



**PARKS AND RECREATION**

**REQUEST FOR PROPOSALS**

**SECURITY PATROL FOR CITY PARKS & VICTORIA  
PARK**

**FEBRUARY 2024**

**File 2024-017**

## Table of Contents

1.1 OVERVIEW .....	5
1.2 PURPOSE .....	5
<b>2.0 REQUEST FOR PROPOSAL TERMS .....</b>	<b>6</b>
2.1 DEFINITIONS .....	6
2.2 NO OBLIGATION TO PROCEED .....	7
2.3 CANCELLATION .....	7
2.4 CITY'S DECISION-MAKING .....	7
2.5 ENQUIRIES .....	7
2.6 ERRORS AND OMISSIONS .....	8
2.7 ADDENDA, CORRECTIONS, OR EXTENSIONS .....	8
2.8 ELIGIBILITY .....	8
2.9 EVALUATION COMMITTEE .....	8
2.10 EVALUATION AND SELECTION .....	8
2.11 PROPOSAL CLARIFICATION .....	8
2.12 DEBRIEFING .....	8
2.13 SIGNED PROPOSALS .....	9
2.14 ALTERNATIVE SOLUTIONS .....	9
2.15 CHANGES TO PROPOSAL WORDING .....	9
2.16 IRREVOCABILITY OF PROPOSALS .....	9
2.17 COMPLETENESS OF PROPOSAL .....	9
2.18 SUB-CONTRACTING .....	10
2.19 ASSIGNMENT .....	10
2.20 CONFIDENTIALITY .....	10
2.21 CONFLICT OF INTEREST .....	11
2.22 LAWS OF PRINCE EDWARD ISLAND .....	11
2.23 FINAL AGREEMENT .....	11
2.24 GRATUITIES .....	11
2.25 INSURANCE AND WORKERS COMPENSATION .....	11
2.26 PERFORMANCE .....	12
2.27 VALIDITY OF PROPOSALS .....	12
3.0 SCOPE OF SERVICE .....	13
3.1 REQUIREMENTS AND SCOPE OF SERVICES .....	13

---

<b>3.1.1 DETAILS OF SERVICES REQUIRED .....</b>	<b>13</b>
<b>3.1.2 VEHICLE &amp; COMMUNICATIONS.....</b>	<b>13</b>
<b>3.2 ANTICIPATED TIMEFRAMES .....</b>	<b>15</b>
<b>4.0 EVALUATION CRITERIA .....</b>	<b>15</b>
<b>4.1 EXPERIENCE AND QUALIFICATIONS – 30% .....</b>	<b>15</b>
<b>4.2 SPECIFICATIONS OF PROPONENT COMPANY – 25% .....</b>	<b>16</b>
<b>4.3 COST OF SERVICE – 30% .....</b>	<b>16</b>
<b>4.4 REFERENCES - 10% .....</b>	<b>16</b>
<b>4.5 CLARITY OF PROPOSAL - 5% .....</b>	<b>16</b>
<b>Appendix A: VEHICLE AND COMMUNICATIONS .....</b>	<b>18</b>
<b>Appendix B: ELECTRONIC GUARD TOUR SYSTEM .....</b>	<b>19</b>
<b>Appendix C: STAFF.....</b>	<b>20</b>
<b>Appendix D: REPORTING .....</b>	<b>21</b>
<b>Appendix E: PROPONENT INFORMATION SHEET .....</b>	<b>22</b>

## 1.0 INTRODUCTION AND PURPOSE

Proposals shall be submitted by email at [tenders@charlottetown.ca](mailto:tenders@charlottetown.ca) with the subject, "**2024 Security Patrol for City Parks & Victoria Park**". It is the responsibility of the proponent to email the proposal before **2:00:00 on Thursday, March 21<sup>st</sup>, 2024**. **Late proposals will not be accepted.**

Any addenda will be posted on the City of Charlottetown website at **[www.charlottetown.ca/tenders](http://www.charlottetown.ca/tenders)**. Proponents are responsible for checking the website for proposal/quotation/tender notices, documents, and addenda. The City is not responsible for ensuring Proponents have obtained addenda.

