



# **PROPERTY MANAGEMENT SERVICES**

**CORPRFP2026-02**

March 2026

Corporate Services



# Request for Proposal (RFP)

## Property Management Services

**Department:** Corporate Services      RFP Number: CORPRFP2026-02

**Issue Date:** March 31, 2026

**Closing Time:** April 28, 2026 2:00:00 PM MDT

The Town of Vermilion (Town) will only accept electronic proposal submissions submitted via email to the Project Owner no later than 2:00:00 PM MDT on April 28, 2026, unless the Town has instructed otherwise by an issued Addendum.

Vendors are cautioned that the Bid Closing Time is based on when the Bid is RECEIVED by the Project Owner, and not when a Bid is submitted by the Vendor. It is the responsibility of the Vendor to be mindful of length of time for the Bid to be transmitted due to file transfer size, transmission speed, etc.

The Town reserves the right to accept or reject any Proposal, to award a Proposal in whole or in part, to award the Proposal that is in the Town's best interest and not necessarily the lowest cost, and the right to cancel this RFP at any time without obligation.

**Project Owner:**

**Name:** Marilyn Lavoie

**Title:** Director of Corporate Services

**Email:** [finance@vermilion.ca](mailto:finance@vermilion.ca)

## **TABLE OF CONTENTS**

1.0	Purpose of RFP .....	5
2.0	Electronic Proposal Submission.....	5
3.0	Proposed Project Schedule .....	5
4.0	Proposed Mandatory Requirements .....	6
5.0	Term of Agreement .....	6
6.0	Deliverables .....	6
7.0	Schedule .....	8
8.0	Proposal Evaluation Criteria and Weighting.....	8
9.0	Proposal Confidentiality.....	9
10.0	Proposal Format Requirements .....	10
10.1	Cover Page.....	10
10.2	Executive Summary .....	10
10.3	Table of Contents .....	10
10.4	Corporate Profile, Property Management Approach / Workplan .....	11
10.5	Team & Key Staff Qualifications and Experience .....	11
10.6	Financial Summary .....	12
10.7	Value Added Services / Innovation .....	12
	APPENDIX A – CONSENT FORM .....	13

## **DEFINITIONS**

Agreement	A written contractual Agreement with specific terms between two or more persons or entities in which there is a promise to do something in return for a valuable benefit, not including the sale of Town owned land or assets
Addenda	The documents designated as such in the RFP
Bid	Means a Vendor's priced offer to the Town for the performance of the Work in accordance with this Request for Proposal
Change of Scope	Is a mutual decision between the Project Owner and the chosen Vendor to change features of the Project such as features, timelines, or expansion/reduction of deliverables
Consultant	The successful Proponent that enters into an Agreement with the Town
Council	An individual elected pursuant to the Local Authorities Election Act as a Member of council
Day	Means a calendar day, unless otherwise noted
Evaluation Team	A team, consisting of Town representatives, including the Project Owner, used to evaluate all received Proposal documents submitted during a competitive process
Mandatory	An essential requirement
Product	The data, information, tangible property or any trade-mark, copyright, patent, trade secret, or other intellectual property which is a result of the Agreement
Project Owner	The Town employee, or its agent, responsible for overseeing the RFP
Proposal	The submission received from a Vendor in response to this RFP
Request for Proposal (RFP)	This entire document and any related Addenda issued before the RFP closing time
Scope of Work	An accurate, detailed, and concise description of the Work to be performed by the Vendor, the owner, and all third parties in a project broken down into specific tasks and associated deadlines
Service	The action of doing some or all of the Work, not including construction, that is supplied or is to be supplied to the Town
Work	All activities required to carry out the Scope of Work described by this RFP
Town of Vermilion	The Town of Vermilion and the area contained within the corporate boundaries of the Town
Vendor	The person or firm submitting a Proposal in response to this RFP

## 1.0 Purpose of RFP

The Town seeks price proposals from interested parties for **Property Management Services** (the “Work”).

## 2.0 Electronic Proposal Submission

The Town will only accept and receive Proposals via email issued to the Project Owner. The Vendor is responsible for confirming receipt of the document.

Vendors should contact the Project Owner listed in this document at least twenty-four (24) hours prior to the closing date and time if any problems are encountered with the electronic submission.

The Town assumes no responsibility for the submission of the Proposals.

HARD COPY PROPOSAL SUBMISSIONS WILL NOT BE ACCEPTED

## 3.0 Proposed Project Schedule

The following table outlines the Town’s anticipated schedule for this RFP. The schedule is subject to change at the Town’s discretion.

