



# REQUEST FOR PROPOSAL

## Security Monitoring and Alarm Response Services

RFP Issued: March 17, 2025  
Responses Due: April 3, 2025 at 4:30pm

## **Introduction and Background**

Brock Community Health Centre has been serving residents of Brock Township and surrounding areas since 2007. We are dedicated to providing inclusive, multi-disciplinary healthcare that aims to improve and strengthen the lives of individuals, families and the community at large. Our comprehensive approach to healthcare includes access to primary care, diabetes education, geriatric assessment, physiotherapy, social work counselling, nutrition counselling, senior and youth programming, wellness programs, and more. Our new facility in Cannington (approximately 19,000 square ft.) will provide a vibrant, welcoming and accessible space for clients to access our programs. It will also offer space for allied health and social service agencies to bring their services to North Durham populations. For more information on Brock and the services we provide, visit [www.brockchc.ca](http://www.brockchc.ca).

The purpose of this Request for Proposal (RFP) is to hire a vendor to provide 24/7 Security Monitoring and Alarm Response Services for Brock Community Health Centre's (Brock CHC) new facility located at 39 Cameron Street West in Cannington, Ontario. The successful company shall be required to enter into a contract that incorporates this RFP, including all of its exhibits and the proposal as may be modified by agreement of the parties.

## **RFP Terms**

The submission of a proposal indicates acceptance by the Bidder to all of the conditions contained in this RFP unless clearly and specifically noted in the proposal submitted and confirmed in the final agreement between the Purchaser and the Bidder. Any deviation from the RFP must be clearly identified in the written submission. Proposals are subject to an agreement being negotiated and executed.

The Bidder shall keep the Purchaser's data confidential and shall not disclose its content to any other party, other than to those employees or agents responsible for preparing a submission.

The Bidder hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal.

## **Request for Proposal for Security Monitoring and Alarm Response Services**

|                            |   |
|----------------------------|---|
| Issue Date:                | March 17, 2025  |
| Optional Site Walkthrough: | March 27, 2025 at 10:00am<br>Please RSVP to Sherry Macdonald ( <a href="mailto:smacdonald@brockchc.ca">smacdonald@brockchc.ca</a> )<br>with your interest in attending. |
| Closing Date and Time:     | April 3, 2025 at 4:30pm   |
| Anticipated Award Date:    | April 7, 2025   |
| Commencement of Services:  | Anticipated May 1, 2025   |

Questions and clarifications should be addressed to: Sherry Macdonald at [smacdonald@brockchc.ca](mailto:smacdonald@brockchc.ca). Requests for clarification will be accepted by email only. Any changes/updates to the RFP will be communicated in writing in the form of an Addendum. Questions will be accepted until 3 days before closing date. All Addendum will be issued at least 3 days prior to the closing date.

## **Reserved Rights of Purchaser**

Purchaser is not responsible for any costs incurred by the Bidder in the preparation of their response to this RFP, including attendance at site visits or other activities associated with the RFP response. Purchaser reserves the right to request clarifications from Bidders regarding the submission. Clarifications are not an opportunity for the Bidder to change or improve their submission. Purchaser

reserves the right to negotiate the terms and conditions of the Agreement with the Bidder. Purchaser reserves the right to reject any or all bids or cancel the RFP without providing a reason.

### **Conflict of Interest/Unfair Advantage**

Except as identified in the RFP response, the Bidder certifies that no Conflict of Interest exists in relation to the scope of work to be undertaken as a result of this RFP. The Bidder acknowledges that a Conflict of Interest includes, but is not limited to, any situation or circumstance where, in relation to the performance of its obligations under the Agreement, the Bidder's other commitments, relationships or financial interests:

- i. could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment; or
- ii. could or could be seen to compromise, impair or be incompatible with the effective performance of its obligations under the Agreement.

The Bidder further certifies that there was no Unfair Advantage in the preparation of the RFP response. The Bidder acknowledges that an Unfair Advantage exists in relation to the RFP process where any conduct, direct or indirect, by a Bidder may result in gaining an unfair advantage over other Bidders, including but not limited to:

- i. possessing, or having access to, information in the preparation of its Proposal that is confidential to the Purchaser, and which is not available to other Bidders;
- ii. communicating with any person with a view to influencing, or being conferred preferred treatment in, the RFP process; or
- iii. engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process and result in any unfairness.