**Email submissions will be accepted as the sole method of submission. There will be a public opening of submissions received immediately after closing.** The awarding of a contract, if any, resulting from this Request for Proposals (RFP), shall be done, upon approval by City Council, as soon as practical after bid evaluations have been completed. Results of this RFP will be posted on the City's awards webpage at the following address: [www.charlottetown.ca/tenders](http://www.charlottetown.ca/tenders).

This RFP creates no obligation on the part of the City of Charlottetown to award the contract or to reimburse proponents for proposal preparation expenses. The City of Charlottetown reserves the right to accept or reject all proposals, in whole or in part, received because of this request, and to negotiate in any manner necessary to best serve the interests of the City. The decision on which proposal best satisfies the needs of the City rests solely with the City and any decision is not open to appeal. Submissions will not be evaluated if the Proponent's current or past corporate or other interests may, in the City's opinion, give rise to a conflict in connection with this project. The City specifically reserves the right to reject all proposals if none is satisfactory and, in that event, at its option, to call for additional proposals. No term or condition shall be implied, based upon any industry or trade practice or custom, any practice or policy of the City or otherwise, which is inconsistent or conflicts with the provisions contained in these conditions.

At the election of the City, whether a submission or submissions otherwise satisfies the requirements of the RFP, the City may reject summarily any submission received from a Proponent who has been anywise involved in litigation, arbitration, or alternative dispute resolution with the City within the five (5) year period immediately preceding the date on which the request for Proposals was published.

The City's evaluation may include information provided by the Proponent's references and may also consider the Proponent's past performance on previous contracts with the City or other institutions.

The City may prohibit a Proponent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct shall include but not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of the Proponent to honor its pricing or other commitments made in its proposal; or (c) any other conduct, situation or circumstance, as solely determined by the City.

Any potential conflict of interest must be disclosed to the City in writing. Any conflict of interest identified will be considered and evaluated by the City. The City has the sole discretion to take the steps deemed necessary to resolve the conflict. If, during the term of the contract, a conflict or risk of conflict should arise, the Contractor will notify the City immediately in writing of that conflict or risk and take any steps that the City reasonably requires to resolve the conflict or deal with the risk.

The City will pay the successful proponent via Electronic Funds Transfer. The successful proponent will be required to provide the necessary information for registration on the City's payment system.

Any questions in respect of this RFP must be addressed, in writing, by email to [tenders@charlottetown.ca](mailto:tenders@charlottetown.ca). Questions must be received no less than three (3) business days before the closing date of the RFP.

### **1.1 OVERVIEW**

The City of Charlottetown is a flourishing community of over 40,500 people located on the south shore of Prince Edward Island. Charlottetown is the capital City of Prince Edward Island and is called the "Birthplace of Confederation" after the historic 1864 Charlottetown Conference, which led to Confederation. City Hall is located at 199 Queen Street, Charlottetown, PE.

The City provides a full range of municipal services including general government, police protection, fire protection, planning and development, building inspection, environmental health, environmental development, transportation, and recreation and cultural services. The City also operates the Charlottetown Water and Sewer Utility.

A Mayor and ten Councillors govern the City and the administration of the City is under the direction of a Chief Administrative Officer, Director of Finance and Corporate Services, Director of Integrated Growth and Acting Director of Community Services. There are twelve departmental managers including a Manager of Human Resources, Manager of Finance, Manager of Water and Sewer Utility, Manager of Parks and Recreation, Manager of Policy and Heritage, Manager of Development of Development, Manager of Infrastructure and Asset Management, Manager of Public Works, Manager of Environment & Sustainability, a Chief of Police, and Fire Chief.

