



REQUEST FOR PROPOSAL
FOR ON-SITE
SECURITY SERVICES

Issued Date: October 3, 2025

Proposal Due Date and Time: October 17, 2025, at 4:00 pm

Table of Contents

1.0	STATEMENT OF CONFIDENTIALITY AND NON-DISCLOSURE	3
2.0	GENERAL INSTRUCTIONS	4
2.1	Invitation	
2.2	Proposal Documents, Delivery and Deadline	
2.3	Inquiries	
3.0	BACKGROUND	5
3.1	General	
4.0	EVALUATION CRITERIA	5
4.1	Evaluation Process	
5.0	RIGHTS RESERVED BY THE AGENCY	7
5.1	Treatment of Information	
5.2	Infringements and Indemnifications	

REQUEST FOR PROPOSAL

FOR ON-SITE SECURITY SERVICES

1.0 STATEMENT OF CONFIDENTIALITY AND NON-DISCLOSURE

All information contained in this Request for Proposal (RFP) is confidential and intended solely for the purpose of enabling the recipient to prepare a proposal in response. By accepting this document, the recipient agrees not to disclose any information contained herein, except in the context of its business dealings or with prior written consent from SOAR Community Services. This further extends to any data submitted to the recipient as part of this proposal process.

The recipient of this document agrees to inform present and future employees who view or have access to its content of its confidential nature. The recipient agrees to instruct each employee that they must not disclose any information concerning this document to others except to the extent those matters are generally known to, and are available for use by, the public. The recipient also agrees not to duplicate or distribute or permit others to duplicate or distribute any material contained herein without SOAR Community Services' express written consent.

SOAR Community Services retains all title, ownership, and intellectual property rights to the materials and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia.

BY ACCEPTING THIS DOCUMENT, THE RECIPIENT AGREES TO BE BOUND BY THE AFOREMENTIONED STATEMENT.

2.0 GENERAL INSTRUCTIONS

2.1 Invitation

SOAR Community Services (the "Agency") invites qualified vendors to submit proposals for the provision of professional security services. The successful proponent will provide services that ensure the safety and security of Agency facilities, staff, clients, and assets.

The Agency requires 24/7 on-site security at its 73 Murray Street, Brantford, location from November 1 to March 31, 2025. The maximum value of the awarded contract will be \$150,000 inclusive of HST.

73 Murray Street is a multi-use building that includes the Emergency Shelter Intake Services and Housing Resource Centre programs, as well as private apartments.

Any Service Agreement (“Agreement”) resulting from the acceptance of a proposal shall be approved by the Agency and shall contain, at minimum, applicable provisions of the RFP. The Agency reserves the right to reject any or all proposals which do not conform to the RFP or needs of the Agency.

2.2 Proposal Documents, Delivery and Deadline

Proponents are requested to submit by mail or email a copy of their proposal to:

Attn: Derek Chechak, Senior Director of Operations
SOAR Community Services
1-225 Fairview Drive
Brantford, ON N3R 7E3

Email: derek.chechak@soarcs.ca Reference: On-Site Security RFP

- Proposals must be received by **Friday, October 17, 2025, at 4:00 pm.**
- An authorized representative must sign the proposal.
- Proposals must remain valid for 30 days from the closing date.
- The name and address of the proponent must be clearly indicated.
- Proponents may not make modifications to their proposal after the closing date and time.
- Late submissions will not be considered.
- The Agency shall neither be obligated in any way by any proponent’s response to this RFP, nor shall the Agency be liable for costs incurred by any proponent in the preparation of a response to this RFP.
- All information provided in the proponent’s proposal will be considered confidential.
- The proposals will be reviewed by the Agency’s Senior Leadership Team who will select three proponents deemed to be the most qualified to meet the needs of the Agency.
- The selected proponents may be asked to present their proposal or participate in an interview process.
- The successful proponent will be contacted within 14 days of the RFP closing date. All other proponents will be notified upon acceptance of the successful candidate.

2.3 Inquiries

All inquiries or clarification requests regarding this RFP shall be directed by email only to Derek Chechak (derek.chechak@soarcs.ca). Inquiries must be received by 12:00 noon on **October 10, 2025.** Responses to clarification requests will be provided to all proponents via email by Wednesday, October 15, at 4:00 pm.

Any communication with other Agency staff may result in disqualification.

3.0 BACKGROUND

As a registered charitable corporation in receipt of government funding, SOAR Community Services is committed to demonstrating due diligence in the management of all service agreements, including those related to security services. In alignment with our Procurement Practices Policy, the Agency ensures that publicly funded goods and services are acquired through a process that is open, fair, and transparent, as required under the *Broader Public Sector Accountability Act*, 2010.

