



REQUEST FOR PROPOSAL

RFP 2022 – 02

May 10, 2022

Security Ambassador Services

City of Duncan

Attention: Rachel Hastings, Manager of Building and Bylaw Services

City of Duncan, 200 Craig Street

Duncan, BC, V9L 1W3

Submission Deadline: May 31, 10:00 a.m.

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REQUEST FOR PROPOSAL SECURITY AMBASSADOR SERVICES

DEFINITIONS

“**CONTRACTOR or CONSULTANT**” means the Proponent whose Proposal has been accepted by the City of Duncan and is awarded a contract by the City of Duncan to carry out the Work.

“**CoD**” means the City of Duncan.

“**MNC**” means the Municipality of North Cowichan.

“**PROPONENT**” means the responder to this RFP.

“**PROPOSAL**” means a proposal to carry out the Work submitted by a Proponent in response to this RFP.

“**RFP**” means this Request for Proposal.

“**WORK**” means and includes anything, and everything required to be done for fulfillment and completion of the project in accordance with this RFP and Proposal.

1.0 - INTRODUCTION

1.1 PURPOSE

The City of Duncan is seeking proposals for the provision of security personal to be referred to as Security Ambassadors for a joint initiative with the Municipality of North Cowichan for a minimum of one (1) year. We invite your firm to complete and submit a formal Proposal to the CoD.

1.2 BACKGROUND

The City of Duncan is requesting proposals from security companies to supply a minimum of one (1) full time personnel and two (2) part time personnel to serve as Security Ambassadors and patrol primarily along the Trans- Canada Highway corridor from Beverly Street to the north and Boys Road to the south. The Security Ambassadors will represent the CoD and MNC in an ambassadorial way and, most importantly, be able to work respectfully with the unhoused population. Security Ambassadors will be part of a coordinated effort by all enforcement services, including bylaw enforcement officers and RCMP officers, to increase their visible presence in the Trans-Canada Highway Corridor area of Duncan and North Cowichan.

2.0 - INSTRUCTIONS TO PROPONENTS

2.1 SUBMISSION OF PROPOSALS

The Proposal and their envelopes should be clearly marked with the name and address of the Proponent and the RFP program title. The sealed envelope should be addressed to the following:

**Rachel Hastings
Manager of Building and Bylaw Services
200 Craig Street
Duncan, BC V9L 1W3**

Office No. 250-746-6126
Email: rachel@duncan.ca

Proposals are to be received on or before the **Closing Time** of:

TIME: 10:00 a.m. local time
DATE: May 31, 2022

Proposals, three (3) hard copies, will be accepted until the Closing Time specified. It is the Proponent's sole responsibility to ensure its Proposal is received at the address set out above by the Closing Time. Proposals will not be accepted by email. Proposals can be submitted in person, by courier or by mail. Please note if submitted by mail the proposal must be received by the CoD prior to the closing time/date and that **postmarks on mailed submissions will not be considered as date/time of receipt.**

Proponents wishing to make changes to their Proposals after submission but prior to the Closing Time may do so by submitting the revisions by fax, email, or hard copy. It is the Proponent's sole responsibility to ensure the revisions are received by the CoD prior to the Closing Time.

Proposals received after the Closing Time will not be accepted or considered.

2.2 INQUIRIES

Proponents shall carefully examine the RFP documents and shall fully inform themselves as to the intent, existing conditions and limitations which may affect their Proposal submission. No consideration will be given after submission of a Proposal to any claim that there was any misunderstanding with respect to the conditions imposed.

Proponents finding discrepancies or omissions in the Contract or RFP or having doubts as to the meaning or intent of any provision, should immediately notify the above listed project contact. If there are any changes, additions, or deletions to the Proposal scope, conditions, or closing date, Proponents will be advised by means of an addendum issued by CoD. All addenda are to become part of the Proposal documents and receipt of addenda should be acknowledged by the Proponent in the submission.

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the CoD, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent's Proposal.

3.0 - GENERAL TERMS OF PROPOSAL PROCESS

3.1 PROPOSAL PREPARATION COSTS

All expenses incurred by the Proponent in preparation and submission of this Proposal are to be borne by the Proponent, with the express understanding that no claims for reimbursements against CoD will be accepted. CoD shall not be responsible for any costs involved in or associated with any meetings, discussions or negotiations following submission that could lead to acceptance of the Proposal and award of a contract.

3.2 PROPOSAL EVALUATION

CoD recognizes that “Best Value” is the essential part of purchasing a product and/ or service and therefore CoD may prefer a Proposal with a higher price, if it offers greater value and better serves CoD’s interests, as determined by CoD, over a Proposal with a lower price. Appendix “ A” contains the information regarding how Proposals will be evaluated. The evaluation team will not be limited to the criteria listed in Appendix A, and the evaluation team may consider other criteria that the team identifies as relevant during the evaluation process. However, any criteria considered will be applied evenly and fairly to all Proposals.

CoD, at its sole discretion, reserves the right to:

- Reject any or all Proposals whether complete or not;
- Reject any Proposal it considers not in its best interests;
- Waive any irregularity or insufficiency in the Proposal submitted;
- Not be liable for misunderstandings or errors in the RFP;
- Issue addenda to the RFP;
- Contact references provided by the Proponents;
- Retain independent persons or contractors for assistance in evaluating Proposals;
- Request points of clarification to assist CoD in evaluating Proposals;
- Negotiate changes with the successful Proponent; and
- Withdraw the RFP.

3.3 PROPOSAL PRESENTATION

CoD reserves the right to request one or more of the Proponents whose submissions are of particular interest to CoD, to make oral presentations to CoD.

