



The Children's Aid Society of Ottawa

Request for Proposal

Security Guard Services

1602 Telesat Court, Ottawa
150 Katimavik Road, Ottawa

August 25, 2016

The Children's Aid Society of Ottawa

Security Guard Services for:

1602 Telesat Court, Ottawa
150 Katimavik Road, Ottawa

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Section A
Information for Bidders
and
General Conditions

1. **Proposal Submission**

Sealed proposals, (3 copies), are to be addressed to:

**The Children's Aid Society of Ottawa
1602 Telesat Court
Gloucester On
K1B 1B1
ATTENTION: Supervisor of Property Management**

To be marked: **Proposal for Security Guard Services**

and are to be received no later than: Monday, September 12, 2016 @ noon.

Oral, or tenders submitted by facsimile or modifications to this proposal document will not be considered. All blank spaces on forms shall be fully filled in. In addition a proposal that is conditional, illegible, unbalanced, and obscure or contains additions not called for, reservations, interlineations, erasures, alterations, or irregularities, of any kind, or that does not comply strictly with the terms and conditions of the proposal documents will not be considered.

Signatures shall be longhand and executed by the principal duly authorized to make contracts.

There will be a mandatory site meeting on Tuesday, September 6, 2016 @ 2 p.m. All interested parties are to meet in the main reception area at 1602 Telesat Court.

The Society has established the following procedure for handling irregular bids:

IRREGULARITIES CONTAINED IN BIDS

IRREGULARITY	RESPONSE
Late Bids	Automatic rejection and returned unopened to the bidder.
Unsealed Envelopes	Automatic rejection
Incomplete, illegible or obscure bids or bids which contain additions not called for, erasures, alterations, errors or irregularities of any kind.	May be rejected as informal
Documents, in which all necessary Addenda have not been acknowledged.	Automatic rejection
Failure to attend mandatory site visit.	Automatic rejection
Failure to include signature of the person authorized to bind the Company.	Automatic rejection
Conditions placed by the Company on the Total Contract Price.	Automatic rejection
Bids Containing Minor Mathematical Errors	<ul style="list-style-type: none"> • If the amount proposed for a unit price item does not agree with the extension of the estimated quantity and the proposed unit price, or if the extension has not been made, the unit price shall govern and the total price shall be corrected accordingly. • If both the unit price and the total price are left blank, then both shall be considered as zero. • If the unit price is left blank but a total price is shown for the item, the unit price shall be established by dividing the total price by the estimated quantity. • If the total price is left blank for a lump sum item, it shall be considered as zero. • If the Proposal contains an error in addition and/or subtraction and/or transcription in the approved proposal documentation format requested (i.e. not the additional supporting documentation supplied), the error shall be corrected and the corrected total contract price shall govern. • Proposals containing prices which appear to be so unbalanced as to likely affect the interests of the Society adversely may be rejected.

1. **Enquires / Addenda**

Questions arising as to the meaning or intent of the proposal documents shall be submitted in writing to the Supervisor of Property Management at least three (3) working days before the proposal closing. Answers to questions and any amendments to the specifications will be communicated in the form of an addendum to all proponents. Any such addenda will form part of the proposal documents. (“Addenda”)

2. **Facility tour / Inspection of works**

A mandatory facility tour of 1602 Telesat will be conducted on Tuesday, September 6, 2016 @ 2 p.m., starting in the lobby area. **Proposals will not be accepted from Contractors who do not attend the facility tour.**

3. **Proposal Deposit**

Not required for this proposal.

4. **Performance Bond**

A Performance Bond will be required from the successful bidder prior to the execution of a Contract. The Performance Bond will be in the amount of fifty percent (50%) of the Total Bid from a Surety Company authorized by law to carry out business in the Province of Ontario. The Performance Bond may be reduced at various stages of the work, at the discretion of the Society, to reflect the potential financial loss to the Society.

Failure of the successful bidder to provide a Performance Bond within seven (7) working days after being requested to do so may be considered sufficient grounds for rejecting the proposal and accepting the next lowest proposal.

5. **Bidders To Investigate**

Bidders are required to submit their proposals upon the following express conditions:

- The Bidders shall examine the contract documents and make personal examinations of the site in order to become acquainted with the conditions under which the Bidders will be obliged to work.
- The Bidders shall make all the investigations necessary to become thoroughly informed regarding all facilities as may be required to execute the work.

- The Bidders shall be wholly responsible for the completeness and accuracy of the information obtained by the Bidder's personal examination and study. No plea for ignorance of conditions that exist, or that may exist hereafter, or of conditions, or difficulties that may be encountered in the execution of the work under this contract as a result of failure to make the necessary examinations and investigation, or ascertaining the required information will be accepted as an excuse for any failure or omission on the part of the Contractor to fulfill in every detail all the requirements for the said contract documents, or will be accepted as a basis for any claim whatsoever for extra compensation, or for an extension of time.

6. Basis for Evaluation of Proposals

Your proposal should include a demonstrated understanding of the scope of work and particulars of the assignment, the complete cost to complete the assignment, and should clearly address the following evaluation criteria which will be scored in relation to the available points stipulated.