SOAR Community Services has been serving the communities of Brantford, Brant, and Haldimand since 1968. The Agency provides integrated support across four key service areas: Employment, Housing, Justice, and Addictions and Mental Health

The Agency works with some of the most vulnerable individuals in the region, many of whom require assistance across multiple service domains. The Agency is committed to delivering quality services, coordinating care, and partnering with others to ensure holistic support for clients.

We support people to achieve new heights.

We do this by:

- Delivering quality services
- Coordinating care
- Partnering with others
- Supporting staff success
- Continuously improving our services

The Agency's website is www.soarcs.ca. The Agency is governed by a volunteer Board of Directors. The Agency currently delivers services across 12 locations and employs approximately 270 full- and part-time staff.

4.0 EVALUATION CRITERIA

All submissions will be reviewed by the Senior Leadership Team to ensure they meet the mandatory requirements and will consider overall completeness and suitability of the responses. All responses will be evaluated against the evaluation criteria. A short list will be selected for evaluation.

Proposals will be evaluated by a designated team using a predefined evaluation matrix based on the following rated criteria:

Criteria	Weight	Description
Experience and Qualifications	20	Demonstrated experience in providing security services to similar organizations.
Service Delivery Model	15	Description of proposed staffing model, patrol schedules, response protocols, and integration with the Agency's operations.
Staffing and Training	15	Details on recruitment, training programs, certifications, and ongoing professional development.
Health and Safety Compliance	10	Policies and procedures for ensuring staff and client safety, including incident reporting and hazard assessments.
Technology and Innovation	10	Use of technology (e.g., mobile reporting, surveillance systems, GPS tracking) to enhance service delivery.
References	10	Quality of references from previous clients, including performance metrics and client satisfaction, if available.
Pricing Structure	15	Clarity, competitiveness, and completeness of pricing, including hourly rates, overtime, and equipment costs.
Value for Money	10	Assessment of overall cost-effectiveness in relation to proposed service quality and coverage.

The onus is on the proponent to demonstrate their knowledge, understanding and capacity to conduct the work as outlined in the RFP. The proposals will be assessed according to how well they assure the Agency success in relation to the RFP requirements. The detail and clarity of the written submission will be considered indicative of the proponent's expertise and competence.

All information provided in response to this RFP must contain sufficient detail to support the services being proposed. Incomplete submissions will not be considered.

Provide a brief explanation of why your organization should be selected using specific, detailed, and verifiable information.

Proponents must fully describe their proposed fee structure for all the services to be provided.

The proposal must provide two relevant corporate references. Please select clients that are similar in nature to SOAR Community Services and provide the contact's name, phone number and email address.

A Service Agreement is conditional on proof of insurance and WSIB coverage and agreement to the Agency's standard contract terms.

5.0 RIGHTS RESERVED BY THE AGENCY

The Agency is not liable for any costs incurred by the proponent in the preparation of their response to the RFP or selection interviews, if required. Furthermore, the Agency shall not be responsible for any liabilities, costs, expenses, loss or damages incurred, sustained or suffered by any proponent, prior or subsequent to, or by reason of the acceptance, or non-acceptance by the Agency of any proposal, or by reason of any delay in the award of the proposal.

The proposal with the best pricing alternative will not necessarily be accepted. The Agency reserves the right to accept/reject any or all proposals and/or re-issue the RFP in its original or revised form.

The Agency reserves the right to request specific requirements not adequately covered in their initial submission and clarify information contained in the RFP.

The Agency reserves the right to modify any and all requirements stated in the RFP at any time prior to the possible awarding of the Agreement.

The Agency reserves the right to cancel this RFP at any time, without penalty or cost to the Agency. This RFP should not be considered a commitment by the Agency to enter into any Agreement.

In the event of any disagreement between the Agency and proponent regarding the interpretation of the provisions of this RFP, the Executive Director for the Agency, or an individual acting in that capacity, shall make the final determination as to interpretation.

5.1 Treatment of Information

The information submitted in response to this RFP will be treated in accordance with the relevant provision of the *Personal Information and Protection of Electronic Documents Act*, 2000 (PIPEDA). The information collected will be used solely for the purposes stated in this RFP. SOAR Community Services reserves the right to disclose any confidential information provided in response to this RFP if required by court order or other legal obligations.

The proponent does, by the submission of a proposal, accept that the information contained in it will be treated in accordance with the process set out in this section of the RFP.

5.2 Infringements and Indemnifications

Proponents shall protect, defend, and save SOAR Community Services harmless from suits or actions of every nature and description brought against it, for or on account of any injuries or damages received or sustained by a part or parties, by or from any of the acts of the proponent, and/or the agents, employees, successors or assigns of the proponent.