



City of *Cold Lake*

COMMUNITY SERVICES

REQUEST FOR PROPOSALS

ATM Services for the City of Cold Lake

PROJECT NO: 2026-02-7230



Automated Teller Machine (“ATM”) Services

Project No. 2026-02-7230

1. REQUEST FOR PROPOSALS

- 1.1. The City of Cold Lake invites proposals for the supply, installation, and maintenance of Automated Teller Machine (“ATM”) services within the Energy Centre and Cold Lake Golf & Winter Club. The intent of this Request for Proposal (“RFP”) is to select a professional, full service company or consortia, to enter into an agreement to provide this service with the terms and conditions stated herein.
- 1.2. The scope of work includes, but is not limited to:
 - 1.2.1. Supply and installation of ATM machines in the Energy Centre and Cold Lake Golf & Winter Club, at the following locations:
 - 1.2.1.1. Front desk reception area of the Energy Centre
 - 1.2.1.2. By the Reid Field House of the Energy Centre
 - 1.2.1.3. By the concession on the second level at the Golf and Winter Club
 - 1.2.2. Arrange for regular stocking of sufficient teller-quality Canadian twenty dollar bills to continuously satisfy withdrawal demand.
 - 1.2.3. Ensure that the ATMs are serviced, as required, within two business days of breakdown.
 - 1.2.4. Ensure that all protocols required for the settlement of monies disbursed by the ATM are complied with.
 - 1.2.5. Ensure all ATMs are stocked, in working condition, and available for all events; the City will provide the Contractor with the upcoming events list.
 - 1.2.6. The Contractor will supply emergency contact information and make themselves available for any issues that arising with machines.
- 1.3. The proposal will include **(1) one original** and **(1) USB electronic copy** in a sealed envelope marked:

“Request for Proposals (Project Number 2026-02-7230):”

and delivered in person or by mail to:

City of Cold Lake

5513 – 48 Avenue, Cold Lake, AB T9M 1A1



The Proposals will be accepted and be received up to 2:30 p.m. local time on February 28, 2026. Submissions received after the deadline date and time will not be considered.

- 1.4. A pre-tender meeting will not be held. The City of Cold Lake will meet at the request of the proponent.

2. ACCEPTANCE OF PROPOSAL

- 2.1. The City of Cold Lake will reserve the right to reject any or all proposals or to accept any proposal or combination of proposals deemed most favorable to the City of Cold Lake.
- 2.2. The City of Cold Lake may accept a Proposal by issuing a "Letter of Acceptance" outlining the terms and conditions of the acceptance. The City of Cold Lake reserves the right to negotiate with the successful proponent with respect to specific contractual terms and conditions.

3. PROPOSAL EVALUATION CRITERIA

- 3.1. All proposals will be evaluated on their individual merit and on overall benefit to the City of Cold Lake terms of the following criteria:
- 3.2. Corporate Organization Element:
 - 3.2.1. Professional and corporate qualifications and experience (Corporate Resume).
 - 3.2.2. Performance references and contacts for similar contracts.
 - 3.2.3. Submission of review of certificate of insurance for Commercial General Liability ("CGL") insurance for bodily injury (including death) and property damage in an amount of not less than Two Million Dollars (\$2,000,000.00), and listing the City of Cold Lake as an additional insured.
 - 3.2.5. Submission and review of WCB clearance.
 - 3.2.6. Safety policy/procedure or adherence to City of Cold Lake Health & Safety Policy (if own, please provide signed copy).
- 3.3. Technical Element:
 - 3.3.1. Proponent's synopsis and understanding of the scope of the work.
 - 3.3.2. Should the proponent require use of a secondary (sub) contractor to complete any portion of project, contact information of said contractor.
 - 3.3.3. Methods implemented.



- 3.3.4. Resources being provided to the work.
- 3.3.5. Organizational Structure and Supervision.

3.4. Financial Element:

- 3.4.1. Cost of contract and Revenue Sharing model.
- 3.4.2. Alternative Financial/Contractual Arrangements.
- 3.4.3. That the Contractor issue a convenience fee of no more than \$2.00 to be charged to the user.
- 3.4.4. That the Contractor will pay to the City an amount of \$0.85 per transaction on a quarterly basis, by the 15th of April, July, October and January inclusive of the month preceeding the payment. The payment shall include an official transaction log identifying the number of transactions that occurred.
- 3.4.5. The Contractor shall be responsible for the installation, connection and telephone/internet monthly billing for the ATM's.

4. DURATION OF OFFER

Proposals shall remain open to acceptance and shall be irrevocable for a period of 60 days after the call for proposals closes, notwithstanding the acceptance of any proposal.

5. OMISSIONS/DISCREPANCIES/INTERPRETATIONS/SUBSTITUTIONS

- 5.1. Proponents finding discrepancies or omissions in the specification, or having doubts as to the meaning or intent thereof, shall at once notify **Heather Miller, Manager of Programs & Services, who can be reached at (780) 639-6400 ext. 6408 or via email at hmiller@coldlake.com** who will, if necessary, issue an addendum to the RFP or send written instructions or explanation to all Proponents.
- 5.2. Such addenda or written instructions will be made available on Alberta Purchasing Connection and the City of Cold Lake's website.
- 5.3. It is the sole responsibility of the proponent to be aware of post RFP addenda, and to include these addenda in the proposal.
- 5.4. Receipt of any addendum should be acknowledged by the proponent in the proposal submission, failure to provide such acknowledgement may result in the proposal being rejected.



- 5.5. All of the above criteria are considered critical. The proposal with the lowest fees will not necessarily be accepted. The City of Cold Lake will award the contract to the proponent, in the sole opinion of the City, which demonstrates the required experience and capacity to carry out the essential services in the most cost-effective manner. The City of Cold Lake reserves the right to reject all proposals.

6. SCOPE OF WORK

- 6.1. The City of Cold Lake expects that the project will be accomplished by the highest standards set forth herein. Proponents shall perform all services in such a manner so as not to disrupt the City's operations beyond that which is necessary to complete the Services in a safe and timely manner. Proponents should make themselves aware that:
- 6.1.1. City staff will monitor performance throughout the project.
 - 6.1.2. The Proponent agrees to supply bondable employees with current criminal record checks to provide services under the Contract.

7. PROPOSAL REQUIREMENTS

- 7.1. Each proposal shall be accompanied by a cover letter committing the proponent, if selected, to carry out all the provisions of the proposal. It must further state that all the information submitted in support of the proposal is accurate and factual and that all representations made regarding the proponent's willingness to make the required guarantees and the proponent's concurrence with the proposed business arrangements are accurate.
- 7.2. The cover letter must designate key technical and business negotiators and furthermore be signed by an officer of the proposing organization empowered to sign on behalf of the organization and to commit the proponent to the obligations contained in the proposal. In addition to the submission requirements outlined, the proponents are advised to include any additional information deemed beneficial in providing a comprehensive submission.
- 7.3. The proposal must be with four specific sections comprising of Corporate Organization and Financial Capability, Technical Proposal, Financial Proposal, and Experience Proposal.
- 7.4. No bid bond or security will be required.

8. COMMUNICATION

- 8.1. The contact for this project will be Heather Miller, Programs & Service Manager for the City of Cold Lake, who can be reached at (780) 639-6400 ext. 6408 during regular working hours.



9. KEY DATES

9.1. For clarity purposes, the following dates are important for all proponents to consider:

Service Contract	3 Years with a potential Option to Renew
Machines in Operation	As Soon As Possible
Pre-bid site inspections	Upon request only
Closing date of this request	February 28, 2026