



TOWN OF COMOX

Recreation Department
1809 Beaufort Avenue
Comox, BC V9M 1R9

REQUEST FOR PROPOSALS

Comox Community Centre Building Automation Software
RFP No. 2026.05

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Part 1 Invitation and Submission Instructions

1.1 Invitation to Proponents

This Request for Proposals (the “RFP”) is an invitation by the Town of Comox (the “Town”) to prospective proponents to submit proposals to supply, implement, and support Building Automation Software (the “BAS”), as further described in Appendix B – BAS Requirements and Appendix C – Mandatory Items Response.

The purpose of this RFP is to identify a software solution that will modernize, streamline and automate the building HVAC and geothermal exchange controls for the Comox Community Centre, located at 1855 Noel Ave., Comox BC.

The Town currently operates a BAS platform whose graphics interface and supporting software are no longer supported by the manufacturer and require replacement. HVAC operations for the portion of the Comox Community Centre (the “CCC”) occupied by Chimo Gymnastics are not included in the current BAS; however, integration and control of the Chimo Gymnastics HVAC systems are included in the scope of this RFP and must be addressed by the proposed BAS solution.

The implementation of a new BAS will:

- Eliminate the vulnerabilities of the current system.
- Improve building operational efficiency.
- Improve staff efficiency with mobile device access.
- Improve diagnostic, servicing and repair of the HVAC system by Town staff and the Town’s contracted building service providers.
- Futureproof against technological and IT advancements and changes.
- Utilize as much existing building hardware as possible. Replacement of existing equipment should only occur where required for compatibility, reliability, or safety reasons and **must be highlighted as extra costs in appropriate appendices.**
- Control all CCC HVAC and geothermal exchange hardware under one software system, including the HVAC systems serving the Chimo Gymnastics space.

The proponent must be a single legal entity that, if selected, intends to negotiate and enter into the contract with the Town. If the proposal is being submitted jointly by two (2) or more separate entities, the proposal must identify only one of those entities as the “proponent”. The proponent will be responsible for the performance of Deliverables.

Staff identified the implementation of new BAS as a high priority for the Town.

1.1.1 RFP Information

RFP documents will be available on Civic Info BC (BC Bid) at www.bcbid.gov.bc.ca. This will enable the proponent to receive addenda email notifications and download addenda.

1.2 RFP Contact

To contact the Town in relation to this RFP, proponents must initiate communication electronically through the contact below. The Town will not accept any proponent’s communications by any other

means, except as specifically stated in this RFP. For the purposes of this procurement process, the “RFP Contact” will be:

Burke Gulbranson
Asset & Facility Manager
bgulbranson@comox.ca
250-331-6332 (direct)

Proponents should only contact the RFP Contact where specifically instructed to in this RFP. All other communication in relation to this RFP, up to and including the submission of the proposal, must be as described in this RFP. Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials, or other representatives of the Town, other than the RFP Contact. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent’s proposal.

1.3 Contract for Deliverables

1.3.1 Type of Contract

The selected proponent will be requested to enter into direct contract negotiations to finalize an agreement with the Town for the provision of the Deliverables.

1.3.2 Term of Contract

The terms of the agreement will be in effect until the completion of the Deliverables planned to be no later than January 31, 2027.

1.4 Submission Instructions

1.4.1 Submission of Proposals

Proposals must be submitted:

1. As one complete PDF file sent directly to thagmeier@comox.ca

All electronic submissions should have as the subject in bold, capitalized letters: **SUBMISSION FOR REQUEST FOR PROPOSALS NO. 2026.05**

2. Or, as a hard copy package, received at Comox Town Hall, 1809 Beaufort Ave, Comox BC, V9M 1R9.

A hard copy package should be submitted in a sealed envelope with the following in bold and capitalized letters: **ATTN: TED HAGMEIER, RECREATION DIRECTOR, SUBMISSION FOR REQUEST FOR PROPOSAL NO. 2026.05**

Submissions by other methods will not be accepted. In the event of any technical issues, proponents should contact the RFP Contact.

1.4.2 Proposals to be Submitted on Time

Proposals must be finalized and received on or before the Submission Deadline. The time of receipt of proposals shall be determined by the email receipt time stamp or the time received by staff if hard copy is delivered. Late submissions will not be accepted and will be disqualified.

Proponents are cautioned that the timing of submission is based on when the proposal is received at the Town, not when a proposal is submitted by a proponent. As transmission can be delayed due to file transfer size, transmission speed or other technical factors, proponents should plan to submit proposals well in advance of the Submission Deadline to avoid submitting late due to technical issues. Proponents submitting near the Submission Deadline do so at their own risk.

The Town will send a confirmation email to the proponent advising when the proposal was submitted and received successfully. If you do not receive a confirmation email, contact the RFP Contact.

1.4.3 Proposals to be Submitted in Prescribed Format

Proposal materials should be prepared and submitted in accordance with the instructions in the RFP.

1.4.4 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline. However, the proponent is solely responsible for ensuring that the amended proposal is received by the Town by the Submission Deadline.

