.
5. Provide all necessary maintenance and cash-loading services for the ATMs.
6. Provide for the security of the ATMs and on a regular schedule, review the security arrangements of the ATMs.
7. Issue a certification to the County that the security arrangements related to the ATMs are adequate and continuous.
8. Remove the ATMs and restore the site where the ATMs were located, at its own expense.
9. On a daily basis, service the ATMs to balance transactions and extract deposits.
10. Monitor the ATMs' cash flow from a remote location, and, as needed, replenish the ATMs with sufficient cash.
11. Replenish the ATMs based upon the cash needs of the County according to a schedule.
12. Provide ATMs that meet with the County's prior approval, and that include the following capabilities: withdrawal of cash from checking or savings accounts held at any financial institution; inquire on the balance of both checking and savings accounts; and produce a time and date stamped receipt describing the location of the ATM and the transaction for all transactions.
13. Ensure that all ATMs meet all applicable accessibility requirements.
14. Monitor any changes in the Accessibility Requirements and update the ATMs in order to ensure compliance with the Accessibility Requirements.

### **B. Administrative Services**

1. Provide the County with monthly and special event transaction and ATM issue reports.
2. Provide a primary contact for the Services, direct access to the Contractor's staff, and emergency contact phone numbers.
3. Process transactions on a secure communication network at Contractor's own expense, and pay for all communication fees and expenses.
4. Pay the County a fee per sur-chargeable transaction and provide a surcharge amount as directed by the County per transaction.
5. Provide an accounting of the transaction counts for all ATMs to the County on a monthly basis and remit the County's portion of the surcharge on a monthly basis.
6. Provide comprehensive transaction reporting, which shall include, but not be limited to, the ATM location, the number of transactions, the dollar amount of each transaction and any chargebacks, for all ATMs, on a monthly basis and during and at the close of special events.
7. Provide comprehensive technical reporting, which shall include, but not be limited to, service interruptions, hardware issue, machine replacement, audit logs, cash delivery, customer service calls, and resolutions of any issues for all ATMs, on a monthly basis and during and at the close of special events.

8. Secure insurance coverage of the ATMs with types and limits of insurance as approved by the County; such insurance coverage shall be with a sound, reliable insurance company with an above average Best's rating and shall remain in effect throughout the contract term and any renewal periods.
9. Provide customer service for all ATMs including a call center that is available for customer inquiries and procedures for contacting customers if their bank card becomes lost in the ATM.
10. Prominently display on all ATMs a customer service contact number for issues or questions that arise pertaining to a transaction, including hours of availability.
11. Include only signage or branding on the ATMs that is pre-approved in writing by the County.

The Bold Center seeks vendors that recognize that they are a critical contributor to the image of the facility. The Bold Center will enforce high standards for appearance and service level, but more importantly, the Bold Center seeks vendors who will be partners in maintaining these high standards of operation. In no more than 1000 words, RFP responses should describe the operational plan, including:

a. On-site operations – The Bold Center operates a clean, green, safe facility and expects vendors to do the same.

I. Cleanliness: Describe what measures will be taken to reduce spills, litter, etc., and how the location will be kept clean. (cleaning and maintenance schedules)

II. Green: Describe how operations will incorporate elements of environmental sustainability. On-site waste reduction and environmentally friendly products are strongly encouraged.

b. Partnership - The Bold Center seeks partners in its efforts to bring vibrancy, beauty and innovation to the facility. Please describe possible areas of collaboration including events, marketing and messaging you plan to incorporate to bring value to the Bold Center and its customers.

### **5.3 Ability to deliver the indicated service**

Please indicate:

- The soonest possible start date
- Expected timeline of events until fully operational
- Purposed hours of service

### **5.4 - References**

Vendor shall submit a minimum of three references who can share information with the County about the vendors' ability to run an ATM service operation. Each reference shall include a current point of contact, email address and phone number.

### **5.5 – Experience**

Please describe any and all experience the vendor has:

- operating an ATM service operation
- permitting
- any and all related training/education
- If inexperienced in this area please provide a detailed plan as to how the vendor plans on accommodating these needs along with the equipment needed to provide this service

## **5.6 – Compensation**

The Bold Center is open to compensation offers. Vendors shall provide compensation proposal indicating monthly payments, percentage of revenue, and hybrid of the two or other options may also be considered.

## **6.1 Information Verification**

Any reasonable inquiry to determine the responsibility of a vendor may be conducted by the County. The submission of proposal shall constitute permission by the vendor for the County to verify all information contained therein. If the County deems it necessary, additional information may be requested from the vendor. Failure to comply with any such request may disqualify a vendor from further consideration. Such additional information may include evidence of financial ability to perform, for example, tax returns, banks statements, etc.