### **1.2 PURPOSE**

The **purpose of this RFP** process is to select a Proponent to provide security services for the City of Charlottetown at over eighty (80) City parks and recreational areas, including Victoria Park. The required services shall include vehicle patrol for City wide parks for a fifteen (15) week period and foot patrol for Victoria Park for a nineteen (19) week period. Details provided in **Section 3.0 - SCOPE OF SERVICE**.

## 2.0 REQUEST FOR PROPOSAL TERMS

The City has formulated the terms and procedures set out in this RFP to ensure that it receives proposals through an open, competitive process and the Proponents receive fair and equitable treatment in the solicitation, receipt, and evaluation of their proposals.

The following terms will apply to this RFP and to any subsequent Contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms.

### 2.1 DEFINITIONS

Throughout this Request for Proposal, terminology is used as follows:

- a) **“City”** means The City of Charlottetown.
- b) **“Administrator”** means the person or persons designated within the bylaws of the City as responsible for giving direction to or negotiating with a potential or successful proponent.
- c) **“Agreement”** means the written agreement, consisting of the agreement documents signed between the City and the successful proponent pursuant to this RFP and the successful proposal.
- d) **“Agreement Documents”** means the instructions to proponents, scope of service, addenda, response to the RFP, and the acceptance of proposal together with all subsequently negotiated agreements, written amendments, modifications, and supplements to such documents and all written authorizations signed by the administrator(s) amending, deleting, or adding to the contract.
- e) **“Contract”** means the written agreement or Purchase Order resulting from this Request for Proposal, in accordance with this Request for Proposal.
- f) **“Contractor”** means a successful Proponent to this RFP who enters into a written Contract with the City.
- g) **“Must”, “mandatory”, “required”, or “shall”** means a requirement that must be met in order for a proposal to receive consideration.
- h) **“Proponent”** means an individual or a company that submits, or intends to submit, a Proposal in response to this “RFP”.
- i) **“Proposal”** means the Proponent’s response to this “RFP”.
- j) **“Requirements”** means those services described in the Scope of Service section of this RFP.
- k) **“Should” or “desirable”** means a requirement having a significant degree of importance to the objectives of the RFP.

## **2.2 NO OBLIGATION TO PROCEED**

Though the City fully intends at this time to proceed through the RFP, the City is under no obligation to proceed with the purchase, or at any other stage. The receipt by the City of any information (including any submissions, ideas, plans, drawings, models, or other materials communicated or exhibited by any intended Proponent, or on its behalf) shall not impose any obligations on the City. There is no guarantee by the City, its officers, employees, or agents, that the process initiated by the issuance of this RFP will continue, or that this RFP process or any RFP process will result in a contract with the City.

## **2.3 CANCELLATION**

The RFP may be cancelled in whole or in part without penalty, when, in the opinion of the City:

- a) There has been a substantial change in the requirements after this RFP has been issued.
- b) Information has been received by the City, after issuance of this RFP, that the City feels substantially alters the specified procurement.
- c) There was insufficient competition to provide the level of service, quality of goods, or pricing required, or.
- d) The City, in its sole discretion, decides that there is any other sufficient justification to cancel this RFP.

The City of Charlottetown may cancel this RFP, reject all proposals, or seek to acquire the subject of this RFP through a new RFP or by other means.

The City reserves the right to cancel any RFP at any time without recourse by the contractor. The City has the right to not award this work for any reason including choosing to complete the work with the Owners' [sic] own forces.

## **2.4 CITY'S DECISION-MAKING**

The City has the power to make any decision, or to exercise any contractual right or remedy contemplated in this RFP at its own absolute and unfettered discretion.

## **2.5 ENQUIRIES**

The City has endeavored to provide complete, correct information and estimates to enable proponents to properly assess and determine the scope and complexity of the work required to submit a response to this RFP. Proponents are solely responsible for determining if they require more information or if anything appears incorrect or incomplete, and for contacting the person named in this RFP if they have any questions whatsoever prior to the closing date. All enquiries related to this RFP are to be directed, in writing, by email, to [tenders@charlottetown.ca](mailto:tenders@charlottetown.ca).