Where, in their sole discretion, the Purchaser concludes that an Unfair Advantage and/or Conflict of Interest exists, they may, in addition to any other remedy available to them at law or in equity, disqualify the Bidder's Proposal, or terminate any Agreement awarded to the Bidder under the RFP.

### **Insurance**

The successful Bidder shall at its own expense obtain and maintain until the termination of the agreement reached as part of the RFP, and provide Brock CHC with evidence of:

1. Professional Liability insurance covering the work and services described in this RFP for an amount not less than two million dollars (\$2,000,000) per occurrence.
2. Comprehensive General Liability insurance on an occurrence basis for an amount not less than two million (\$2,000,000) dollars.
3. Automobile Liability insurance for an amount not less than one million (\$1,000,000) dollars, on forms meeting statutory requirements covering all vehicles used in any manner in connection with the performance of the work set out in this RFQ.

The policies described above will not be cancelled or permitted to lapse unless the insurer notifies the Client in writing at least thirty days prior to the effective date of cancellation or expiry.

### **WSIB**

The successful bidder shall provide WSIB coverage for all workers on their payroll and provide Purchaser with satisfactory proof of coverage prior to the commencement of any work.

## **Selection of a Contractor**

Selection will be based on the following criteria:

1. Confidence in the contractor with the RFP specifications.
2. Proposed cost.
3. Proven ability to provide high quality Security Monitoring and Alarm Response Services and adequacy of client references.
4. Evidence that Bidder can demonstrate requirements above (e.g. Insurance, WSIB).

Interested bidders must submit a copy of their response to this Request for Proposal no later than 4:30pm on April 3, 2025 via email to the following email address: [smacdonald@brockchc.ca](mailto:smacdonald@brockchc.ca). Proposals received after the date and time indicated will be rejected. Offers will remain firm and open for acceptance by Purchaser for 60 days from the closing date of the RFP. Award of the RFP is contingent on signing of an agreement by both parties.

## **Form of Contract**

The contract period shall become effective for a two year term on May 1, 2025 and shall terminate on April 30, 2027, unless an extension is agreed to in accordance with the terms stated below or unless terminated earlier.

## **General Requirements and Scope of Work**

Brock CHC requires 24/7/365 security monitoring and on-call mobile security alarm response to alarm-instigated instances at our new building located at 39 Cameron Street West in Cannington. This includes:

- Intrusion Detection: Building is pre-wired with all equipment installed. Intrusion detection to be monitored via phone line and network for glass breaks, door contacts, keypads, etc.
- Fire Alarm – to go to the same main access control system alarm panel and/or be accessed by phone or network
- Elevator Phone – stand-alone phone number to be monitored

### **Existing Security System to Monitor:**

- System > Protégé WX Din Rail
- Output > ICT-IP
- System Back Up> Cellular IP GSM

### **Contractor:**

The Contractor should meet the following requirements:

- At a minimum, five (5) years of experience providing similar services
- Proof of licensing in accordance with the requirements of the most current Private Security and Investigative Services Act and other applicable provincial regulations
- Knowledge of the policies, regulations and procedures used in protecting community health buildings
- Knowledge of modern security practices, techniques and methods of law enforcement

### **Security Personnel:**

The Contractor is to use only experienced, licensed and bonded mobile security personnel to respond to alarm instigated instances at 39 Cameron Street W., Cannington. The mobile security personnel will have the following qualifications:

- Completed Basic Security Training (BST) or equivalent certification
- Possess a valid security license

- Fluent (written and oral) and be able to perform their duties and respond to emergency situations in English
- Display an alert, professional and authoritative demeanour and convey trustworthiness and competence
- Proficient and dependable at carrying out responsibilities
- Quickly responsive and authoritative yet diplomatic when responding to threats or other incidents
- Fully capable of performing duties requiring arduous physical exertion in emergency situations
- Physically, emotionally and intellectually capable of reacting to potentially volatile, threatening and/or stressed situations