1.4.5 Withdrawal of Proposals

At any time throughout the RFP process until the execution of a written agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal. Prior to the Submission Deadline, proponents may withdraw a submitted proposal by confirming by email to the RFP Contact. To withdraw a proposal after the Submission Deadline, a notice of withdrawal must be sent to the RFP Contact and must be signed by an authorized representative of the proponent.

1.5 Project Budget

The Town has established a budget of \$50,000, excluding applicable taxes, to complete this project. Proponents should submit proposals that provide the best overall value within this budget.

The identified budget is provided for proponents' planning and proposal development purposes and is not a commitment by the Town to spend the full amount. The Town reserves the right to select a proposal that is below or above the identified budget, subject to available funding and the Town's evaluation of the proposal and overall value.

Proponents are required to provide a complete and transparent breakdown of all proposed costs, including implementation, licensing, configuration, training, support, maintenance, and any other applicable fees. Any assumptions, exclusions, optional costs, or costs that may arise during the term of the agreement must be clearly identified.

Part 2 Evaluation, Negotiation, and Award

2.1 Timeline

Proposed Schedule Component	Timeline
Issue RFP	October 8, 2026
OPTIONAL Community Centre Tour Proponents MUST RSVP with the RFP Contact	October 20 or 26, 2026 starting at 12:00pm noon.
Deadline for Questions	November 6, 2026
Submission Deadline	November 26, 2026, @ 16:00 PT
Proponent Shortlisting & Notification	November 30 - December 4, 2026
Interviews & Demonstrations	December 7 – 15, 2026
Proponent Selection	December 18, 2026
Project Kick Off	As proposed by the bidder
Complete Design & Implementation	As proposed by the bidder
Start Testing & Staff Training	As proposed by the bidder
Completion	February 28, 2027, or sooner

The RFP timetable is tentative only and may be changed by the Town at any time.

2.2 Evaluation of Proposals & Award of Agreement

The Town will conduct the evaluation of Proposals and selection of a successful Proponent in accordance with the process detailed in this RFP. Evaluation of Proposals will be by a proposal evaluation committee. The Town's intent is to enter into an Agreement with the Proponent who has met all mandatory criteria and minimum scores, and who has the highest overall ranking based on the following evaluation process.

2.2.1 Compliance Review

Prior to the evaluation of Proposals, the Town will review each Proposal to determine if it complies with the submission instructions and mandatory requirements provided in this RFP. If, in the sole discretion of the Town, a Proposal does not materially comply with the requirements set out in this RFP and/or the Town determines that there is a material or perceived Conflict of Interest, the Proposal will be disqualified from further consideration.

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration in the evaluation process.

Mandatory criteria:

1. The Proposal must be received by Submission Deadline: November 26, 2026, 16:00 PT.
2. The Proposal must be submitted in accordance with the requirements of this RFP.
3. Proposals must offer post-Implementation Period support.
4. Proposals must offer post-Implementation Period System maintenance that provides regular maintenance (minor upgrades and hot fixes) as well as major software revision upgrades.
5. Proposals must include the completed Appendices.

2.2.2 Evaluation of Rated Criteria

Proposals that are deemed compliant will be further evaluated. The evaluation committee will establish this criteria score using the scoring method contained in Appendix F – Scoring Table.

2.2.3 Proposed System Interviews & Demonstration

The top three (3) scoring Proponents will be shortlisted and invited to demonstrate their proposed BAS solution. Demonstration presentations will be conducted virtually through videoconference with screensharing. Shortlisted Proponents will be provided with a script that identifies the functionality expected to be demonstrated; such functionality will be based on those features that all shortlisted Proponents have indicated as being currently available (as of the Submission Deadline) in their Proposed System.

The Town reserves the right to shortlist fewer than three (3) Proponents if the cumulative scores are not sufficient.

2.2.4 Selection of Highest Scoring Proponent

At the conclusion of the System Interviews & Demonstration, the Town's evaluation committee will rank Proponents according to their score and demonstration. Subject the express and implied rights of the Town, the highest scoring Proponent will be selected to enter into an Agreement.

If two (2) or more Proponents have an equal total weighted score which is the highest score, those Proponents may be asked to submit a Best and Final Offer.

2.2.5 Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the [Terms and Conditions of the RFP Process \(Part 3\)](#) and will not constitute a legally binding offer to enter into a contract on the part of the Town or the proponent, and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. Negotiations may include requests by the Town for additional information from the proponent to verify, clarify, or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the Town for improved pricing or performance terms from the proponent.

2.2.6 Time Period for Negotiations

The Town intends to conclude negotiations and finalize the agreement with the top-ranked Proponent during the Contract Negotiation Period, commencing from the date the Town invites the top-ranked Proponent to enter negotiations. A Proponent invited to direct contract negotiations should therefore be prepared to satisfy the conditions of award listed in Appendix G – Conditions of Award.

2.2.7 Failure to Enter into Agreement

If the conditions of award listed in Appendix G are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, the Town may discontinue negotiations with the top-ranked proponent and may invite the next-

best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, or until the Town elects to cancel the RFP process.

Part 3 Terms and Conditions of the RFP Process

3.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP. A proponent who submits conditions, options, variations, or contingent statements either as part of its proposal or after receiving notice of selection, may be disqualified.