Information obtained from any other source is not official and should not be relied upon. The City will not be responsible for any verbal statement, instruction, or representation. Enquiries and responses will be recorded and may be distributed to all Proponents at the City's option by way of an addendum. Any enquiries regarding this RFP must be submitted at least three (3)

working days prior to the closing date. Any enquiries submitted after this date may remain unanswered.

## **2.6 ERRORS AND OMISSIONS**

Any ambiguities, inconsistencies, uncertainties, or other errors related to this document of which any proponent may become aware should be directed, in writing, to [tenders@charlottetown.ca](mailto:tenders@charlottetown.ca). If necessary, response to such items shall be made by way of an addendum, which will be posted, serially, on the tender page of the City's website.

## **2.7 ADDENDA, CORRECTIONS, OR EXTENSIONS**

The City of Charlottetown reserves the right to modify the terms of this RFP by way of an addendum at any time prior to closing, at its sole discretion.

## **2.8 ELIGIBILITY**

Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the City's opinion, give rise to a conflict of interest in connection with this RFP.

## **2.9 EVALUATION COMMITTEE**

The evaluation of proposals will be by a committee formed by the City.

## **2.10 EVALUATION AND SELECTION**

Proposals will be evaluated against the mandatory criteria. Proposals not meeting all mandatory criteria will be rejected without further consideration. Proposals that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. The City's intent is to enter into a Contract with the Proponent who has the highest overall ranking.

By responding to this RFP, Proponents will be deemed to have accepted all the terms, conditions, and/or specifications herein and have agreed that the decision of the Evaluation Team will be final and binding.

## **2.11 PROPOSAL CLARIFICATION**

The City reserves the right, upon reasonable notice, to interview, examine, and make inquiries of any proponent after the closing date, generally, and for the purpose of clarifying or verifying any portion of the proposal submitted, which may, in the opinion of the City, be unclear or require verification. All Proponents agree at their own expense to attend such interviews, and to fully cooperate with the City on any such inquiry, and to provide, at the Proponent's own expense, any such clarification and/or verification as requested by the City.

Inquiries made by one or more proponents for the above purpose will not obligate the City to clarify or seek further information from any or all other proponents.

## **2.12 DEBRIEFING**

Unsuccessful Proponents may request a debriefing meeting with the City.



**2.13 SIGNED PROPOSALS**

The proposal must be signed by the person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this RFP. All proponents who operate through an incorporated company shall fix their corporate seal to the submission documents in addition to the authorized signatures. Proposals are to be submitted using the attached Proposal Form at the conclusion of this RFP.

**2.14 ALTERNATIVE SOLUTIONS**

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

If alternative solutions are offered, which, in the Proponent's opinion may be advantageous to the City, economic or otherwise, please submit the information in the same format as a separate proposal. This alternative should clearly enumerate the advantages as well as any associated cost implications. Please indicate that it is an alternative to the initial submission and not a replacement by writing "Alternative Submission #" on the envelope as well as in the document itself.

**2.15 CHANGES TO PROPOSAL WORDING**

The Proponent will not change the wording of its proposal after closing and no wording or comments will be added to the proposal unless requested by the City for purposes of clarification.

**2.16 IRREVOCABILITY OF PROPOSALS**

A Proponent who has already submitted a proposal may submit a further proposal at any time up to the official closing time. The last proposal received shall supersede and invalidate all proposals previously submitted by that proponent for this RFP. Any proponent may withdraw or qualify his/her proposal at any time up to the official closing time by re-submitting a new proposal to the City. The new proposal shall be marked on the subject line by the Proponent as "Resubmission #" along with the name of the RFP and emailed to the attention of the Purchasing Officer, as noted above in the RFP. Proposals may be withdrawn at any time prior to opening upon emailed request from the proponent. Negligence on the part of the proponent in preparing his/her proposal shall not constitute a right to withdraw a proposal subsequent to the proposal opening.