It is recommended that your proposal not exceed fifteen (15) single-sided pages including any appended spreadsheets.

1) Security Services Experience of Proponent (15 points)

Provide a company profile describing your firm's management experience in designing and providing security services. Proponents should emphasize the relevant experience in managing security contracts with similar requirements to this contract. Proponents should provide curriculum vita highlighting the qualifications of the company individuals proposed to manage and administer this contract. This should include client references who may be contacted regarding previous work experience. The Society reserves the right to conduct reference checks.

2) Uniform/Department Assurance (5 points)

Proponents are to provide a sample or a colour photograph of the company uniform that would be worn by staff while performing this service and explain how you intend to ensure Security Officers employed for the purposes of this contract are properly dressed and professional in department at all times while on duty at no expense to the Society.

3) Employee Certification (10 points)

Staff employed on this contract should be graduates of the Algonquin College Security Management Program, La Cite Collegiale Program, Techniques de Securite Industrielle et Commerciale or any other recognized security intuition/graduate program.

All Security Officers employed under this contract must have the Certified Healthcare Security Officer (CHSO) certification as provided by the International Association of Healthcare Security & Safety (IAHSS).

All Security Officers employed under this contract must have successfully completed the Security Training Course as offered by Universal Training Solutions at the Algonquin College Ottawa campus.

4) Staff Training (15 points)

Proponents should include a comprehensive report detailing the qualifications, certifications and training of all staff you are proposing to perform the required services under this Request for Proposal. Also, proponents shall commit staff to a site specific training program at no additional cost to the Society if so identified during the term of this contract and/or subsequent extensions of this contract.

5) Communications Suitability (10 points)

Proponents are to describe their 24-hour dispatch system and/or proposed communications system to be used to send and receive communication with the Security Officers employed on this contract or the Society representative.

6) Provision of Replacements (10 points)

Proponents are to outline how they intend to ensure last minute replacements for “no shows” due to sickness, inclement weather, scheduling errors, etc.

7) Understanding the Requirements (15 points)

Proponents are required to provide an overview of its understanding of this service and the role that the proponent is going to play based upon the information provided in this document.

8) Financial Proposal (20 points)

In a *separate sealed envelope*, provide a firm cost for the 3 year period to complete the assignment, including all unit costs. Use Annex B that is attached for this purpose, and return one copy with your submission clearly identified as to its contents.

Points will be awarded based on standard deviation where the low cost responsible proposal receives full points, and other proposals lose points to the extent that they exceed the low cost responsive proposal. Financial points will only be awarded to proponents who have achieved a minimum score of 75% (60 of 80 points) on the evaluation criteria numbered 1 – 7 inclusive.

7. Basis of Selection

The selection of proponent(s) will be made on the basis of “best overall value” to the Society in terms of services that will be determined by the highest rated responsible proposal(s), based on the evaluation criteria numbered 1 – 7 inclusive (60 out of 80 points). Proposals that do not meet the minimum score will be deemed non-compliant and will receive no further consideration. The Financial Proposal will remain unopened.

8. Selection Process

An evaluation team of one (1) representative from Property Management, one (1) representative from Human Resources and one (1) representative from Finance and Administration will review all proposals received and score the proposals using a “consensus” approach, in relation to the criteria and points that are identified.

An award may be made solely on the basis of the proposal submission. However, one or more Proponents may be invited to attend a formal interview with the evaluation team, or to provide written clarification on their proposal.

All proponents who respond to this RFP may request a debriefing meeting to receive feedback on their submission.

9. Submission of Proposal:

Please provide three (3) copies of your proposal, signed by an authorized official, in a sealed envelope(s), clearly identified as **Proposal for Security Guard Services** and addressed to:

Children’s Aid Society of Ottawa
1602 Telesat Court
Ottawa ON K1B 1B1
Attn: Supervisor, Property Management

10. Bidder’s Ability and Experience

Mandatory Requirement: Persons or firms submitting bids shall:

- a) be actually engaged in the type of work required by the specifications for a minimum of five (5) years in the city of Ottawa.
- b) Have an established office infrastructure in the City of Ottawa.
- c) Shall be able to refer to work of a similar character performed by them.

If the proponent does not meet these mandatory requirements, in the sole opinion of the Society, your proposal submission will be deemed to be non-responsive and will be eliminated from further consideration.

The Bidders shall, within forty-eight (48) hours of being requested in writing by the Society to do so, furnish evidence satisfactory to the Society of the Bidder’s experience and familiarity with work of character specified and the Bidder’s financial ability to execute properly the proposed work.

11. Availability of funds

Should all proposals received exceed the budgeted limit, the Society reserves the right to negotiate with the lowest responsible Bidder.

12. Bid In Force

Price will be guaranteed for 60 days from the bid proposal opening.

13. Award and Execution of Contract

The Society will provide written notice to the successful Proponent to advise that the proposal has been accepted, within seven (7) days of the proposal opening.

