

# Request For Proposal

## Uniformed Security Guard Services



## **REQUEST FOR PROPOSAL: Uniformed Security Guard Services**

### **INTRODUCTION**

The Niagara Falls Convention and Civic Centre Inc., operating as the Niagara Falls Convention Centre (NFCC), is seeking proposals from qualified vendors to provide uniformed security service(s) for our facility located at 6815 Stanley Ave. in Niagara Falls, Ontario.

This document is a Request for Proposal (RFP) for the services described below and does not obligate the NFCC to accept responses from eligible vendors. The RFP establishes minimum requirements a bidder must meet to be eligible for consideration as well as the information to be included in the vendor's bid response. Carefully examine the specifications, conditions and limitations contained herein before submitting a proposal.

### **BACKGROUND**

The NFCC is a 200,000 square foot facility located in the 'Fallsview Entertainment District' in the City of Niagara Falls, Ontario. It is located in close proximity to over 4,000 hotel rooms, the Fallsview Casino and the Falls themselves.

The facility includes 82,000 square feet of exhibit halls, 32,000 square feet of flexible meeting space, a 17,000 square foot ballroom, a 986-seat theater, an expansive lobby/pre-function space and a parking lot with an over 800 vehicle capacity.

The NFCC currently operates a hybrid security model with a small number of full-time security personnel and part-time, in-house guards augmented by licensed guards from a contracted security vendor. This model has proven effective given the undulating nature of the NFCC business.

### **CONFIDENTIALITY**

The information contained in this RFP is confidential and proprietary. This RFP is provided for the exclusive use of potential vendors and copies shall not be made and/or shared with any other party, without prior written consent from the NFCC. All proposals and supporting documentation submitted shall become the property of the NFCC and will not be returned.

"Confidential Information" shall mean all non-public information of NFCC or its affiliates, subsidiaries, customers, vendors, and vendors (whether oral, written or electronic), including any analyses, compilations, studies, notes or other documents which contain or otherwise reflect such information.

Confidential Information includes but is not limited to financial, commercial, and technical data, analysis and information; strategies, projections, forecasts, assumptions and results; inventory; procurement practices; customer, supplier, vendor, vendor and pricing lists and information; management structure and organizational needs; methods of production, distribution, or operation; technology in any stage of development, trade secrets, techniques, processes, concepts, ideas, inventions, know-how, and all copies, compilations and derivative works thereof and any visual observations or conversations overheard by the potential vendor of the NFCC or its personnel.

The information provided by the NFCC in this RFP is the most accurate and quantifiable data presently available to us and is provided solely for the purpose of assisting you in submitting a proposal. In addition, all information contained in this RFP is confidential and proprietary to the NFCC, and:

- (i) shall not be used for any purpose other than in your preparation of a proposal.
- (ii) may only be disclosed to your company's principals, directors, officers and employees on a need-to-know basis relating directly to your proposal, and only after they have been made aware of and agreed to the confidential nature and restrictions on such information.
- (iii) may not be disclosed to any third party for any reason, except as is provided for herein or as is approved by the NFCC in advance and in writing.

## **PROPOSAL SUBMISSION AND QUESTIONS**

Vendors shall send via email to the attention of: Director of Finance & Administration  
Niagara Falls Convention Centre  
6815 Stanley Ave, ON, L2G 3Y9  
[info@fallsconventions.com](mailto:info@fallsconventions.com)

Responses to this RFP are due no later than **4 :00 p.m.** October 31, 2025. Submissions received after the deadline will not be accepted or considered.

## QUESTIONS

Any questions regarding this RFP should be submitted via email to [info@fallsconventions.com](mailto:info@fallsconventions.com). Vendors may not contact other executives, managers, employees of the NFCC or members of the NFCC Board of Directors without permission from the manager of the RFP process.

## EVALUATION CRITERIA

Evaluation criteria may include, but are not necessarily limited, to the vendors:

- Background and experience in performing the services requested
- Availability of resources and how engagement will be sourced
- Vendor's cultural alignment
- Financial Terms and Conditions
- Provisions of other value-added services
- Licensing as legislated
- Employee Training
- Any other criteria that NFCC, in its reasonable discretion, deems applicable to the evaluation of proposals

In addition to the requirements and qualifications identified above, the evaluation process will include a review of the Vendor's breadth of knowledge of the Security Guard Service industry, as well as their stability and organizational structure which will be demonstrated through their response to this RFP and the following information:

- Company history & philosophy
- Overview of services
- Major customers and services provided
- Organizational chart

## RIGHTS OF NFCC

NFCC reserves the right to, at its sole discretion, decline or award all or part of the scope of work contained herein to one (1) or more vendors, to select the bid which we feel best meets our business requirements and is not bound to make the award to the vendor with the lowest priced response. This also means that we reserve the right to select or not to select any proposal, re-bid this business, negotiate with one (1) or more vendors for the services before awarding the bid to

a vendor, or manage the security guard services internally. **Proposals must be valid for 90 days from the date of the submitted proposal.**

## **FORMAL AGREEMENT**

The vendor will be required to enter into a contract with NFCC which incorporates the terms specified in the RFP and any other normal and customary or additional terms at NFCC's discretion. As such, this RFP is not an offer capable of being accepted.