Upon closing time, all proposals become irrevocable. By submission of a proposal, the Proponent agrees that should its proposal be successful, and the City should decide to proceed, the Proponent will enter a contract with the City of Charlottetown by either signing a contract document or accepting a Purchase Order issued by the City.

**2.17 COMPLETENESS OF PROPOSAL**

By submission of a proposal the Proponent warrants that, if this RFP is to Design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Proponent at no charge.

**2.18 SUB-CONTRACTING**

- a) Using a subcontractor (who must be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful interconnection of the two product or service lines and this must be defined in the proposal.
- b) Sub-contracting to any firm or individual who's current or past corporate or other interests may, in the City's opinion, give rise to a conflict of interest in connection with this project will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this RFP.
- c) Any Sub-contracting of the service to any firm or individual after the award of a Contract must have prior approval by the City.

**2.19 ASSIGNMENT**

This RFP and any resulting contract may not be assigned by either party without the prior written consent and approval of the other party, which consent may not be unreasonable withheld; provided however, either party, without such consent, may assign or sell the same in connection with the transfer or sale of substantially its entire business to which this contract pertains or in the event of its merger or consolidation with another company. Any permitted assignee shall assume all obligations of its assignor under this contract. No assignment shall relieve any party or responsibility for the performance of any accrued obligation that such party then has hereunder.

**2.20 CONFIDENTIALITY**

The successful proponent agrees not to release or, in any way, cause to release any confidential information of the City of Charlottetown unless an appropriate official of the City has specifically approved them to do so in writing.

The Proponents agree to treat all information contained in this RFP as confidential, to use such information only for purposes of responding to this RFP, and not to disclose any such information, in whole or in part, to any other party without the express prior written consent of either party or pursuant to legal power, other than:

- a) To an agent who in the City's reasonable opinion, is seeking information on behalf of the Proponent.
- b) To a party used by the City to evaluate the Proponents creditworthiness. Each party agrees to allow the other party to store contact information, such as names, phone numbers, and email addresses for its business representatives, in any country where that party does business and to use such information internally and to communicate with the other party for the purposes of their business relationship. Proponents agree to handle any personal information that may gain access to through this RFP in accordance with the requirements of privacy laws, and in a manner consistent with the City's published privacy policies, as amended from time to time.

## 2.21 CONFLICT OF INTEREST

Any potential conflict of interest must be disclosed to the City in writing. Any conflict of interest identified will be considered and evaluated by the City. The City has the sole discretion to take the steps they deem necessary to resolve the conflict. If, during the term of the Contract, a conflict or risk of conflict of interest arises, the successful Proponent will notify the City immediately in writing of that conflict or risk and take any steps that the City reasonably requires to resolve the conflict or deal with the risk.

## 2.22 LAWS OF PRINCE EDWARD ISLAND

This RFP will be governed by and will be construed and interpreted in accordance with the laws of the Province of Prince Edward Island.

## 2.23 FINAL AGREEMENT

This solicitation does not necessarily contain all terms and conditions required for conducting business with the City of Charlottetown.

## 2.24 GRATUITIES

The City of Charlottetown may, by written notice to a proponent, cancel any contract if it is found by the City that gratuities, in the form of entertainment, gifts, or otherwise, were offered or given by the proponent, or the agent or representative of the proponent, to any employee or agent of the project with a view toward securing favorable treatment with respect to the awarding or amending, or making any determinations with respect to performing of such contract.

## 2.25 INSURANCE AND WORKERS COMPENSATION

The Proponent must provide the following certificates of insurance as proof of the coverage.

- **Commercial General Liability Insurance:**

The Proponent shall maintain Commercial General Liability Insurance covering bodily injury, property damage, personal injury, products and completed Operations, Tenants Legal Liability, Contractual Liability, and Forcible Ejection Coverage with a limit not less than CAD \$ 3 million per occurrence. The City of Charlottetown shall be named as an additional insured under this policy (see below)

- **Professional Liability Insurance:**

The proponent shall maintain Professional Liability Insurance covering errors, omissions, or negligent acts arising out of the services performed with a limit not less than CAD \$2 million. **Such insurance shall remain in force for a period of two years following the completion of the services.**

- **Workers Compensation Insurance:**

The proponent shall provide proof of Workers Compensation coverage as required by the province of Prince Edward Island.