3.4 PROPOSAL CONFIDENTIALITY AND PROPRIETARY INFORMATION

All submissions become the property of CoD and will not be returned to the Proponent. CoD will consider all Proposals submitted as confidential but reserves the right to make copies of all Proposals received for its internal review and for review by its financial, accounting, legal, and technical consultants.

Proponents should be aware that CoD is a “public body” as defined in and subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

If the Proponent believes any of the information requested in this RFP and provided by them is confidential, then they should identify it as such and provide a rationale as to why it should not be released under *Freedom of Information and Protection of Privacy Act*.

The rationale for keeping information confidential under this legislation includes:

- a) Trade secrets of the Proponent;
- b) Financial, commercial, scientific, or technical information, the disclosure of which could reasonably be expected to result in material financial loss or gain or could reasonably be expected to prejudice the competitive position of the Proponent; or
- c) Information the disclosure of which could be reasonably expected to interfere with contractual or other negotiations of the Proponent.

3.5 CONFLICT OF INTEREST

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with CoD or MNC and either of their elected or appointed officials or employees, any property ownership direct or indirect in the jurisdictions. The CoD may rely on such disclosure.

3.6 NO COLLUSION

Except as otherwise specified or as arising by reason of the provision of the contract documents, no person whether natural, or body corporate, other than the Proponent has or will have any interest or share in this Proposal or in the proposed contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponents in connection with Proposals submitted for this project and the Proponent has no knowledge of the contents of other Proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the Proposal.

3.7 LITIGATION

Proponents who, either directly or indirectly through another corporation or entity, have been or are in litigation, or who have served notice with intent to proceed with court action against CoD in connection with any contract for works or services, may be considered ineligible Proponents. Receipt of Proposals from such Proponents may be disqualified from the evaluation process.

3.8 NO CONTRACT

This RFP is not a tender and does not commit CoD in any way to select a preferred Proponent. By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contractual, tort or other legal obligation of any kind is formed under or imposed on CoD by this RFP or submissions prior to the completed execution of a formal written Contract.

3.9 ACCEPTANCE OF PROPOSAL

The acceptance of a Proposal will be made in writing from CoD and will be addressed to the successful Proponent at the address given in the submitted Proposal. Following acceptance and approval to proceed with the Proposal, the Proponent is expected to enter into a contract with CoD to perform the works or services set out and agreed upon in the Proposal.

3.10 PROPOSAL CONTENT

The Proposal content is intended to be brief as it should focus on the personnel the Proponent is able to provide.

Content to be included in the Proposal, but not limited to:

- Company Profile: Provide the full name, address, and telephone number of the company. Indicate whether the company is local, regional, national, or international in its scope. Describe the range of activities performed by the company. Identify the number of employees that are located locally, if applicable.
- Experience: Identify the accounting firm's experience with municipal engagements. List current governmental clients and indicate the number of years your company has been serving and in what capacity.
- Project Team: Identify the proposed key staff who would be assigned to the contract. Provide a description of their qualifications and experience in the field, including signals of compassion within their work experience. The provider of these Security Ambassadors will be required to provide staff who can communicate and engage the unhoused population, work with enforcement personnel, understand the health and social services resources available, and be able to support the work of street-outreach workers. Security Ambassadors in this role will be chosen based on their skill in building effective relationships with the varied clientele they encounter in their duties. Please also include information on their status of training in the following areas.
 - Respectful Workplace training
 - Trauma Informed Practice/Mental Health First Aid training
 - Bicycle training
 - Conflict Avoidance training
 - Occupational First Aid level 1 with Naloxone training
- Fees: Indicate your company's charge-out rates, call-out rates, overtime rates, night shift rates if applicable, and equipment rates. Please indicate if your company has bicycles available for staff patrols.
- Additional: Provide any additional comments about your company's ability to go above and beyond, or which you feel would be informative.

4.0 - SCOPE OF WORK AND SCHEDULE

4.1 SERVICES REQUIRED

The responsibility of the contractor will be to supply security personal to be referred to as Security Ambassadors for a joint initiative between COD and MNC for a minimum of one (1) year. The Security Ambassadors will become the eyes on the street that will enable RCMP and bylaw staff to respond to concerns based on immediate information when incidents are occurring during key business hours. They will also provide focused patrols in problematic areas.

The contractor will supply a minimum of one (1) full-time personnel and two (2) part-time personnel to serve as Security Ambassadors to patrol primarily along the Trans- Canada Highway corridor from Beverly Street to the north and Boys Road to the south. The same Security Ambassadors personnel will be scheduled to enable them to develop good relationships with all stakeholders— unhoused people, business owners, enforcement personnel, the public, neighbours, and visitors alike. The Security Ambassadors provide a connection to the public in the Highway Corridor area.

SECURITY AMBASSADORS - REQUEST FOR PROPOSAL

Security Ambassadors will provide the community with a contact person who can assess minor matters before they escalate to a criminal or public-disorder level. Security Ambassadors will provide appropriate recording and reporting of incidents as required by CoD and MNC.

Bike patrols form part of the Security Ambassador shifts.

The contractor needs to be able to provide additional hours and personnel as necessary, including night patrols if deemed necessary.

The Safer Working Group (CoD, MNC, RCMP, Cowichan Tribes) and the contractor may establish agreed upon hours of service. The current hours of service are as follows but are subject to change as this will be based on input from the business community and the RCMP regarding reported issues: Daily – 7:00 a.m. to 3:00 p.m. and 5:00 pm to 8:00 pm.



APPENDIX "A"

REQUEST FOR PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated on the basis of the following criteria:

1. Understanding of Engagement
 - Demonstration of full understanding of the work to be performed.
 - Ability of the firm to provide appropriate personnel throughout the year.
2. Experience with municipal engagements
 - Direct or related experience
3. Personnel
 - Experience and training of the proposed personnel
4. Fees
 - Proposed fees