

TO: MAYOR & COUNCILLORS
FROM: DEPUTY GENERAL MANAGER FINANCE
CONCURRENCE BY: GENERAL MANAGER ENGINEERING
SUBJECT: **CR – MOBILE PAYMENT SERVICES - PARKING**
PURPOSE: To obtain Council approval for a Contract Renewal (CR) for Mobile Payment Services – Parking.

RECOMMENDATION

THAT a contract renewal to PayByPhone Technologies Inc. for an estimated total cost of \$460,000 including GST in the amount of \$ 21,904 as outlined in the report titled “CR – Mobile Payment Services - Parking” dated May 13, 2025, be approved; and,

THAT final payment be based on the actual transaction volume of services provided.

1.0 POLICY SECTION

The City’s Change Order Policy requires Council’s approval for change orders, which individually or when accumulated with prior change orders, increases the total value of the contract by \$500,000.

2.0 BACKGROUND

Following a Request for Proposal (RFP) on September 03, 2021, the City awarded a three-year contract from August 2022 to August 2025, with options of up to two one-year renewal options at the sole discretion of the City, to PayByPhone Technologies Inc. for a total cost of \$378,000 including GST in the amount of \$18,000. The work includes provision of a mobile payment option to customers parking at metered street parking spaces within Burnaby’s metered parking zones.

Since the award of this contract, there has been one contract increase for a total amount of \$41,567 including GST in the amount of \$1,979 due to an adjustment to the transactional fees with the successful increase of the adoption rate to the mobile payment services program.

3.0 GENERAL INFORMATION

This recommendation is for the two-year contract renewal for the period August 17, 2025, to August 16, 2027, for an estimated cost of \$460,000 including GST in the amount of \$21,904. The total estimated contract value is \$879,567 including GST in the amount of \$41,884. Review by City staff indicates that the vendor has the capability to successfully supply the service required under this contract.

This contract extension is required to continue providing mobile payment services to customers parking at metered street parking spaces within Burnaby's metered parking zones. PayByPhone currently processes over 70% of Burnaby street parking meter revenues and is estimated to be processing \$2.7 million in parking revenue annually for the City over the next two years.

Contract History	Date	Accumulative Total Change (including GST)
Original Contract Award	August 2022 - August 2025	\$378,000
Contract Increase#1	August 2024 - April 2025	\$41,567
Contract Renewal #1	Pending	\$460,000
TOTAL		\$879,567

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

RFP#142-09-21 Mobile Payment Services - Parking (Attachment 1) was publicly advertised. Upon closing, the City received a total of four submissions.

5.0 FINANCIAL CONSIDERATIONS

Funding for this work is included in the 2025 – 2029 Financial Plan under the Engineering operating budget.

Respectfully submitted,

Ratan Grewal, Deputy General Manager Finance

ATTACHMENTS

Attachment 1 – RFP 142-09-21

REPORT CONTRIBUTORS

This report was prepared by Bill Johns, Parking Services Supervisor and Ana Felix, Senior Buyer, and reviewed by Sophan Lum, Senior Manager, Procurement Services.