- **Abuse and Molestation Liability Insurance:** The proponent shall maintain Abuse and Molestation Liability Insurance with a limit of not less than CAD\$2 million per occurrence.

- **Automobile Insurance:**

The Proponent shall maintain Automobile Liability Insurance covering all owned, non-owned, and hired vehicles with a limit of not less than CAD \$1 million per occurrence.

- **Indemnity Clause for the RFP:**

The Proponent shall indemnify and hold harmless the City of Charlottetown, its officials, employees, volunteers, contractors, agents, and representatives from and against all claims, demands, losses, damages, costs, expenses, actions, and other proceedings, made, sustained, brought, prosecuted, or threatened to be brought or prosecuted in any manner based upon, occasioned by, attributable to, or arising out of any act, omission, or negligence of the Proponent, its employees, agents, contractors, or any person for whom the Proponent is legally responsible, in connection with the performance of this contract, except to the extent that such claims are directly and solely caused by the negligence of the City of Charlottetown.

The successful Proponent must maintain the above-mentioned coverages for the duration of the contract unless otherwise mentioned. The City requires an advance 30-day notice should any of the policies be cancelled or changed in any manner.

The undersigned is required to have in place adequate coverage and be in good standing with the Workers Compensation Board of Prince Edward Island during the term of provision of all services to the City of Charlottetown. Proof of coverage may be requested at the commencement of any contract or the provision of any services to the City of Charlottetown. The Company awarded this proposal will be required to provide proof that their Company complies with all the provisions of the PEI Occupational Health and Safety Act. During the progress of the awarded work, Companies will be required, on the request of the City, to provide written verification that their work complies.

## **2.26 PERFORMANCE**

The City has the right to cancel agreements based on performance, with the City as the sole judge of that performance.

## **2.27 VALIDITY OF PROPOSALS**

All Proposals must remain valid and open for acceptance by the City for a period of one hundred and twenty (120) days after the closing date. This period may be extended if requested by the City and agreed to by the Proponent in writing.

## **2.28 PROPOSED CONTRACT TERM**

The proposed term of this agreement shall be for the period of 2024. The City will retain the option to extend the contract to 2025 and 2026 seasons at the same price if mutually agreed to.

### 3.0 SCOPE OF SERVICE

#### 3.1 REQUIREMENTS AND SCOPE OF SERVICES

The City of Charlottetown invites proposals to provide the following.

The provision of security services for both person and property for all City parks and recreation areas within Charlottetown City limits, including Victoria Park.

The scope of work for the Victoria Park foot patrol includes patrolling and record keeping. In addition, the foot patrol deals with common issues including park users drinking alcoholic beverages, checking washrooms for vandalism, people loitering and securing buildings.

The scope of work for the mobile park patrol of City parks includes patrolling and record keeping. Common issues for the security officer outside Victoria Park include dealing with people using City outdoor pools after hours, checking that facility gates and buildings are locked, and dealing with alcohol consumption in parks. Their patrol route varies depending on instances reported to Parks and Recreation staff.

##### **3.1.1 Details of Services Required**

**a) Foot Patrol at Victoria Park**

Two security personnel

May 10 – September 20, 2024 (19 weeks)

7:30 pm- 1:30 am Sunday and Thursday

8:30 pm- 2:30 am Friday and Saturday

24 hours per week per guard for a total of 48 hours of foot patrol per week

**b) Vehicle Patrol throughout the City parks**

One security personnel

May 27 – September 9, 2024 (15 weeks)

Evening and night patrol, 8 hours consecutive, shift start and end times to be determined by time of year.

Fifty-six (56) hours of vehicle patrol per week

**All the information below must be provided in the Appendices.**

##### **3.1.2 Vehicle & Communications**

**a)** Vehicle and communications must be provided by the successful contractor for the park security persons prior to the contract commencing.