The required documents will be sent to the successful Bidder immediately after acceptance. The Bidder shall execute and return the documents together with the Workplace Safety and Insurance Board Clearance Certificate, Certificate of Liability Insurance, List of Subcontractors, Police and Society Records Check forms and any other required documents, to the Society within five (5) working days of receipt.

Failure to return the required documentation within the aforementioned time frame may result in the Society awarding the contract to the next qualified Bidder.

14. Contract Commencement and Duration

The contract shall commence on October 3, 2016 @ 7 a.m. and shall terminate on October 2, 2019. The Society may, at its discretion, extend this contract for two additional one year periods. The Society will provide 90 days' notice of their wish to exercise their option to extend the contract. Each extension will be subject to mutual agreement.

The Society may cancel this agreement on sixty days written notice.

15. Changes in Work

The Society, without invalidating the agreement, may make such changes by altering, adding to or deducting from the work, the contract price and other related terms being adjusted accordingly, as may be agreeable to both parties.

16. Payment

The Contractor will provide a separate invoice to the Society *at the end of each month* for services provided at each location, along with a summary of the names of all guards and the hours worked, payment will be made *30 days* following receipt of the invoice and satisfactory completion of each transaction.

17. Assignment

The contractor shall not assign the whole or any part of the contract arising from this proposal without the prior written consent of the Society. This agreement will be binding upon the parties hereto and their respective successors and assigns.

18. Permits

The Contractor will be required to obtain and pay for any permits required for the execution of the work and pay all legal fees required as incidental to the work generally.

19. Workers' Rights

The Contractor will abide by the hours of work and minimum wage rates for occupations involved in accordance with the regulations of the Department of Labour or other appropriate legislation of the Province of Ontario, or the Government of Canada.

20. Ontario Labour Legislation

1. In accordance with the requirements of section 77(1) of the Employment Standards Act, 2000, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached. (ANNEX II)
 - a. The employee's job classification
 - b. The wage rate actually paid to the employee
 - c. A description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
 - d. The number of hours that the employee works in a regular work day and in a regular work week, if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
 - e. The date on which the employer hired the employee;
 - f. Any period of employment attributed to the employer under section 10 of the Act
 - g. The number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
 - h. A statement indicating whether either of the following subparagraphs applies to the employee:
 - i. The employee's work, before the request date, included the provision of services at the premises, but the employee did not

perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.

- ii. The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.
2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.
3. In addition to the above information, a copy of the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.
4. Bidders must use the information referred to in subparagraphs 1. (a) to 1. (h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by the Society in writing.
5. The enclosed information, (Annex II), concerning the employees of the previous employer providing services at the premises has been received from the previous employer and the Society does not warrant its accuracy or completeness. The Society will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.
6. Bidders who require clarification or further information may contact: Rick Moore @ 613 747-7800 Ext. 2872

21. **Protection and Occupational Health and Safety**

- The Contractor shall be solely responsible for safety at the place of work and for compliance with the rules, regulations and practices required by the applicable Health and Safety legislation including the Occupational Health and Safety Act of Ontario and shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the performance of the work. The Contractor agrees to save harmless the Society from any actions or damages as a result of the successful Contractor's failure to comply with the said legislation.
- The Contractor shall provide the Society with the name of the individual responsible for administering the Contractor's health and Safety program
- The Contractor, by executing this Contract, acknowledges that the Contractor is an Employer within the meaning of those words pursuant to the provisions on Ontario's Occupational Health and Safety Act.

- The Contractor will report to the Society and jurisdictional authorities, any accident or incident involving the Contractor, Society, or public involving injury to personnel or damage to property arising from the Contractor's execution of the work.
- The Contractor will include all provisions of this contract in any agreement with Subcontractors, and hold the Subcontractors equally responsible for safe and competent performance of the work.
- The Contractor will be responsible to take all necessary steps to protect personnel (workers, visitors, public, etc.) and property from any harm during the course of the contract. Work procedures and equipment will be in accordance with all legislated standards.

22.

Workplace Safety and Insurance Board

- The Contractor must obtain and forward to the Society, a Certificate of Clearance from the Workplace Safety and Insurance Board. This certificate must be provided with the contract documents prior to commencement of any work in relation to this contract. The Contractor shall pay to the Board all assessments and levies owing to the Board in respect to this contract and any unpaid assessments or levies shall be the sole responsibilities of the Contractor.
- The Society reserves the right to request an up-to-date Certificate of Clearance indicating good standing with the Board at any time during the contract period.
- Upon termination of the contract and before a final payment is made, the Contractor must once again submit evidence of good standing with the Workplace Safety and Insurance Board.

23.

Liability Insurance

The Contractor shall maintain during the term of the contract, Comprehensive General Liability Insurance subject to limits of not less than \$2,000,000 inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof. The Comprehensive General Liability Insurance shall include insurance for:

1. premises and operations liability;
2. product or completed operations liability;
3. written contractual liability;
4. cross liability
5. contingent employer's liability;
6. personal injury liability arising out of false arrest, detention or imprisonment of malicious prosecution; libel, slander or defamation of character; invasion of privacy; wrongful eviction and wrongful entry;

7. liability with respect to non-owned licensed motor vehicles;

The Society shall be added as an **additional insured** under the policy.