ACTIVITY	DATE	TIME
Issuance of RFP	March 31, 2026	N/A
Close of Questions	April 17, 2026	2:00:00 PM
Final Issue of Addenda	April 22, 2026	2:00:00 PM
Mandatory Site Visit of Building	April 24, 2026	12:00:00 PM – 1:00:00 PM
RFP Closing Date	April 28, 2026	2:00:00 PM
Notification of Results (anticipated)	May 6, 2026	N/A

A **Mandatory Site Visit** will be held for all prospective proponents at the date and time indicated in the table above. Attendance at this site visit is a requirement of this RFP. Proposals will only be accepted from proponents who have attended the site visit. Proponents who do not attend will be deemed non-compliant and their submissions will not be considered. Details are as follows:

**Date:** Friday April 24, 2026

**Time:** 12:00pm-1:00pm

**Location:** 5706 50 Avenue Vermilion, AB

Meet outside of the main doors on the east side of the building

## **4.0 Proposed Mandatory Requirements**

Vendors must declare on the consent form provided in Appendix A that they can comply with the following Mandatory requirements to be considered by the Town:

- 1) The Vendor must be able to meet the minimum specifications as listed within this RFP.
- 2) The Vendor must be capable of providing either:
  - a. Confirmation of a safety program by providing the table of contents of the documents; or
  - b. If the Vendor does not have a Certificate of Recognition or safety program and has less than twenty (20) employees, the Vendor must be able to provide a hazard assessment and control process.
- 3) During the term of the Agreement, the Vendor must carry the following:
  - a. General liability insurance in an amount not less than two million dollars (\$2,000,000) per occurrence for personal injury and/or third-party property damage.
  - b. Automobile liability coverage in an amount not less than one million dollars (\$1,000,000) per occurrence for bodily injury and/or third-party property damage
- 4) The Vendor must be able to provide a Workers compensation board Coverage Clearance Letter.
- 5) The Vendor must hold a valid Town of Vermilion Business License.
- 6) The Vendor must be capable of adding the Town of Vermilion as an additional insured to their General Liability policy.

Each Vendor must submit all Mandatory documents with their Proposal submission; however, if the Mandatory documents cannot be submitted with the Proposal a letter identifying the same, signed by a duly appointed representative of the Vendor, must be submitted with the Proposal with the understanding that within ten (10) regular business days of being notified as the selected Vendor and prior to executing an Agreement all documentation must be provided. If in the event the successful Vendor is unable to produce the Mandatory documents within ten (10) regular business days of being notified as the selected Vendor, the Town reserves the right to choose the Vendor with the highest submission score.

## **5.0 Term of Agreement**

This Agreement will commence on May 11, 2026 and continue thereafter for a three (3) year term ending May 10, 2029. The Town reserves the sole option to extend the contract for one (1) additional period of up to two (2) years, subject to satisfactory performance, budgetary approval, and mutually agreed upon terms.

## **6.0 Deliverables**

The Town of Vermilion owns the Midtown Medical Clinic and has historically managed the property internally. The Town has identified the need for an external property management Vendor to be responsible for managing the tenants and the building for the Town. Given the confidential nature of the

tenants' operations, it is imperative that the Vendors minimize disruptions and are sensitive and confidential to healthcare operations.

The successful Vendor is responsible for providing property management services for the Town of Vermilion's Midtown Medical Clinic building located at 5706 50 Avenue Vermilion, Alberta. The building is 6,219 sq.ft with approximately 6,000 sq ft of leasable area. The main level has a large reception area, three wings with office and examination rooms and a pharmacy. The basement has a finished conference room, kitchen area and storage. The building is zoned commercial and is currently leased to a variety of medical related services tenants, with approximately 4-6 tenants in place. The Town's intent is to maintain the building as a medical clinic and retain medical related tenants.