**b)** The contractor must supply a fully marked security vehicle. This security vehicle must be available for the duration of the vehicle patrol contract. **Include the year, make, model and a photo of the vehicle in Appendix A. Vehicle and Communications**

- c) Contractor must supply all communications for their staff to allow them to communicate with each other and to police. All staff must be conversant in English and proficient in reading and writing. **Include what communications devices will be supplied to your staff to communicate internally and externally in Appendix A. Vehicle and Communications**

### **3.1.3 Electronic Guard Tour System**

- a) The successful proponent must employ an “Electronic Guard Tour System” which, at a minimum, must electronically log the start and end times of each security personnel’s shift and their location at “regular and/or significant intervals” during their shift. “Regular and or significant intervals” shall mean a minimum of every ¼ hour or each visit to each park. **Include a maximum of 500-word description of your electronic guard tour system in Appendix B. Electronic Guard Tour System including identifying how you will ensure proper patrolling to protect city park assets.**
- b) With respect to Victoria Park, the system must log staff’s location each ¼ hour or at several locations on the tour route throughout the park. This is to ensure that the security personnel are performing their required duties during their assigned shifts. This information must be logged and made available to City personnel at their request. **Include an example of the logging system in Appendix B. Electronic Guard Tour System.**

### **3.1.4 Staff**

- a) The contractor must provide trained and uniformed staff. **Include a picture of your staff uniform in Appendix C. Staff**
- b) Staff must have attended formal security training and **include a list of the formal security training by staff member. In Appendix C. Staff**
- c) Security staff must be able to communicate proficiently in English both orally and in writing.
- d) Security staff must be physically able to meet the RFP requirements and scope of service.  
**Identify how all staff are assessed In Appendix C. Staff**
- e) Security staff must be neat and clean in dress and present an acceptable appearance.
- f) **All security personnel must pass a comprehensive criminal and background check.**
- g) When dealing with the public, security staff are expected to be conversant in English and be prompt and courteous in answering questions and to address the person politely.

- h) Continuous Training Program: A description of the ongoing training program for security personnel to ensure they remain current with best practices and legal requirements.

### **3.1.5 Reporting**

- a) To respond to situations that may threaten the safety of persons and property of the City of Charlottetown and to report incidents immediately to City Police. **Provide an example of the incident report that would be provided to the police in Appendix D: Reporting**
- b) To exercise the authority vested in law to protect the rights of the City and its community. (Victoria Park, Park & Promenade Bylaw, Dog Control Bylaw)
- c) Daily reports, including incidents will be provided to the Parks office on the next business day. The monthly summary of the parks report will be provided to the Parks office on the 1<sup>st</sup> day of the month. **Provide an example of (1) daily report, (2) monthly summary report in Appendix D: Reporting**

## **3.2 ANTICIPATED TIMEFRAMES**

The following outlines the anticipated schedule for the RFP and contract process. The timing and sequence of events resulting from this RFP may vary and shall ultimately be determined by the City of Charlottetown.

### **Event Anticipated Dates**

Request for Proposal issued	March 7, 2024
Last Date for Submission of Questions	March 18, 2024
Request for Proposal Closes	March 21, 2024
Review of Proposals and Approval	March 22-28, 2024
Contract Awarded	April 9, 2024
Contract and Work Commences	May 17, 2024

## **4.0 EVALUATION CRITERIA**

The following criteria outline the primary considerations to be used in the evaluation and consequent awarding of this RFP (not in any order). The City reserves the right to prioritize and weigh the importance of each criterion confidentially.

The following items should be included in the Proponent's submissions and will be the basis for evaluation. Information should be provided sequentially as shown:

### **4.1 EXPERIENCE AND QUALIFICATIONS – 30%**

Provide a description of your company, including the following:

- a) Experience with
- a. parks municipal bylaws
  - b. providing security to municipal special events and tournaments
  - c. Interacting with the unhoused population



- b) How many years has your company been conducting business as municipal park patrol.
- c) Certificates and qualifications of staff

#### **4.2 SPECIFICATIONS OF PROPONENT COMPANY – 25%**

The Proponent must outline in their proposal how they will comply with all the mandatory requirements listed in this section.