The Contractor shall indemnify and save harmless the Society against any liability, however caused, with respect to the performance of the Contractor's duties listed herein.

The Contractor shall maintain during the term of the contract insurance with respect to owned licensed motor vehicles subject to a limit of not less than \$2,000,000 inclusive per occurrence for bodily injury, death and damage to the property of others.

A Certificate of Insurance satisfactory to the Society shall be provided prior to the commencement of the work and thereafter as required.

The policy(ies) shown above shall not be cancelled, permitted to lapse or materially changed unless the Insurer notifies the Children's Aid Society in writing at least (30) days prior to the effective date of cancellation, expiry or change. The insurance policy will be in a form and with a company which are, in all respects, acceptable to the Children's Aid Society of Ottawa.

24. **Fidelity Insurance**

The Contractor shall carry a commercial crime policy which extends the insuring agreement to include the Society as a third party. The limit of liability under this policy shall not be less than \$20,000.00 of Employee Dishonesty Coverage - Form A (or equivalent).

25. **Security Clearances**

The Contractor shall, provide the Society with a completed POLICE RECORDS CHECK for the person(s) who will be performing security duties. In addition a CAS Record Check, (Annex III), required for all employees who will be working under this contract. The Contractor shall ensure that no employee will be present on the site until the Society has confirmed with the Contractor that the employee has received ALL clearances. The Contractor will provide a list of employees who will be working at the location. The Society reserves the right to reject any of the Contractor's employees it finds unsuitable and the Contractor will provide immediate replacements.

26. **Sub-Contractors**

The contractor shall provide the Society with a complete employee list of all proposed Subcontractors who may be working at any location covered by this contract. All sub-contracted labour must satisfy the requirements of Section 25.

27. **Guaranteed Services**

The Contractor agrees to redo, at his expense, any work that has not been done by his employees to the specifications listed herein. This work will be completed within 3 days of receipt of written notice of default. Failure to do so will result in Property Management having the work done and appropriate charges deducted from the contractors invoice. It is understood that should the Contractor be required to redo any work the doing of same will not in any way compromise the service requirements specified.

All damage to the property caused by the Contractor, his agents, or his employees, however caused, is the direct responsibility of the Contractor. The property is to be restored to its original condition at the expense of the Contractor within 3 working days of notification by the Society. In the event that property cannot be restored within 3 days, the Contractor shall notify the Society in writing stating the details and schedules of said restoration.

28. **Failure to Perform / Cancellation**

If the Contractor shall fail to commence work within ten calendar days after being so instructed by the Society, or if at any time the work is not executed or not being executed to the satisfaction of the Society and in all respects in strict conformity with the contract which nonconformity is not rectified within 3 days of receipt of written notice of default thereof by the Society, or if after three written notices of default hereunder within a six month period have been given to the Contractor by the Society, regardless of whether rectification has been made by the Contractor then, in each and any such case, the Society shall have the full right and power, at its discretion, to take the contract, or any part or parts thereof specified in the said notice, out of the hands of the Contractor and the Society may either award the contract to any other person or persons with or without it being re-tendered or may employ workers and provide all necessary materials, or may take such others steps as it may consider necessary or advisable in order to secure and complete the said contract and the Contractor in every case shall be liable for all damages, expenditures and additional costs of the contract which may be incurred by reason thereof.

29. **Liens**

Payment for work completed or materials supplied shall not become due until the Contractor, if requested, has filed with the Society satisfactory proof that all accounts for labour and materials furnished by third parties have been paid. If any claim arises after all payments have been made, the Contractor shall refund to the Society any monies that the

latter maybe compelled to pay in discharging such claim, including all costs incidental thereto.

The Society shall have the right to retain, out of monies payable by the Society to the Contractor under this contract any amounts paid to discharge the said claim for lien and for all costs incidental thereto.

30. **Third Party Claims**

The Society shall have the right to retain, out of any monies payable by the Society to the Contractor under this contract, the total amount from time to time outstanding of all damage claims by third parties arising out of the Contractor's responsibilities under this contract which have not been settled by the Contractor or the Contractor's insurers. For this purpose, a claim shall be considered settled if a payment has been made to and accepted by the claimant and a complete release obtained from the claimant or if the claim has been fully investigated and a complete denial of liability has been made to the claimant.

31. **Bankruptcy or Insolvency**

If the Contractor becomes bankrupt, either by way of assignment of by way of a receiving order, or if the Contractor becomes insolvent, the Society may, at its option, immediately employ another Contractor to complete the contract and the Society shall have a claim against the Contractor or its estate for any additional cost over and above the original contract price, necessary to complete the contract and to remedy any defects.

32. **Bribery and Collusion**

Should a Bidders or any of their agents give or offer any gratuity to or attempt to bribe any member of the Society, or attempt to commit fraud, the Society shall be at liberty to reject the Bidder's submission or cancel the contract forthwith, and to rely upon the sureties as provided for.