3.1.2 Proposals in English

All proposals are to be in English only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed format, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 Past Performance

In the evaluation process, the Town will assess the proponent's past performance and contact references provided in the submission package. Preference will be given to vendors that provide Canadian-based references from municipal recreation centres (ideally, within British Columbia).

3.1.5 Information in RFP Only an Estimate

The Town and its advisers make no representation, warranty, or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

3.1.7 Proposal to be Retained by the Town

The Town will not return the proposal or any accompanying documentation submitted by a proponent.

3.2 Communication after Issuance of RFP

3.2.1 Proponents to Review RFP

Proponents should promptly examine all the documents comprising this RFP and may direct questions or seek additional information in writing through the bidding system OR by email to the RFP Contact on or before the Deadline for Questions. No such communications are to be sent or initiated through any other means. The Town is under no obligation to provide additional information, and the Town is not responsible for any information provided by or obtained from any source other than the RFP Contact or the bidding system. It is the responsibility of the proponent to seek clarification on any matter it considers to be unclear. The Town is not responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the Town, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the Town.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the Town determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Town may extend the Submission Deadline for a reasonable period of time.

3.2.4 Verify, Clarify, and Supplement

When evaluating proposals, the Town may request further information from the proponent or third parties to verify, clarify or supplement the information provided in the proponent's proposal. The Town may revisit, re-evaluate, and rescore the proponent's response or ranking based on any such information.

3.3 Notification and Debriefing

3.3.1 Notification to Other Proponents

Once an agreement is executed by the Town and a proponent, the other proponents may be notified directly in writing of the outcome of the procurement process.

3.3.2 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

3.3.3 No Lobbying

Proponents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent(s).

3.3.4 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials, or other representatives of the Town; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.3.5 Supplier Suspension

The Town may suspend a supplier from participating in its procurement processes for prescribed time periods based on past performance or based on inappropriate conduct, including but not limited to the following:

1. Illegal or unethical conduct as described above.
2. The refusal of the supplier to honour its submitted pricing or other commitments.
3. Engaging in litigious conduct, bringing frivolous or vexatious claims in connection with the Town's procurement processes or contracts or engaging in conduct obstructive to a fair competitive process.
4. Any conduct, situation, or circumstance determined by the Town, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

In advance of a decision to suspend a supplier, the Town will notify the supplier of the grounds for the suspension, and the supplier will have an opportunity to respond within a timeframe stated in the notice. Any response received from the supplier within that timeframe will be considered by the Town in making its final decision.

3.4 Confidential Information

3.4.1 Confidential Information of the Town

All information provided by or obtained from the Town in any form in connection with this RFP either before or after the issuance of this RFP:

1. Is the sole property of the Town and must be treated as confidential.
2. Is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables.
3. Must not be disclosed without prior written authorization from the Town.
4. Must be returned by the proponent to the Town immediately upon the request of the Town.

3.4.2 Confidential Information of Proponent

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Town. The confidentiality of such information will be maintained by the Town, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by the Town to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

3.5 Procurement Process Non-Binding

3.5.1 No Contract A and No Claims

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations.

For greater certainty and without limitation:

This RFP will not give rise to any Contract A based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and neither the proponent nor the Town will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a proposal submitted in response to this RFP.

3.5.2 No Contract Until Execution of Written Agreement

This RFP process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and the Town by this RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.5.3 Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the Town to enter into an agreement for Deliverables.

3.5.4 Cancellation

The Town may cancel or amend the RFP process without liability at any time.

3.5.5 Governing Law and Interpretation

These Terms and Conditions of the RFP Process:

- Are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision).
- Are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations.
- Are to be governed by and construed in accordance with the laws of the province of British Columbia and the federal laws of Canada applicable therein.

Part 4 RFP Particulars

4.1 Scope of Services

The Scope of Work described in this section is not intended to be limiting or exhaustive. The proponent should develop a detailed project methodology and identify additional project tasks necessary for the successful completion of the project.

The successful proponent will be responsible for providing a software solution for the Town which provides the following components/modules and services:

4.2 Software Module:

4.2.1 BAS Applications:

The proposed BAS requirements in Appendix B – BAS Requirements are broadly classified into the following application utilizations:

- Monitoring all building HVAC and geothermal exchange operations.
- Including the HVAC systems serving the Chimo Gymnastics space within the Comox Community Centre in the new BAS scope.
- Setting, adjusting and scheduling temperature, fans and all other HVAC hardware operations for public and staff areas of the Community Centre.
- BAS controls accessed through desktop workstations and mobile devices. These devices include, but are not limited to, tablets running iOS, Android, or Windows operating systems, and mobile phones (Android, Google and iOS).
- Integration with existing HVAC and geothermal exchange equipment and controllers.
- Must support BACnet/IP and BACnet MS/TP.
- The proposed BAS must include integration, monitoring, scheduling, alarming, and control of the HVAC systems serving the Chimo Gymnastics space within the Comox Community Centre.
- Diagnostic and troubleshooting applications within the BAS.
- Expandable system for future expansion of the building and/or HVAC system.
- Software must be PIPEDA and FOIPPA compliant, multi-factor login and remote access.
- System uptime, SLA expectations, patch management timelines and incident response.
- Audit logs.

