

## MANAGEMENT REPORT

**Date:** July 28, 2025  
**To:** Mayor and Members of Council  
**From:** Audrey Pascual, Deputy Clerk  
**Report Number:** COU25-096  
**Attachments:** Bid Closing Submission Summary (RFP-2025-48)

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**Title:** Parking Enforcement Services Request for Proposal Award (RFP-2025-48)

**Objective:** To award the request for proposal for parking enforcement services for the City of Stratford.

**Background:** The City of Stratford enforces parking year-round, Monday to Saturday, excluding holidays, from 9:00 a.m. to 8:00 p.m. between April 1 to October 31 and from 9:00 a.m. to 6:00 p.m. between November 1 to March 31. Parking Enforcement Officers primarily enforce the City's Traffic and Parking By-law within the downtown core and complete patrols to monitor on-street parking and municipal parking lots. Enforcement outside of the downtown core is conducted on a complaint basis. Based on input from citizens, patrols in areas outside of the downtown core, including in school zones, are also conducted by the officers to address ongoing parking concerns. The goal of parking enforcement in these areas is to increase safety and ensure compliance with the Traffic and Parking By-law. In addition to parking enforcement, the Parking Enforcement Officers also conduct regular checks, maintenance, and minor repairs to parking equipment including the parking meters and Pay-by-Plate machines.

The City of Stratford's current contract with Commissionaires Great Lakes for parking enforcement services includes the provision of one Parking Supervisor and three Parking Enforcement Officers. The contract provider manages the recruitment, training, and payroll aspects of the program. City staff provides day-to-day support to the officers and provides overall contract management to ensure service level requirements are met. The current contract with Commissionaires will expire on August 31, 2025.

As it is a best practice to regularly ensure competitive pricing and quality service delivery, the City issued the RFP for parking enforcement services on June 16, 2025, on the City's Bids and Tenders website.

**Analysis:** The City received ten (10) submissions as outlined in the attached bid summary. The submissions were evaluated against the following criteria:

Category	Description	Points
Background, Relevant Experience, and References	An outline of the company's background, area of expertise, number of employees, and years in business including three references from clients who have obtained services of similar scope and size.	20
Services Offered	An overview of their understanding of the deliverables by using their experience on past projects to demonstrate an understanding of the required services.	30
Company Personnel	An outline of the level of experience and knowledge of the proposed team related to the services required by the RFP.	20
Value Added	An outline of any additional benefits or enhancements they can bring to this project.	10
Cost Proposal	An outline of the annual cost for the services.	20

Following an assessment of the first four (4) categories, the cost proposals were then rated on a weighted basis. Based on the criteria outlined, the Evaluation Committee, consisting of three Corporate Services staff members scored the proposals. Staff is recommending the acceptance of the proposal from Secure Shield Security Inc. as it was the highest ranked proposal from all the submissions.

The total cost of this RFP over three years, including HST, is \$656,760. This includes wages for all parking enforcement officers, the supervisor, and training. The breakdown is as follows:

Year	Total Costs
Year 1 (2025-2026)	\$ 214,760
Year 2 (2026-2027)	\$ 218,920
Year 3 (2027-2028)	\$ 223,080

### **Financial Implications:**

#### **Financial impact to current year operating budget:**

The 2025 budget included an estimated \$267,800 for the contract for 2025, which spans two partial years. Approximately \$119,680 has been spent to date with \$148,120 remaining. There is a surplus anticipated of \$77,910.

**Financial impact on future year operating budget:**

Impacts will be included in the division's annual operating budget and based on the RFP results future budgets will be lower than 2025.

**Alignment with Strategic Priorities:****Enhance our Infrastructure**

This report aligns with this priority as the provision of parking enforcement services helps improve the efficiency of transportation systems, reduces congestion, and supports the goal of the Transportation Master Plan to improve the transportation experience.

**Alignment with One Planet Principles:****Travel and Transport**

This report aligns with this principle as parking enforcement ensures that parking is managed effectively, which help reduce congestion and promote smoother traffic flow. Such road conditions make alternative transport methods more feasible and encourage a shift towards more sustainable travel methods.

**Staff Recommendation: THAT the request for proposal (RFP-2025-48) for parking enforcement services in the City of Stratford be awarded to Secure Shield Security Inc. for a three-year term ending August 2028, with an option to renew for two additional one-year terms until August 2030;**

**AND THAT the Mayor and Clerk, or their respective designates, be authorized to execute all necessary contract agreements.**

**Prepared by:** Audrey Pascual, Deputy Clerk

**Recommended by:** Karmen Krueger, CPA, CA, Director of Corporate Services  
Adam Betteridge, Interim Chief Administrative Officer