The Bidders acknowledges that no person, firm or corporation other than the one whose signature or of whose proper officers and seal is attached below, has any interest in this bid.

The Bidders further acknowledges that their bid is made without any connection, knowledge, comparison of figures or arrangements with any other company, firm or person making a bid for the same work and is in all respects fair and without collusion or fraud.

33. **Dispute Resolution**

In cases of dispute as to whether or not a product or service meets the accepted terms of the agreement, the joint decision of the Director of Finance and Administration or their successor and the Supervisor of Property Management or their successor shall be final and binding on all parties.

34. **Statement of Confidentiality**

Each employee of the contractor must read, understand and sign off on the attached Statement of Confidentiality (Annex I) prior to working under this contract.

Section B

Form of Proposal

for

Security Guard Services

1602 Telesat Court, Ottawa

for

THE CHILDREN'S AID SOCIETY OF OTTAWA

c/o Supervisor of Property Management

1602 Telesat Court

Gloucester, Ontario K1B 1B1

I/We have examined and reviewed the Information for Bidders and General Conditions, (pages 3 - 17), the conditions on the site, the Specifications and Details as applicable to the proposal (pages 28 - 35), and all Addenda thereto, as acknowledged hereinafter:

for: Security Guard Services

and thereby offer to furnish all materials, plant and labour for the proper completion of the entire work as planned and specified, and in accordance with the foregoing specifications and Addenda for the sum of:

1. SCHEDULE OF PRICES:

A)

Item	Location	Annual Person Hours	Year One \$	Year Two \$	Year Three \$	Total \$
i	1602 Telesat Court					
ii	150 Katimavik					
iii	Family Visitation Program	1,200				
PROPOSAL PRICE						

B) TOTAL Proposal Price: \$ _____ HST Not Incl.
 (Transfer this amount to Section C, Article 4)

2. I/We acknowledge receipt of the following Addenda and have included for the requirements thereof in my/our proposal. (Insert number and date of Addenda, if any.)

Addendum # 1 dated: _____

Addendum # 2 dated: _____

Addendum # 3 dated: _____

3. I/We understand and agree that H.S.T. is NOT included and will be paid as a separate item on each invoice.

4. If this proposal is accepted, I/we will execute the Form of Agreement within ten (10) working days of being notified to do so in writing by the Supervisor of Property Management, and will provide Police & CAS Records Check Forms as required under tem 25 of Information for Bidders and General Conditions.

5. I/We have completed the Schedule of Prices and have indicated the Total Proposal Price

6. I/We permit the Society to contact the following in order to provide our past performance record. References should include High activity and secure office environments where visitors are expected, or are likely, to be agitated or in a volatile/aggressive state. References of other contracts comparable in dollar value, facility type, and square footage are as follows:

	Project	Value	Contact & Phone #
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____

Name of Bidders _____

Address _____

Phone _____

Email address _____

Authorized Signature Witness
(If signing on behalf of a limited company,
I have the authority to bind the corporation)

Name Witness

Title

(Affix corporate seal here)

Section C

Form of Agreement

Form of Agreement

THIS AGREEMENT made in duplicate this day of , 2016

BETWEEN

THE CHILDREN’S AID SOCIETY OF OTTAWA
 (“the Society”)

-OF THE FIRST PART -
AND:

(“the Contractor”)

- OF THE SECOND PART -

WITNESSETH

That the Society and the Contractor in consideration of the fulfillment of their respective promises and obligations herein set forth covenant and agree with each other as follows:

Article 1 - The Work

- a) A general description of the work is : “Security Guard Services for the Children’s Aid Society of Ottawa’s administration buildings at 1602 Telesat Court, 150 Katimavik and Family Visitation offsite locations”. (“the Work”)
- b) The Contractor shall, except as otherwise specifically provided, at its own expense, provide all and any kind of labour, machinery, materials, appliances, articles, and things necessary for the due execution of all the Work set out in this contract, and deliver the Work complete in every particular way to the Society within the time specified in the contract documents.

Article 2 - Contract Documents

The contract documents consist of the following:

- a) Information for Bidders and General Conditions
 - b) Form of Proposal
 - c) Form of Agreement
 - d) Specifications and Details
 - e) Addenda (if applicable)
- (“Contract Documents”)

The Contractor agrees to be bound by the conditions set out in each of the Contract Documents as if they were individually set out in this Agreement.

Article 3 - Contract Documents order of Precedence

In the case of any inconsistency or conflict between the provisions of this agreement or any other document written, the provisions of such documents shall take precedence and govern in the following order, namely:

- I. This Form of Agreement
- II. Addenda (if applicable)
- III. Information for Proposals and General Conditions
- IV. Specifications
- V. Form of Proposal

Article 4 - Contract Price

The Total Proposal Price \$plus HST, for the initial contract period October 3, 2016 to October 2, 2019 in Canadian funds, which price shall be subject to adjustments as may be required in accordance with the provisions of the Contract Documents. This sum shall be specifically for Security Guard Services.

Article 5 - Payment

Payment will be made monthly on the basis of the Contractor’s invoice as per Clause 18 of the Information for Bidders and General Conditions.