4.2.2 Value Add

While the primary purpose of this RFP is the acquisition of BAS for the purpose of HVAC management., the Town anticipates future growth and possible utilization of modules for the following:

1. Expanding the BAS to accommodate future building expansion.
2. Tracking and scheduling HVAC maintenance.
3. Integration with fire suppression alarm systems.

4.3 Vendor Requirements

The vendor should provide the required information and answer the questions about software functionality as outlined in Appendix B – BAS Requirements.

The vendor and software must:

- Meet all legislation and regulation standards within British Columbia for BAS.
- Design, implement and installation, configuration and training and for Town staff.
- Provide detailed schedule and protocol for software maintenance and updates including all costs.
- Provide on-going support requests in a timely manner of a defined period.
- Preference will be given to Proponents who are also Canadian based.
- Preference will be given to proponents that maintain a Canadian support presence and demonstrate successful municipal recreation facility implementations in British Columbia.
- Data must be protected and regular back up (in Canada) procedure must be scheduled, performed and documented.
- The Town owns all performance and monitoring data created from the implementation of the BAS.
- Provide detailed project plan outlining objectives, methods, resources.
- Provide detailed Project Team outlined including names, roles, responsibilities, and back up support.
- Provide references from successful implementation projects within Canada, with preference given to references within British Columbia or references from Canadian recreation/community centres.

4.4 Solution Requirements

The software should meet the high-level software functionality items outlined in Appendix B – BAS Requirements, which are top priority items for the Town.

- Cloud-hosted environment within Canada.
- Desktop (PC) and Mobile (iOS, Android, Google) user interface.
- Site and remote user access with multi-factor authentication.

4.5 Implementation and Training Requirements

The Proponent should outline their proposed implementation and training approach for the software and meet the requirements of the Town outlined in Appendix B – BAS Requirements.

- Clear upfront information regarding resourcing needs and all work (time and effort) required from Town staff.
- A schedule of project timelines, meetings, key milestones, status reporting and documentation along with a communications plan.
- Detailed progress reporting throughout the implementation.
- Detailed training plans (location, quantity, and format) for staff training time required during implementation tailored towards Town technical staff to be trained by the Provider to understand the software.
- Provide self-serve training tools and resources for staff to access independently. and on an as needed basis to learn how to use software.
- Outline detailed technical support for Town staff after implementation phase, including period of support provided, format in which support is accessed by staff.

Part 5 Methodology and Work Plan

5.1 Implementation

The Town requires that the successful proponent take full responsibility for providing extensive project management and implementation services. The proponent is expected to guarantee the successful, timely completion of those aspects of the project over which it has control. The Town intends to take responsibility for meeting its obligation as defined in an agreed upon project implementation plan. Proposed methodology should cover the entire process, addressing the services provided for:

- Implementation, which includes full integration with existing building HVAC and geothermal exchange systems and hardware.
- Installation.
- Training requirements.
- System testing.
- Ongoing support for the successful completion of the project.

Proposals should describe the following in detail:

- Staff resources required (if any) for implementation including number of hours and level of involvement.
- Detailed implementation schedule and timeline.
- Any additional equipment/hardware the Town requires for a successful implementation (include additional costs).
- System integration opportunities and process.
- Project meetings and status updates
- Details of any customization work required to implement solution, including areas or modules where customization is required/recommended, the skill set and effort it takes to complete the customization, and the assistance (if any) needed by Town staff for the customization.
- Provide detailed Project Team outline including names, roles, responsibilities, and back up support.

- Provide details of BAS software, firmware and hardware updates: schedule of updates, operational impacts, updates costs, schedule of version updates, etc.
- Provide details of customer BAS software support and troubleshooting: days and hours of support; online or phone, costs, tracking tickets issued to user(s) for troubleshooting and software issues.
- Provide details of the providers' warranty.
- List software updates, with their release notes, from 2021 – 2025.

5.2 Timelines and Scheduling

The Town expects that all Deliverables required as part of this RFP will be complete by the proposed timeline as outlined in [Section 2.1](#). (above). The proposal should include a detailed implementation schedule which includes the following:

- Length of time for all important milestones of the project (ex. implementation, data integration, training, system testing etc.) including details.
- All key milestone dates and final date to take solution “live”.

5.3 Training and Ongoing Support

The Town expects that training plans will be developed for both staff and, if required, the contracted HVAC service provider. Training must be sufficient to allow Town staff to understand and operate the provided system competently. Technical training must be adequate for a few select staff members to make administrative changes and configurations if/when necessary. Proponents should outline their proposed training approach which should include the following:

- Location of training (online vs. in person).
- Hours required for each software module/component.
- Personal-based training options to ensure correct staff attend each session.
- Format of training documents.
- Any alternative training approaches.

Proposals should include any warranty services that are included as part of the software, including what is covered, the term, and services provided. Proposals should discuss the organizations' approach to software updates, how frequently updates are issued, ability to evolve with newer versions of underlying software, training provided to maintain software updates, Town staff responsibilities, etc. The proposal should also include information regarding:

- Support services offered.
- How support is provided (online, in-person, telephone etc.).
- Hours of support.
- Maintenance services to help update software.
- Costs for warranty, maintenance and support should be broken out separately in proposal.