**Alarm Response:**

- If an alarm is triggered during operating hours, the security company shall call Brock CHC to assess validity. Brock CHC's Facility Manager or designate shall determine if an in-person response is required.
- If an alarm is triggered outside of operating hours, the security alarm response provider shall respond within 30 minutes.
- Upon arrival to the site, the security officer will react according to the nature of the alarm.
  - a) False Alarm: If upon investigation, the security officer determines that the alarm was false, they will perform a comprehensive perimeter check on the site to ensure the site is secure. Before departing the site, the security officer will contact Brock CHC's Facility Manager (or designate) to update, and then depart the site.
  - b) Confirmed Alarm: If upon investigation, the security officer determines that the alarm was valid, e.g. break and enter, they will immediately notify the police and Brock CHC's Facility Manager (or designate) and remain on the scene until such time as both have arrived. The Facility Manager (or designate) will direct the security officer to remain on scene or depart.
  - c) In the event that the security officer finds anything out of the ordinary while on site waiting for the police and Facility Manager, the security personnel will deal with the situation based on the instructions provided and incident escalation protocols.
- Prior to departure from the site, the security officer will make all security reports in real-time and email Incident Report to Facility Manager.

**Future Service Requirements:**

- Elevator Camera Monitoring – approximately 1 year from now through a network access line

**Other Requirements:**

- Mobile security officers shall respond to alarms in the appropriate uniform provided by the Contractor.
- Mobile security officers are to respond to alarms and arrive on site in clearly marked, identifiable, well-maintained security vehicles.
- The Contractor is to provide, at its expense, photo identification badges/cards. Photo identification badges/cards must include, at minimum, the company name, mobile security officer's name and current photograph. The badges are to be worn on the outside of clothing in the chest area. In addition, mobile security officers are to have on them, at all time, appropriate security licences.
- A Police background check must be done on all Contractor personnel assigned to work at the site.

## Pricing

The Bidder must provide pricing for the described scope of Security Monitoring Services for 39 Cameron Street W., Cannington, Ontario. Cost must be 100% all inclusive.

### Proposals should include the following:

- Legal company name and full contact information
- A brief overview of the company, including size and years in service
- Proof of insurance (mandatory)
- Experience and references
- Evidence of capacity to execute scope of services
- Completion of pricing information

### Detailed Submission Requirements:

| Description   | Weighting                         |
|---|-----------------------------------|
| <u>Insurance</u><br>Bidder must provide Brock CHC with evidence of any and all insurance coverages as required in this RFP.   | <b>Pass/Fail</b>                  |
| <u>Related Experience</u><br>Bidder will include relevant experience with this type and scope of security services. Please provide a minimum of 3 relevant projects with references.  | <b>15 points</b>                  |
| <u>Overall Methodology</u> <ul style="list-style-type: none"><li>• Bidder provides clear evidence of being able to meet timing of Brock CHC's needs;</li><li>• Bidder demonstrates ability to be responsive to Brock CHC service needs.</li></ul>   | <b>30 points</b>                  |
| <u>Financial Evaluation</u><br>Bidder must provide a 100% all inclusive lump sum yearly price.  | <b>55 points</b>                  |
| <u>Additional Potential Points</u><br>As a part of Brock CHC's commitment to supporting the local community and fostering economic growth, Brock CHC highly values the participation of local vendors in this procurement process. While all responsive and competitive bids will be considered, this RFP establishes a preference for local vendors who have a presence and operational capacity within the Brock Township and surrounding areas region, determined through: <ul style="list-style-type: none"><li>• Demonstrated evidence of community involvement (i.e., supporting local causes, employed local workers, contribute to local economy)</li></ul> | <b>Up to 10 additional points</b> |

### Submission Requirements:

One PDF proposal sent via email to [smacdonald@brockchc.ca](mailto:smacdonald@brockchc.ca). This should include a letter signed by an officer of the company in a position to legally bind the company to the statements contained herein. Proposal must be received before April 3, 2025 at 4:30pm. Submissions received after the noted due time will not be considered.