Article 6 - Notification of Addresses

Where any notice, direction or other communication is required to be or may be given or made by one of the parties hereto to the other, it shall be deemed sufficiently given or made if mailed by registered mail or delivered by hand in writing to such party at the following address:

The Society:
The Children’s Aid Society of Ottawa
1602 Telesat Court
Gloucester, On K1B 1B1
Attn: Supervisor Property
Management

The Contractor:

Attn:

Article 7 - No Implied Contract

No implied contract of any kind whatsoever by or on behalf of the Society shall arise or be implied from anything in this contract contained, nor from any position or situation of the parties at any time, it being clearly understood that the express covenants and agreements herein contained made by the Society shall be the only covenants and agreements upon which any rights against the Society may be founded.

Article 8 - Contractor's Declaration

The Contractor declares that in entering into this contract the Contractor has either investigated the character of the Work and all local conditions that might affect the Contractor's proposal or acceptance of the Work, or that not having so investigated, the Contractor is willing to assume and does hereby assume all risk conditions arising or developing in the course of the Work which might or could make the Work, or any items thereof, more expensive in character, or more onerous to fulfill, than was contemplated or known when the proposal was made or the contract signed. The Contractor also declares that the Contractor did not and does not rely upon information furnished by any methods whatsoever, by the Society or its officers or employees, being aware that any information from those sources was and is approximate and speculative only, and was not in any manner warranted or guaranteed by the Society.

Article 9 - Commencement

Commencement of the contract will occur on October 3, 2016 @ 7 a.m.

Article 10 - Contract Duration

This contract shall remain in force through October 2, 2019. The Society may extend this contract for an additional 2 one year periods by mutual agreement with the Contractor.

Article 11 - Specifications and Details

The Contractor covenants and agrees to adhere to the Specifications and Details as per Section D.

Article 12 - Time is of the Essence

Time shall be deemed to be of the essence in this contract.

Article 13 - Authorized Signatures

This contract shall apply to and be binding on the parties hereto and their successors, administrators, executors and assigns and each of them.

IN WITNESS WHEREOF the parties hereto set their hands and seals the day and year first above written or cause their corporate seals to be affixed, attested by the signature of their proper officers, as the case may be.

Witness as to signature of Contractor

The Contractor

(If signing on behalf of a limited company, I have authority to bind the corporation)

Name

(Affix corporate seal here)

Executive Director,
Children's Aid Society of Ottawa

Director of Finance and Administration,
Children's Aid Society of Ottawa

Section D

Specifications

and

Details

Children's Aid Society of Ottawa

Specifications for Contracted Security Guard Services

1602 Telesat Court:

CASO employs approximately 425 staff who works from the main building at 1602 Telesat Court. The building is a four story building, with a ½ basement, approximately 100,000 Square Feet in area and is located in the east end of Ottawa.

Some of the main departments located at Telesat include Child Protection, Child and Youth in Care, with sub units such as Violence Against Women, Child Access, After Hours Service and several others. There are also administrative support functions such as Legal, Finance/Administration and Human Resources.

The main function of the building is to provide administrative space for our employees, however a portion of the main floor is “public” space and this is where reception, access visits and meetings with the public or clients are held. A Daycare is also in operation during the week. Although the core office hours are Monday to Friday the ground floor is used for specific programs on evenings and Saturdays.

150 Katimavik Drive:

This is an administrative satellite office of approximately 6,000 Square Feet in size that requires the same high level of guard services as the Telesat Court location except on a smaller scale. The offices provide client meeting room spaces as well as two areas for supervised child access visitation.

Family Visitation Sites:

There are currently three locations used to facilitate family visitation where a security guard is required. They are:

The Ottawa Boys and Girls Club – 2825 Dumaaurier Ave.
Catholic Family Services - 310 Olmstead, Vanier
Pinecrest Queensway Community Health Centre – 1365 Richmond Road

The days and hours of use are on an as required basis, and may change at any time.

General Overview

The contractor's performance under this contract will contribute to how well the Society meets its mandate and helps assure the organization's ability to deliver high quality child welfare services. When providing security services to the Society you must be alert to the unique security concerns present.

The successful Bidder will be responsible to the Supervisor of Property Management, or their designate, and his/her decision regarding the Contractor's compliance with the guard services standards for the contract shall be final.

The Contractor will provide an onsite supervisor with full responsibility and authority to manage workload. The supervisor is also responsible and authorized by the Contractor to accept notice, consent, direction, decision or other communication on behalf of the Contractor that will be awarded the contract. The supervisor shall liaise daily with the Society representative.

The Bidder acknowledges that its workers under this contract will be assigned to the facilities on a permanent basis to ensure consistency and competency, and to minimize re-training. The Contractor's workers are to be in uniform and are to be identified by company name and employees' name at all times when on duty and to be neat and clean (long pants, work boots and company logo). Should, in the opinion of the Society, any employee of the Contractor conduct him/herself in an offensive manner, the Society has the right to demand that the employee be removed from the operation and the Contractor agrees that upon notice from the Society, it shall remove the employee from the operation. All of the contractor's employees working under this contract must be bilingual, French and English.