Part 6 Appendices and Mandatory Items

RFP Proponents must complete the highlighted blue areas within the appendices.

Appendix A - Vendor RFP Lead Contact Information
Appendix B - BAS Requirements
Appendix C - Mandatory Items Response
Appendix D - Pricing

Appendix E - References
Appendix F - Scoring Table
Appendix G - Conditions of Award
Appendix H - Comox Community Centre Building Plans (PDF file)

6.1 Appendix A - Vendor RFP Lead Contact Information

Vendor Information	Details
COMPANY NAME:	
BAS NAME:	
COMPANY CONTACT INFORMATION – PHYSICAL ADDRESS & URL:	
RFP LEAD PERSON NAME:	
RFP LEAD PERSON CONTACT INFORMATION:	
AND OTHER RELEVANT CONTACT INFORMATION:	

6.2 Appendix B - BAS Requirements

	Requirement Category &/or Description	Details	Compliance (Yes / No/ Partial)	Stated Deviations, Exceptions and/or Dependencies	Evidence Provided (Documents, Screenshots &/or Certifications)	Proposal Reference Section	Vendor Comments	Score	Weight	Scoring Comments
1	System Architecture & Design: Open, modular, scalable architecture with redundancy and failover	Vendor to describe whether the solution is on-premises, cloud-hosted, or hybrid, including all major architectural components and dependencies. Proposal should identify any single points of failure, redundancy options, failover capability, and whether the BAS continues to operate locally if Internet/WAN connectivity is lost. The proposed solution must include integration and control of the HVAC systems serving the Chimo Gymnastics space within the Comox Community Centre. Preference for open, modular architecture that minimizes proprietary lock-in and supports future expansion to other Town facilities. Vendor to describe expandable and scalable to expansion and/or addition of new zones and systems.							6%	
2	Protocols & Interoperability: Supports BACnet Modbus OPC UA and third-party integration	Vendor to describe native and gateway-based support for BACnet/IP and BACnet MS/TP, including how existing BAS controllers, field devices, and third-party systems							8%	

		will be discovered, mapped, integrated, monitored, and maintained. Proposal should identify support for Modbus, OPC UA, APIs, or other protocols where applicable, and must disclose any licensing, gateway hardware, middleware, or third-party dependencies required for integration. Preference for open, standards-based interoperability that avoids proprietary lock-in and supports future expansion.								
3	Hardware & Controllers: Provides DDC/PLC controllers sensors actuators and interfaces	Vendor to describe controller architecture, field devices, local control capability, and behavior during server/network outages. Preference for controllers that continue operating safely and independently if supervisory servers are unavailable. Vendor should identify hardware lifecycle, firmware update process, warranty, and expected support period for controllers and interfaces. Vendor to confirm that the proposed BAS is compatible with existing controllers and that any replacement controllers may be phased into the system. Vendor must describe any controller, sensor, actuator, gateway, or integration work required to bring the Chimo Gymnastics HVAC systems into the BAS.							5%	

4	Software Platform: Centralized monitoring control scheduling alarms web/mobile access	Vendor to describe centralized monitoring, control, scheduling, alarming, and reporting capabilities, including whether the platform is browser-based, client-server, or cloud-hosted. Preference for a modern, web-based platform requiring no desktop thick client for standard administration and operations. Vendor to identify all licensing tiers and any features requiring additional modules or subscriptions.							7%	
5	User Interface (UI/UX): Dashboards graphics role-based access ease of use	Vendor to describe user interface capabilities including dashboards, graphics, role-based access, ease of navigation, and administration. Proposal should explain how user roles are created and managed, whether permissions can be delegated to Town staff, and whether access can be integrated with Town identity services. Preference for intuitive UI that can be administered by trained Town staff without routine vendor intervention.							5%	
6	Data Management & Analytics: Real-time data storage and analytics reporting export. UI permits staff to create	Vendor to describe real-time and historical data storage, reporting, analytics, dashboard creation, retention periods, and export options. Preference for solutions that allow Town staff to create reports and dashboards without vendor							5%	

	dashboards and reports for system and building performance without intervention.	customization. Vendor should confirm that the Town retains ownership of all system data and can export data in standard formats (e.g., CSV, JSON) without penalty or proprietary tooling.								
7	Cybersecurity: Encryption RBAC MFA audit logs compliance with standards. Includes multi-factor authentication.	Vendor to describe the cybersecurity model in detail, including MFA, role-based access control, password policy support, audit logging, encryption in transit and at rest, patching practices, vulnerability management, and secure remote access. Proposal should identify applicable security standards/certifications and describe how security incidents are detected, reported, and remediated. MFA should be mandatory for all privileged and remote access. - TLS 1.2+ minimum - audit logs exportable - no shared admin accounts - support for least privilege							10%	
8	Networking & ITIP compatibility firewall VPN cloud support. VLAN support, IPv4/IPv6 and Integration with corporate identity (e.g., AD/SSO).	Vendor to provide detailed network requirements including ports, protocols, bandwidth considerations, VLAN support, DNS/NTP requirements, IPv4/IPv6 support, firewall requirements, and remote access design. Preference for solutions that do not require inbound Internet exposure and that support secure remote access via Town-approved methods							4%	