- a) Type of vehicle and marking. *Appendix A. Vehicle and Communications*
- b) Type of communications equipment provided to each guard *Appendix A. Vehicle and Communications*
- c) Type and functionality of electric tour guard system being employed Example of daily report and monthly “highlights” report *Appendix B. Electronic Guard Tour System*
- d) Details of uniform *Appendix C. Staff*
- e) Method of evaluating competence and physical fitness of personnel. *Appendix C. Staff*

These items will be evaluated individually and compared between firms and an overall score will be awarded to each firm. Simply meeting the minimum requirement does not guarantee a full 25 %-point score in this section of the evaluation.

#### **4.3 COST OF SERVICE – 30%**

#### **4.4 REFERENCES - 10%**

Proponents are asked to submit contact names and telephone numbers of two clients and two of a similar size and/or complexity to the City. Any or all references provided by Proponent may be contacted by members of the review committee to confirm the information provided in the proposal and the nature and quality of the services provided.

#### **4.5 CLARITY OF PROPOSAL - 5%**

#### **Financial Proposal Evaluation**

##### **1. Proposal Price (30 points).**

- Points shall be awarded on the following basis.
  - 30 points for the Lowest Proposed Price
  - 28 points for all Proposed Price < or = 110% of the Lowest Proposed Price
  - 26 points for all Proposed Price < or = 115% of the Lowest Proposed Price
  - 24 points for all Proposed Price < or = 120% of the Lowest Proposed Price



22 points for all Proposed Price  $\leq$  125% of the Lowest Proposed Price  
20 points for all Proposed Price  $\leq$  130% of the Lowest Proposed Price  
18 points for all Proposed Price  $\leq$  135% of the Lowest Proposed Price  
16 points for all Proposed Price  $\leq$  140% of the Lowest Proposed Price  
14 points for all Proposed Price  $\leq$  145% of the Lowest Proposed Price  
12 points for all Proposed Price  $\leq$  150% of the Lowest Proposed Price  
10 points for all Proposed Price  $\leq$  160% of the Lowest Proposed Price  
8 points for all Proposed Price  $\leq$  170% of the Lowest Proposed Price  
6 points for all Proposed Price  $\leq$  180% of the Lowest Proposed Price  
4 points for all Proposed Price  $\leq$  190% of the Lowest Proposed Price  
2 points for all Proposed Price  $\leq$  200% of the Lowest Proposed Price  
0 points for all Proposed Price more than twice the Lowest Proposed Price

## **Appendix A: Vehicle and Communications**

1. Year, make and model and photo of the vehicle
2. Communications devices supplied to your staff to communicate internally and externally

## **Appendix B: Electronic Guard Tour System**

1. 500-word description of the electronic guard tour system
2. Include an example of the logging system

## **Appendix C: Staff**

1. Include a picture of your staff uniform
2. Include a list of formal security training and staff assessment for each staff person

## **Appendix D: Reporting**

1. Provide an example of the incident report that would be provided to the police.
2. Provide an example of (1) daily report, (2) monthly summary report

## Appendix E: Proponent Information Sheet

Proponent (Firm) Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ PC \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Website: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

\_\_\_\_\_  
NAME (Please print)

\_\_\_\_\_  
TITLE (Please print)

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
DATE

(Affix Corporate Seal)  
If Applicable

## Appendix F: Proponent Bid Sheet

ITEM	BASE PRICE	HST	TOTAL PRICE
Hourly Rate – Foot Patrol - Regular			
Hourly Rate – Foot Patrol - Holiday			
Hourly Rate – Vehicle Patrol - Regular			
Hourly Rate – Vehicle Patrol - Holiday			

Authorized Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_