1. Areas of Work

1602 Telesat Court:

Roles and Responsibilities:

- a) To supply qualified and trained uniformed guards on site during the hours specified. Please note there are specific training requirements identified within this document in Section A Article 8(3) and Section D Article 4.
- b) Maintains a vigilant, courteous and professional deportment at all times.
- c) Monitor the interaction between clients and employees, to ensure the safety and wellbeing of all involved, by using non physical methods, however, physically intervene if needed, or requested by the Society, to ensure the safety and wellbeing of staff, clients and visitors to the building(s).
- d) Responsible for monitoring/tracking employees who are working in the community during non regular business hours using the Societies Working in the Community database.

- e) Provides security/reception services for after hour meetings and will escort personnel from the building to their vehicles as required.
- f) Assist visitors and direct them as appropriate.
- g) Continually monitor 30 CCTV cameras and provide “recordings” to the Society as requested on a flash drive.
- h) Responsible for responding to Panic Alarms and Emergency Assistance Alarms
- i) Secure the property, equipment and buildings to ensure the Society is protected against tampering, vandalism, malicious damage and/or theft. Check for unsafe conditions, hazards unlocked doors, security violations.
- j) All keys and access cards entrusted to the Contractor for the fulfillment of his Contract must be fully protected at all times. It will be the responsibility of the Contractor to have the building locks re-keyed if they should lose their keys. The building keys cannot leave the site at any time. They will be picked up and signed out at the Security Desk upon arrival for each shift and dropped off and signed in upon completion of each shift.
- k) Site inspections are to be conducted, and logged, at a minimum of 4 times per day at random intervals.
- l) Respond to emergency calls and assist as required.
- m) Conduct security checks at the end of the evening shift to ensure that the building has been vacated and that all perimeter access points have been secured and set the buildings alarm system prior to leaving the premises.
- n) Monitor the parking lots to ensure employees and visitors to the property are parking in designated spaces. Vehicles parked improperly or in authorized spaces will be issued a warning ticket. At least one of the guards working Monday to Friday between 8:30 and 4:30 will have received training under the Deputization Programme of the City of Ottawa to issue parking tickets if required. The Society will be responsible for all costs, including payment of the guard(s) during their training.
- o) Prepare daily logs and incident reports when required and provide verbal notification as warranted. Report all incidents, suspicious activities, safety concerns observed to the appropriate Society contact.
- p) All guards are part of the Building Emergency Organization and will assist with attending to building emergencies and building evacuations.
- q) Perform meeting room set-up as/if needed between 7:30 p.m. and 10 p.m.
- r) Monitor access to the loading dock and accept deliveries.
- s) Provide a mobile patrol response service when required to respond to building alarms and/or to conduct scheduled inspections of vacant homes. (Note this service will be billed separately, on an as needed basis, over and above the contract pricing)
- t) Performs other duties/tasks of similar nature and scope as required by the owner.

150 Katimavik:

Roles and Responsibilities:

- a) To supply qualified and trained uniformed guards on site during the hours specified. Please note specific training requirements identified within this document.

- b) Monitor client visits
- c) Maintains a vigilant, courteous and professional deportment at all times.
- d) Provides security/reception services for after hour meetings and will escort personnel from the building to their vehicles as required.
- e) Assist visitors and direct them as appropriate.
- f) Secure the property, equipment and buildings to ensure the Society is protected against tampering, vandalism, malicious damage and/or theft. Check for unsafe conditions, hazards unlocked doors, security violations.
- g) All keys and access cards entrusted to the Contractor for the fulfillment of his Contract must be fully protected at all times. It will be the responsibility of the Contractor to have the building locks re-keyed if they should lose their keys. The building keys cannot leave the site at any time. They will be picked up and signed out at the Security Desk upon arrival for each shift and dropped off and signed in upon completion of each shift.

Family Visitation Program Sites

Locations:

- 2825 Dumaurier
- 310 Olmstead
- 1365 Richmond Road

Roles and Responsibilities:

- a) Monitor client visits
- b) Work closely with staff to ensure a safe environment

2. Scheduling:

1602 Telesat Court:

Monday to Friday: 7 a.m. to 3 p.m. (Supervisor), 10 a.m. to 7 p.m. & 3 p.m. to 11 p.m.
Saturday: 8:30 to 5:30

150 Katimavik

Wednesday and Thursday 3 p.m. to 7 p.m.

Family Visitation Program Sites

The requirement for a security guard at these locations will vary depending on the needs of the Society. The numbers of hours vary, however based on recent requirements the weekly hours required are approximately:

- 2825 Dumaurier – 16 hrs/week
- 310 Olmstead – 8 hrs/week
- 1365 Richmond Road – 4 hrs/week

For the purposes of this proposal please use total annual hours of 1,200 when completing the Schedule of Prices. Please note that these hours are not guaranteed and may be more, or less, depending on the requirements of the Society.