		(e.g., VPN or equivalent). Vendor to describe support for corporate identity integration such as Active Directory / Entra ID / SSO where applicable.								
9	Performance & Reliability: Uptime response time scalability backup recovery. Maximum latency for each command. Maximum downtime annually. Data back up frequency.	Vendor to state expected system uptime, command latency, maximum annual downtime, backup frequency, and recovery objectives. Proposal should specify service dependencies and whether local control continues during loss of cloud/server connectivity. Vendor should provide RTO/RPO targets and describe how backups, failover, and restoration are tested.							5%	
10	Integration & Compatibility: Integration with enterprise legacy and smart systems. Data export formats (CSV, JSON)	Vendor to describe integration capabilities with enterprise systems, legacy systems, and smart building technologies. Proposal should identify supported APIs, data exchange methods, standard export formats, and any integration constraints or costs. Preference for well-documented, standards-based interfaces that do not require proprietary middleware unless clearly disclosed.							4%	

11	Ability to integrate with CMMS or energy systems	Vendor to describe current or future ability to integrate BAS data, alarms, equipment status, runtime information, maintenance triggers, and energy-use information with computerized maintenance management systems, energy management systems, dashboards, or reporting platforms. Proposal should identify available APIs, export formats, scheduling options, supported data fields, integration costs, and any limitations. Preference for standard, documented interfaces that allow the Town to use BAS information for maintenance planning, energy monitoring, and operational reporting.							3%	
12	Commissioning & Testing: FAT SAT validation procedures	Vendor to describe the commissioning and testing approach, including factory acceptance testing, site acceptance testing, point-to-point verification, alarm testing, trend verification, user acceptance testing, cybersecurity validation, backup/restore testing, and cutover procedures. Proposal should identify required Town participation, test documentation, deficiency tracking, acceptance criteria, and final sign-off process. Testing must confirm that the BAS operates safely, accurately, and reliably before go-live.							4%	

13	Documentation: Complete drawings manuals architecture diagrams	Vendor to provide complete as-built documentation including system architecture diagrams, network diagrams, IP/port requirements, controller inventory, software versions, backup/restore procedures, user/role matrix, admin guides, and support contacts. Documentation should be sufficient for Town staff and ALPHA to support the environment without exclusive reliance on the vendor.							4%	
14	Maintenance & Support: SLA updates lifecycle support diagnostics	Vendor to describe support model, SLA commitments, escalation paths, patching/update practices, software and firmware lifecycle, end-of-support policy, and remote diagnostic capabilities. Proposal should identify what support is included, what is extra cost, and how emergency after-hours support is handled. Preference for proactive notification of vulnerabilities, maintenance windows, and product lifecycle changes. Vendor to describe how their remote access will be pre-approved Town, secured by MFA, logged, time-limited where possible, and use Town-approved remote access methods. Vendor to describe how software updates, controller firmware changes, and major configuration							6%	

		changes are tested, approved, and communicated to the Town prior to implementation.								
15	Compliance & Standards: CSA ASHRAE LEED and regulatory compliance	Vendor to identify applicable regulatory, building, electrical, mechanical, cybersecurity, privacy, accessibility, and industry standards relevant to the proposed BAS and its implementation in British Columbia. Proposal should describe compliance with applicable CSA, ASHRAE, energy management, occupational health and safety, FOIPPA/PIPEDA, and municipal/public-sector requirements where applicable. Vendor should provide evidence of certifications, standards alignment, and any known exceptions or limitations.							3%	
16	Training: Operator and technical training programs	Vendor to provide operator, administrator, and technical training options for Town staff. Training should include day-to-day use, reporting, alarm management, account administration, backup/restore procedures, and basic troubleshooting. Preference for a combination of live							3%	

		training, recordings, and written materials that remain available after project closeout. Vendor to describe location and means (in-person, virtual, etc.) of support.								
17	Energy Efficiency & Sustainability: Energy optimization reporting demand response	Vendor to describe how demand control ventilation, scheduling optimization, load shedding/ peak demand control, advanced ventilation and air quality control/sensors (CO2 demand ventilation, humidity control, real-time air quality monitoring) is managed.							3%	
18	Can be fully operational on a browser without need to install software/tools on desktop. Supports the following web browsers: Edge, Google Chrome, Safari.	Preference for a fully browser-based system using modern HTML5 interfaces, with no requirement for Java, ActiveX, browser plug-ins, or locally installed administrative tools for standard use. Vendor should confirm support for current versions of Microsoft Edge, Google Chrome, and Safari, and specify any feature limitations by browser.							5%	
19	Disaster Recovery (DR) and Backup Requirements: The solution must support daily (or more frequent) backups that are encrypted, immutable, and regularly tested. Backup data	Vendor to describe backup frequency, encryption, immutability, retention, testing practices, and disaster recovery procedures. Proposal should identify where backups are stored, whether Canadian data residency is available, and the documented RTO/RPO. Preference for backup and restore processes that can							5%	