## **6.2 Signing of Proposal**

If the proposal is made by an individual, it shall be signed with the full name of the vendor, and his/her address shall be given. If it is made by a partnership, it shall be signed with the partnership name and by an authorized partner. If it is made by a joint venture, it shall be signed by the authorized representative of the joint venture. If it is made by a corporation, it shall be signed by the authorized agent for the corporation.

## **6.3 Inaccuracies or Misrepresentation**

If in the course of the RFP process or in the administration of a resulting contract, the County determines that the vendor has made material misstatement or misrepresentation or that vendor has provided the County with materially inaccurate information, the County may terminate the vendor from the RFP

process or in the event of termination under this provision, the County is entitled to pursue any available legal remedies.

## **7.0 INSURANCE**

Without limiting or diminishing the vendors' obligation to indemnify or hold the County harmless, vendor shall procure and maintain or cause to be maintained, at its sole cost and expense, insurance coverages as to be defined in the concession agreement entered into between the County and the successful bidding vendor.

### **7.1 Workers compensation:**

If the vendor has employees as defined by the province of Alberta, the vendor shall maintain workers compensation insurance as prescribed by the laws of the province of Alberta.

## **8.0 EVALUATION CRITERIA**

Proposals will be evaluated based on relevant factors, including but not limited to the following:

1. Overall responsiveness and general understanding of the RFP requirements
2. Quality and description and services to be provided
3. Vendor's experience in performing the work
4. References with demonstrated success with similar work
5. Strength of compensation package proposal

**The County reserves the right to withdraw the request for proposal (RFP), to reject a specific proposal for non-compliance within the RFP provisions, or to not award a contract at any time because of unforeseen circumstances or if it is determined to be in the best interest of the County.**

## **9.0 EVALUATION PROCESS**

All proposals will be given thorough review. All evaluation material will be considered confidential and not released by the County to the extent allowed by the law. All proposals become the property of the County. The County reserves the right to make the award that is most advantages to the County.



Each proposal will be reviewed and scored by the Bold Center Management in the following areas:

1. Overall responsiveness and general understanding of the RFP requirements. 15% of overall score.
2. Quality and description of services to be provided, including design concept and proposed prices and compensation. 25% of overall score.
3. Vendors' demonstrated experience in performing similar work. 20% of overall score
4. References with demonstrated success with similar work. 20% of overall score.
5. Strength of compensation package. 20% of overall score.

#### **10.0 CONTRACTUAL DEVELOPMENT**

If the proposal is accepted, the County intends to enter into binding concession agreement with the selected vendor.

#### **11.0 CANCELLATION OF PROCUREMENT PROCESS**

The procurement process may be cancelled after opening, but prior to award if the County determines that cancellation is in the best interest of the County.

#### **12.0 EQUIPMENT**

The successful vendor must keep up, maintain, repair and service the machines at its own expense. The vendor must provide prompt service for malfunctioning machines and resolution of any other operating concerns. Machine servicing must be provided within 48 hours from the time a call is made between the hours of 8 am to 10 pm, seven days a week, excluding statutory holidays

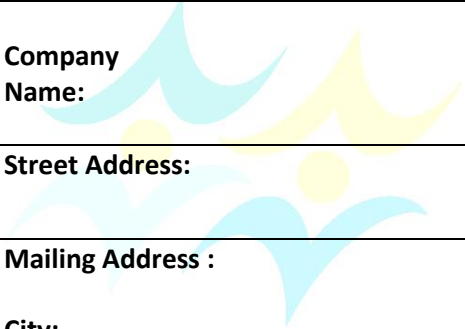
Vendors must ensure that the ATM machines and sale of products comply at all times with any regulatory bodies which govern such operations, including but not limited to any federal, provincial or local government bodies. Machines supplied must be at all times a maximum of three (3) years of age, holding a CSA, UL or NSF certification and having a GFI breakers system in place, energy efficient (e.g. lights turn off when not in use), and in acceptable condition and appearance. The County reserves the right to request replacement of equipment if in its opinion the malfunctioning of the equipment is detrimental to the revenue generating opportunity provided within the facility. The machines must be anchored to the facility to prevent tipping, upon approval by County staff.

Equipment brought in by the vendor shall remain property of the vendor. Vendor shall be responsible for all care, servicing and upkeep of their equipment.

**Exhibit A**

**Proposal Cover Page**

**VENDOR TO COMPLETE ALL APPLICABLE AREAS**

<p>The Bold Center in Lac la Biche County Is soliciting proposals from qualified vendors to provide concessionaire services. BID CLOSING DATE: 1600 hours, October 10, 2018 <b>ONLY MAILED, EMAILED OR HAND DELIVERED PROPOSALS WILL BE ACCPETED</b></p>	
<b>Company Name:</b>	 <p>Lac La Biche County welcoming by nature.</p>
<b>Street Address:</b>	
<b>Mailing Address :</b>	
<b>City:</b>	
<b>Phone # ( )</b>	
<b>Email:</b>	
<b>Name</b>	<b>Title</b>
<b>Signature</b>	