



## Request for Proposal (RFP) for Security Services for Ronald McDonald House

### Introduction:

Ronald McDonald House is a charitable organization dedicated to providing a home away from home for families with sick children. To ensure the safety and security of our guests and staff, we are seeking proposals for professional overnight security services at our facility.

### Project Overview:

The Ronald McDonald House, 5940 South St., Halifax, requires dedicated overnight security services from 10:00 PM to 8:00 AM, seven days a week. The security personnel will be responsible for monitoring and patrolling the premises, responding to security incidents, and ensuring the overall safety of guest families and the facility. We are looking for a reliable and experienced security service provider to partner with us in maintaining a safe and secure environment.

### Scope of Work:

The selected security service provider will be responsible for:

1. **Monitoring and Patrolling:**
  - Conduct regular patrols of the premises to deter and detect any suspicious activity.
  - Monitor security cameras and alarm systems to ensure constant surveillance.
  - Respond promptly to any security incidents or emergencies.
2. **Incident Response:**
  - Provide immediate response to any security breaches or emergencies.
  - Ensure the safety of guests, staff, and property during incidents.
  - Document and report all incidents or unusual activities in a detailed manner.
3. **Access Control:**
  - Ensure that only authorized individuals have access to the facility during overnight hours.
  - Maintain a visible and professional presence on the premises.
4. **Professionalism and Training:**
  - Security personnel must be professionally trained and licensed.
  - Security personnel must wear uniforms and always carry proper identification.
  - The security service provider must have experience in providing security services for similar facilities.
5. **Reporting:**
  - Provide detailed nightly reports on security activities and any incidents.



- Communicate as outlined with Ronald McDonald House management regarding security concerns and updates.

**6. Operational Support:**

- In extenuating circumstances support guests as needed to ensure they have necessities (access to their room or emergency response support).

**Service Requirements:**

- Provide proof of insurance coverage.
- Ensure all security personnel are background-checked.
- Assign a dedicated point of contact for communication and coordination.

**Proposal Submission:**

Interested security service providers are invited to submit their proposals by August 9th at 5:00pm.

Proposals should include the following:

- 1. Company Overview:**
  - Provide a brief overview of your company, including years of experience and areas of expertise.
  - Include details of training and certification of security personnel.
- 2. Service Approach:**
  - Outline your approach to providing the security services outlined in the Scope of Work.
  - Include any additional services or features that would enhance the security of our facility.
- 3. Cost Estimate:**
  - Submit a detailed quote for the services, including any setup or initial costs, ongoing fees, and any other associated expenses.
- 4. References:**
  - Provide references, including contact information, from at least three clients for whom similar services have been provided.
- 5. Proof of Insurance:**
  - Provide proof of insurance coverage, including general liability and worker's compensation.

**Submission Instructions:**

Please submit your proposal by August 9th, 2024 in digital format to [alison@rmhcatlantic.ca](mailto:alison@rmhcatlantic.ca).

**Evaluation Criteria:**

Proposals will be evaluated based on the following criteria:

- Cost of services.
- Qualifications and experience of the security personnel.



Ronald McDonald  
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- References and past performance.
- Compliance with service requirements.

We look forward to receiving your proposal and partnering with a professional security service provider to ensure the safety and security of our Ronald McDonald House.

Sincerely,

A handwritten signature in black ink that reads "Alison F. Cogdon".

Alison Cogdon  
Director of Programs and Operations  
Ronald McDonald House Charities Atlantic  
alison@rmhcatlantic.ca