The successful Vendor will provide comprehensive property management services for the Medical Clinic, with servicing including but not limited to:

#### Tenant Management

- Act as the primary point of contact for all tenant and property-related matters. Manage tenant relations and resolve disputes professionally
- Coordinate tenants move-ins and move-outs
- Monitor lease expiries and provide recommendations for renewals
- Marketing vacant spaces and coordinating showings as required for vacancies
- Determine market value for the space(s), with the Town having final approval of lease rates
- Establish and administer all lease agreements, in collaboration with the Town, and ensure compliance with the lease terms. Vendor administers and recommends leases, with the Town retaining final approval authority
- All tenant rent shall be payable directly to the Town of Vermilion

#### Building Management

- Ensure the property is operated in a safe, efficient and professional manner
- Conduct regular site inspections and provide inspection reports to the Town
- Coordinate and oversee all maintenance and repairs valued under \$2,000 per incident. Any items valued over \$2,000 require Town approval prior to any work being performed
- Develop and implement preventative maintenance programs as required
- Maintain a log of maintenance activities and capital asset condition, identifying upcoming major repairs or replacements and providing the Town with a recommendation on the 5-year capital plan for the building

Other

- Assist in the preparation of annual budgets for the building
- Provide 24/7 emergency contact and prompt response services (ability to respond in person within 2-4 hours notice for critical emergencies), advising the Town immediately of all emergencies with the tenants and building
- Maintain regular communication with the Town and provide timely updates on issues, risks and opportunities
- Provide regular monthly reporting to the Town, including operational reports that detail the occupied/vacant units, maintenance or repairs updates, incident logs, upcoming lease expiries, items requiring repairs, etc.
- Coordinate emergency repairs and tenant communications as required
- Attend meetings with the Town regarding the property as required

## 7.0 Schedule

Vendor is responsible for meeting the deliverables within the timelines stated below:

DATE	MILESTONE
May 6, 2026	Award to Vendor
May 11, 2026	Kick Off Meeting

## 8.0 Proposal Evaluation Criteria and Weighting

Proposals meeting the requirements of this RFP will be evaluated in accordance with the criteria and weighting shown in the table below.

EVALUATION CRITERIA	WEIGHT
Property Management Approach / Work Plan	25%
Experience and Qualifications	20%
Team and Key Personnel	10%
Value Added Services / Innovation	5%
Financial Summary	40%

The Vendor's responses to Items 1-3 will be considered as the technical score of the Proposal and will be scored by the Evaluation Team using a scale between 0 and 10 as shown in the table below. The scores will be averaged and then multiplied by the weight specified in the above evaluation criteria table. Proposals not reaching a minimum technical score of forty out of sixty (40/60) will not be considered for award.

Each weighted score will be added to arrive at a total score for the Vendor. The Town will evaluate and assign scores at the sole discretion of the Evaluation Team assigned to the project.

Vendors achieving or surpassing the minimum technical score, i.e., 40/60, will have their Financial Summary evaluated and references may be contacted.

<b>SCORE</b>	<b>RATING</b>	<b>DESCRIPTION</b>	<b>STRENGTHS RELATIVE TO REQUIREMENTS</b>	<b>WEAK- NESSES</b>	<b>CONFIDENCE IN PROPOSAL</b>
<b>9-10</b>	Excellent	The Proposal addresses all requirements completely, exhibits outstanding knowledge, creativity, innovation or other factors beneficial to the RFP	Surpasses requirements with numerous strengths	None	Very High
<b>6-8</b>	Good	The Proposal addresses all requirements completely and addresses some elements of the requirements in an outstanding manner	Meets requirements with some strengths.	Minor weaknesses	High
<b>5</b>	Moderate	The Proposal addresses all requirements	Meets requirements with minimal strengths	Moderate – does not outweigh the strengths	Moderate
<b>3-4</b>	Marginal	The Proposal meets some of the requirements	Meets some requirements with some clear strengths	Outweigh the strengths	Low
<b>1-2</b>	Unacceptable	The Proposal meets few of the requirements	Meets few requirements with few strengths	Significant	Poor
<b>0</b>	Unqualified	The Proposal meets no requirements	Meets no requirements and no strengths	Weaknesses in all areas	No Confidence

## 9.0 Proposal Confidentiality

All documents submitted to the Town will be subject to the protection and disclosure of the Protection of Privacy and Access to Information legislation. Vendors should note that some financial and technical scoring may be disclosed if brought forward to Council Meetings. The awarded Contract amount may be posted to the tendering website in accordance with legislation.

## **10.0 Proposal Format Requirements**

Proposals meeting the requirements of this RFP will be evaluated in accordance with the criteria and weighting shown in the table below.