2.1 **Limitations of Operation**

Guard Services will be performed on a daily basis as per the above excluding the following holidays:

New Year's Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving
Day before Christmas
Christmas Day
Boxing Day

3. **Hours to be Provided**

Annual person hours to be provided must be stated in the Schedule of Prices. **Failure to do so will result in rejection of bid.**

4. **Training and Certifications: All personnel employed under this contract must have:**

- a) A current First Aid and CPR certification
- b) A security guard license as issued by the Ministry of Community Safety & Correctional Services.
- c) A Security Training Course and Certification as provided by Universal Training Solutions.
- d) Depending on their roles all guards must have one of the following: Basic, Advanced or Supervisor training as provided by the International Association for Healthcare Security and Safety (IAHSS)
- e) All guards must have Non Violent Crisis Training. The Society has trainers on staff who are certified to conduct this training using the CPI curriculum. This training will be provided at no cost to the successful proponent.

NOTE: The Society recognizes that not all proponents may have staff available trained to meet the criteria of item c), d) & e) above. The successful proponent will be provided with a six month timeframe to ensure that all guards have the appropriate training.

5. **Security/Keys/Access Cards**

The Contractor must carry out his work so that the integrity of the building's alarm system is respected. If the Contractor is at fault for setting off a false alarm requiring Property Management Staff to arrive on location to verify and restore the alarm, the Contractor will be notified of the cost to the Society and this will be deducted off their next payment.

The Contractor will comply with all security systems and procedures and any other restrictive regulations existing in the buildings.

All keys and access cards entrusted to the Contractor for the fulfillment of his Contract must be fully protected at all times. It will be the responsibility of the Contractor to have the building locks re-keyed if they should lose their keys.

The building keys cannot leave the site at any time. They will be picked up and signed out at the Security Desk upon arrival for each shift and dropped off and signed in upon completion of each shift.

THE CHILDREN'S AID SOCIETY OF OTTAWA (CASO)

CONFIDENTIALITY UNDERTAKING

I hereby undertake to hold in strict confidence all the information that I will acquire in the course of my work or association with the CASO.

I agree to ensure the constant safekeeping of any confidential material that will be shared directly or indirectly with me or that I will generate in the course of discharging my duties with CASO. I understand that this extends to all methods by which information may be collected, shared, recorded, used and stored. Upon the termination of my work or association with CASO I agree to return to CASO or destroy in a secure manner all confidential material in my possession. For the purpose of this declaration, I understand that confidential information includes but is not limited to the following:

- Information about a particular person or information that can be used to identify a particular person;
- Information or material that is the work product of CASO's employees, agents or associates.

Moreover I agree to refrain from accessing or using confidential information held by CASO in situations where my doing so would result in a conflict of interest or appearance thereof. I will declare any such conflict of interest, actual or perceived, as it may occur.

Agreed as per the above:

(print name)

Signature

Date

Witness: _____
Signature

Date

BILL C7 INFORMATION

Name of Site: Children's Aid Society
 Address: OTTAWA

Employee Name (Confidential until Contract award)	Position	Seniority Date	Start Date	Full Part- time	Pay Rate	Benefits	Address (Confidential until Contract award)	Phone #	Primarily Employed at this location for the past 13 weeks	Weeks Worked in last 13 weeks
	Supervisor	09-Jun-14	09-Sep-15	F 45	\$ 16.00	Contributed to a USW \$0.68			Yes	26
	Security Guard	28-Aug-12	01-Sep-12	P 18	\$ 12.38	Contributed to a USW \$0.68			Yes	26
	Security Guard	18-Oct-11	19-Oct-15	F 34	\$ 11.84	Contributed to a USW \$0.68			Yes	26
	Security Guard	11-Feb-16	11-Feb-16	P 25	\$ 11.59	Contributed to a USW \$0.68			Yes	25
	Security Guard	25-May-09	28-May-10	P 9	\$ 12.38	Contributed to a USW \$0.68			Yes	26
	Security Guard	22-Jun-16	26-Aug-15	P 8	\$ 11.59	Contributed to a USW \$0.68			Yes	26

For eligible employees (over 12 months seniority), Securitas contributes an amount equal to one percent of such employee's gross wages, excluding vacation and sick pay, into a Group RRSP administered by the USW



THE CHILDREN'S AID SOCIETY OF OTTAWA

**CONSENT AND AUTHORIZATION FOR
INTERNAL RECORD CHECK
FOR EXTERNAL APPLICANTS, STUDENTS, FOSTER PARENTS,
ADOPTIVE PARENTS, VOLUNTEERS**

EMPLOYER: _____

**I, THE UNDERSIGNED, AUTHORIZE THE CHILDREN'S AID SOCIETY OF
OTTAWA TO CONDUCT AN INTERNAL RECORDS CHECK.**

Please Print _____

Surname _____ **Maiden Name** _____ **Given**
Names

Other Names Used

Date of Birth (dd/mm/yyyy) _____ **Sex** _____ **Place**
of Birth

Present Address _____ **Former Address**

City _____ **Province** _____ **City** _____ **Province**

Signature of Person Consenting

Signature of Witness

Date

For Internal Use Only _____

Please return this completed form to:

(Print Name)

Unit