	must be stored in Canadian-based data centers with a documented disaster recovery plan that ensures recovery within 24 hours	be validated by the Town and that do not depend solely on vendor intervention.								
20	The vendor must guarantee a minimum of 99.9% uptime during business hours, excluding scheduled maintenance. Support SLAs should include a maximum 1-hour response time for critical incidents and resolution within 8 to 16 hours	Vendor to state guaranteed uptime, maintenance exclusions, support hours, incident severity definitions, response times, and target resolution times. Proposal should clarify how outages are communicated, what support channels are available, and whether after-hours critical support is included. Town should consider whether BAS incidents require support outside normal business hours.							4%	
21	Alarm Management: provides alarm prioritization, alarm suppression and filtering and notification method options.	Vendor to describe alarm prioritization, filtering, suppression, routing, escalation, and notification options (e.g., email, SMS, mobile push). Proposal should explain how nuisance alarms and alarm storms are managed and whether alarm acknowledgement, audit trail, and reporting are supported. Preference for configurable alarm workflows by role, schedule, and severity. Vendor to describe how alarm responses are monitored and managed.							4%	

22	System Ownership: the Town has full administrative access with no vendor lock out.	The Town must retain full administrative access to the complete system, including supervisory software, databases, configurations, controllers (where applicable), user administration, historical data, and export tools. Vendor must confirm there is no technical or contractual vendor lockout. At contract termination, the Town must retain access to its data, credentials, configurations, and documentation in usable, non-proprietary formats.							5%	
23	Patch and Vulnerability Management:	Vendor must provide a documented process for security patching, vulnerability disclosure, remediation timelines, and notification of critical vulnerabilities affecting the BAS platform or associated software/components.							4%	
24	Supported Platforms / No Legacy Dependency:	Solution must not depend on unsupported operating systems, obsolete browsers, Java applets, ActiveX, Adobe Flash, or other end-of-life technologies.							3%	
25	Data Ownership / Exit Plan	Vendor must provide a documented offboarding/exit process, including export of historical data, configurations, graphics, user roles, and system documentation upon contract termination or vendor replacement.							3%	
26	Cost	Vendor to describe cost structure across							2%	

		implementation, subscription, licensing and/or maintenance costs.								
27	Alarm Response	Vendor to describe cyber security notification: minimum 24 hours of cyber security incident and 72 hours for a detailed incident report.							2%	

6.3 Appendix C – Mandatory Items

	Mandatory Items	Yes	No	Vendor Notes
1	Fully browser-based (no plugins)	☐	☐	
2	Supports BACnet / Modbus / OPC UA	☐	☐	
3	MFA enforced for privileged access and all remote access	☐	☐	
4	No shared admin accounts	☐	☐	
5	TLS 1.2+ encryption	☐	☐	
6	Local control during network outage	☐	☐	
7	Data export (CSV/JSON) without restriction	☐	☐	

8	No vendor lock-in (admin access retained)	☐	☐	
9	Backup + DR meets 24hr recovery	☐	☐	
10	Canadian data residency available	☐	☐	
11	No legacy tech (Java, Flash, ActiveX)	☐	☐	
12	Supports AD / SSO integration	☐	☐	

6.4 Appendix D - Pricing

Provide prices as follows:

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services.

Prices shall include the provision of all tools, material, equipment, labour, transportation, fuel, supervision, management, overhead, material, traffic control, services, all necessary packaging and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal tax, bonding costs, all licenses, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at the time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

All Proposals should include the following Pricing Forms.

Pricing entered in the THREE tables below shall be as follows:

- a) All Prices are to in Canadian (CAD) and inclusive of all applicable duties and taxes, except GST and applicable PST, which shall be itemized separately where indicated. The prices are to be all-inclusive and include for all labour, material, supplies, site visits, travel, overheads, profit, insurance, expenses, disbursements, and all other costs and fees necessary to deliver the Deliverables.
- b) The Fixed Cost prices are firm not-to-exceed prices. The Deliverables are to be completed for the price submitted. The Supplier will not be compensated above the Fixed Cost prices if they find that the work requires more effort than they had planned for when they prepared their Proposal.

Include the tables below, or separately, costs for:

1. Software
2. Controllers
3. Gateways
4. Programming
5. Graphics
6. Installation
7. Commissioning
8. Training
9. Documentation

10. Travel
11. Maintenance
12. Optional modules
13. Optional hardware
14. Future hourly rates

1. Implementation Period Milestone Costs

Implementation Period Milestone	Fixed Cost (CAD) and Required Work
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
Subtotal	
GST	
PST (if applicable)	
TOTAL Implementation Period Milestone Costs	

2. System Support & Maintenance Annual Costs

Provide an annual cost for the proposed System Support & Maintenance for the first five (5) years after the Implementation Period. For the purposes of evaluation, Proponents should provide estimated costs based on ten (10) Town staff users requiring access to the System. The Town is under no obligation to guarantee the number of users for the System. In addition to including this form, Proposals should identify how the support and maintenance contract will be structured in terms of pricing (ex. base feed, license fees per user, volume pricing, etc.).

System Support & Maintenance Annual Costs	Fixed Cost (CAD)
Year One	
Year Two	
Year Three	
Year Four	
Year Five	
Subtotal	
GST	
PST (if applicable per BC Ministry of Finance)	
Total Support & Maintenance Costs	

3. Support & Maintenance Annual Costs

Provide the Total Cost (Total Implementation Period Milestone Cost plus Total Support & Maintenance Cost) below. Individual unit pricing (ex. milestone costs and annual costs) will prevail if there are any discrepancies between unit prices and Total Cost. The Town will use this Total Cost when evaluating Pricing.