Proposals' content (not including pictures) shall be limited to 20 pages single sided, minimum size 10 font, one-inch margins, and should be organized in the following format to ensure proper evaluation:

Cover Page

Executive Summary

Table of Contents

Corporate Profile

Property Management Approach/Workplan

Corporate Experience and Qualifications

Team & Key Staff Qualifications and Experience

Financial Summary

Value Added Services/ Innovation

Appendix A – Consent Form and Addenda (completed table as required, provided in Appendix A)

Appendix B – Key Staff Resumes

Appendix C – Other Information

### **10.1 Cover Page**

The cover page must include the Town's RFP name and number.

### **10.2 Executive Summary**

The executive summary presents highlights of the Vendor's Proposal. The executive summary should not be longer than two (2) pages.

### **10.3 Table of Contents**

Vendors should provide a table of contents outlining their Proposal.

## **10.4 Corporate Profile, Property Management Approach / Workplan**

Vendors are to explain why their firm is the best choice to deliver the Scope of Work as described in the RFP. Key strengths should be clearly identified. Other pertinent information demonstrating the Vendor's experience and past performance should be included.

Vendors should discuss their future direction where it may positively impact and increase Service capabilities offered to the Town over the life of this project.

Provide a summary and related references for at least three (3) projects completed within the last five (5) years, for which the Vendor has provided the goods and/or services. These reference projects must:

- Be similar in nature to the project for which the Proposals are being sought;
- Have a required scope of work similar in nature to this project; and
- Have been performed by a team, including key personnel substantially the same as the one proposed for this project.

The summary for each project should include:

- Name, location, and brief description of the project;
- Name of client (owner) and contact information of the client's representative;
- Names of key personnel;
- Client's and other participant's commendations, if possible.

Vendors are to provide a clear understanding of the objectives and critical issues that could affect the project. The Vendor should include a clear explanation of their proposed approach including a task-by-task breakdown. The proposal shall detail how the Vendor handles tenant management, building maintenance, response to the building in the event of tenant or Town requirement, communications with the Town, and ongoing reporting. The Vendor should also include any innovative solutions, comments, and ideas pertaining to the project that may not have been addressed in the RFP as they see fit.

Information regarding how the work will be accomplished and any safety considerations will be assessed as part of the proposed methodology.

## **10.5 Team & Key Staff Qualifications and Experience**

Vendors must include, together with their sub consultants (if applicable), a list of key staff that will be involved in the project. A resume must be provided for each staff member that includes, but is not limited to, qualifications, experience, and capability. The Proposal should clearly identify the roles each key staff will be responsible for in the implementation of the anticipated Agreement.

If a change to this list is required after the project is awarded, the Consultant must submit a written request to the Town to authorize for the change. Any proposed replacement of a key staff member must have, in the opinion of the Town, equivalent or better qualifications than the original staff member.

## **10.6 Financial Summary**

Vendors are to provide a Financial Summary of a percentage of overall annual rent or flat annual rate for this Work. Reimbursable expenses and travel costs are to be included in the cost breakdown. Costs for all services required to complete the Scope of Work are to be included in the cost breakdown. Where applicable, additional costs associated with implementing the value added or innovative ideas must be identified as optional. Proposals will be evaluated based upon the defined Scope of Work. The Town may opt to include any proposed or optional innovative ideas in the Vendor's Proposal to the Scope of Work and the estimated cost provided will be included in the Bid Price.

The financial evaluation will be calculated using the following formula:

$$\text{Financial Summary Score} = \text{Max Points} \times \text{"Low Bid"} / \text{"Bid Being Evaluated"}$$

The Bid price will be used to enter into an Agreement with the Vendor. If there are any clarifications to be made or additional items that should be included in the project scope, the Vendor must notify the Project Owner.

The Financial Summary provided within the RFP submission will become the baseline from which performance of the Vendor will be measured.

## **10.7 Value Added Services / Innovation**

Vendors may, at their discretion, include additional information which they consider relevant to ensure a full and proper evaluation.

**APPENDIX A – CONSENT FORM**

VENDOR NAME:		
STREET ADDRESS:		
CITY:	PROVINCE:	POSTAL CODE:
REPRESENTATIVE:	PHONE NUMBER:	
E-MAIL:	FAX NUMBER:	
GST REGISTRATION NUMBER:		
AUTHORIZED SIGNATURE:	DATE:	
PRINT SIGNATURE AND TITLE:		

**Consent**

I am an authorized signing authority of the Vendor and have personal knowledge of the fact that the Vendor meets all mandatory requirements in this RFP and that the information provided within this Proposal is true and accurate.

The Vendor hereby acknowledges receipt of the following Addenda to the Bid Documents:

ADDENDUM NO.	DATE OF ISSUE	SIGNATURE