Support & Maintenance Annual Costs	Fixed Cost (CAD)
Total Implementation Period Milestone Costs	
Total Support & Maintenance Costs	
Total Cost	

4. Additional Costs

Additional Cost	Fixed Cost (CAD)
Total Cost	

6.5 Appendix E - References

Proponents should have completed the implementation of three (3) or more projects within the past five (5) years (as of the Closing Date and Time of this RFP) that included all the following:

- Canadian-based examples (preference given to those within British Columbia)
- Leading the implementation of a solution or software identified in this RFP.
- Provided to clients managing busy municipal recreation / community centres with diverse facilities and HVAC needs.
- Preference to software solutions used to manage geothermal exchanges.
- Migrating the client's data into the solution/software.
- Providing a test or development environment and a separate production environment.
- Providing both major and minor upgrades to enhance functionality, fix bugs, and address the client or customers needs.
- Providing; directly, three (3) or more years of support and maintenance following project implementation/go-live.

Complete the following form for each project that demonstrates the Proponent organization's experience described above. Proposals should include a minimum of three (3) and maximum of five (5) projects. If more than five (5) projects are provided, the Town will only consider the first five (5) when evaluating experience and references. Only include those projects for which implementation was completed within the past five (5) years (as of the Closing Date and Time of this RFP), as scores will be negatively impacted if the implementation was completed prior to this date.

Proponents should note that the Town may contact the client to provide a reference on the experience listed and may amend scoring in the evaluation based on the client's feedback. Positive references will impact scoring positively, and poor or negative references will impact scoring negatively and may be grounds for rejection of a Proposal.

Additionally, the Town may consider information regarding the integrity and reliability of a Proponents services from parties other than those provided in a Proponent's proposal, including the Towns own experience with the Proponent.

Project #1	
Client Name:	

Project Title:	
Contact Name:	
Contact Phone #:	
Contact Email:	
Date of Work:	
Address:	

Project #2	
Client Name:	
Project Title:	
Contact Name:	
Contact Phone #:	
Contact Email:	
Date of Work:	
Address:	

Project #3	
Client Name:	
Project Title:	
Contact Name:	
Contact Phone #:	
Contact Email:	
Date of Work:	
Address:	

Project #4 (Optional)	
Client Name:	
Project Title:	

Contact Name:	
Contact Phone #:	
Contact Email:	
Date of Work:	
Address:	

Project #5 (Optional)	
Client Name:	
Project Title:	
Contact Name:	
Contact Phone #:	
Contact Email:	
Date of Work:	
Address:	

6.6 Appendix F – Scoring Table

Appendix F is a summary of derived from Appendix B.

CATEGORY	WEIGHT	RATING	SCORE
Architecture & Design	10%		X2=
Cybersecurity	15%		X3=
Networking & IT	10%		X2=
Reliability & DR	15%		X3=
Software Platform	10%		X2=
Data & Analytics	10%		X2=
Integration	10%		X2=
UI/UX	5%		X1=
Support & SLA	10%		X2=
Cost	5%		X1=
TOTAL	100%	N/A	/100

The following sets out the categories, weightings, and descriptions of the rated criteria of the RFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

	Rating	Description
5	Very Good to Excellent	Well-supported claims. Exceeds the requirement of the criteria significantly in a way that is beneficial to the Town's needs.
4	Good	Meets or exceeds expectations of the requirement of the criteria in a way that is beneficial to the Town's needs. Adequate level of detail to support claims.
3	Marginal to Average	Mostly Complete. Lacks in critical areas- Addresses most but not all requirements of criterion. Poor level of detail in response. Unsupported claims.
2	Poor to Very Poor	Missing or mismatched attributes. Minimally addresses some, but not all, of the requirements of the criteria; lacking in critical areas. Poor level of detail in response.
1	Very Poor to Unsatisfactory	Does not meet expectations. Minimally addresses requirements and lacks in critical areas. Incomplete response, poor level of detail, unsupported claims.
0	Unsatisfactory	Incomplete Response. Does not satisfy the requirements of the criteria in any manner.

6.7 Appendix G – Conditions of Award

The proponent will be required to supply:

A valid copy of a current WorkSafeBC (WCB) clearance letter with the contract and with each invoice submitted for payment. A current dated letter of exemption from WCB is required if you are not participating in the WCB program, notwithstanding acknowledgement that sole proprietors/independent contractors are not by their nature WCB participants.

A valid certificate of insurance with coverage not less than Two (2) Million dollars from an insurance company legally capable of carrying on business within the province of British Columbia and, names the Town as an additional insured with cross liability and provides a minimum 30 days' notice of any changes to the policy.

Both WCB and Insurance documentation MUST indicate coverage for the type of work being requested in this competition and carried out in the resulting agreement.

6.8 Appendix H – Comox Centennial Building Replacement Project

See supporting documentation **Comox Centennial Building Replacement Project** for information on the architecture of the current building automated software.