## **COSTS INCURRED**

This RFP does not commit to NFCC to pay any costs incurred in the preparation or submission of any costs incurred by a potential vendor in connection with the negotiation and execution of a contract with NFCC.

## **OWNERSHIP**

All proposals submitted in response to this RFP will become the sole property of the NFCC and shall not be returned to the vendor. All supporting material and other documentation submitted with any proposal will also become the property of the NFCC. All information not already known to NFCC or not considered to be in the public domain, will be considered confidential.

## **ASSIGNMENT**

Any agreement that arises from this RFP shall preclude the successful proponent from assigning or subcontracting any portion of its obligations under said contract without the prior written consent of NFCC. Assignment or subcontracting shall in no way relieve the vendor of any of its obligations under the contract.

In any event, the NFCC retains the right to personally meet, interview, and approve any new guard candidate prior to assignment to the NFCC location.

## **NEWS RELEASE**

The vendor shall not issue any press release, publicity statement or other public notice relating to this RFP and shall not use the NFCC name, logo, or service marks without the prior written approval of NFCC.

## **SERVICE SPECIFICATIONS**

The vendor will be responsible for the hiring and training of all contract guards, including any replacement of existing guards used at the NFCC.

To the extent permitted by law, and at the vendor's sole cost and expense, the vendor shall be responsible for licensing all guards used to perform any security services for the NFCC and for certifying to the NFCC that there is nothing has been revealed of said guards that would create a reasonable doubt about the utilization of the same for the services in a safe manner and with proper regard for the security of the NFCC and its employees, affiliates, visitors, guests, vendors and other third parties.

The vendor shall be responsible for certifying that any and all guards used at the NFCC have and maintain all legislative requirements, including valid provincial licensing, to work as a security guard. License renewal and any required training to secure or maintain a security license shall be at the sole cost of the vendor.

The vendor shall be responsible for ensuring that its guards strictly comply with NFCC's drug-free workplace policies.

## **CONTRACT TERM**

The term of any contract resulting from this RFP, shall be for a three-year period unless terminated by either party with ninety (90) days written notice. Services are to commence on **January 1, 2026**.

## **SCOPE OF SERVICES**

This RFP includes approximately 3000 hours, yearly, of uniform security service, to be based on business demands at the NFCC. For clarity, the number of hours is at the sole discretion of the NFCC with no guarantee of billable hours to the vendor.

The vendor shall provide uniformed security services as ordered weekly. Contracted security personnel will provide a variety of services, implementing NFCC's security objectives according to policies and procedures which may include but is not limited to the following general tasks:

- Access control.
- Conducting roving patrols of the building interior and exterior facility property.
- Static posts to control pedestrian and vehicular traffic.
- Provide onsite security and/or wellness screenings of arriving guests, artists, visitors, staff, et al.
- Visitor and building employee identification verification.
- Respond to security calls for service.
- Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.
- Notify the NFCC of any hazards, safety violations or other conditions that may impact safety and security.
- Perform additional duties unique to specific posts as required by NFCC.
- Provide security support services as needed of various onsite venue performances and outdoor special events/festival.
- All guards will be trained to the required legislative license requirements in basic first aid, CPR, and the use of an automated external defibrillator (AED) prior to assignment.
- All assigned guards will be trained in report writing.
- All assigned guards will receive ongoing in-service training by the vendor in various security and workplace best practices.
- All assigned guards will have completed all legislated training including but not limited to workplace harassment and sexual harassment training.
- All assigned guards will be held accountable to the NFCC's applicable workplace practices, policies, codes of conduct, and standards.

The vendor shall respond as necessary to accommodate additional duty hours as may be requested by the NFCC.

The vendor shall provide appropriate and necessary management and supervision for all the vendor's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with the vendor's rules and regulations, as well as any other policy established by the contracting parties.

The vendor shall agree to remove from the NFCC, whenever required to do so by the NFCC, any employee considered by the NFCC to be unsatisfactory or undesirable, subject to any applicable laws.



The vendor shall administer all billing relative to this contract and verify the accuracy of all submitted invoices with each site supervisor prior to NFCC submission to ensure there is no overbilling or improper billing concerns.

## **UNIFORMS AND EQUIPMENT**

The vendor shall furnish all guards assigned to the NFCC an appropriate number of summer and winter uniforms in an agreed upon style. The uniforms shall comply with all the statutory requirements of the *Private Security and Investigative Services Act* (PSISA).

Uniforms will be of consistent colour, appearance and in good condition.

**QUESTIONNAIRE:** Vendor shall address the following subjects in their response:

### **1. Company History and Organization**

- a. Provide an overview of your company, including;
  - A brief history of the organization, including your current presence in the Niagara Region.
  - Indicators of the size of the company (past year's revenue, number of offices, approximate number of accounts, etc.).
  - A list of office locations that could potentially provide services to NFCC.
  - Names of all actual listed company owners.
  - Current business relationships with NFCC.
- b. Provide proof that Vendor is licensed to do business in all areas covered by this RFP.
- c. Does your company have any pending litigation regarding contract disputes? If yes, please provide details of dispute.

### **2. Management**

- a. Please describe your management structure as it relates to this RFP including all account support personnel, their functions and responsibilities.
- b. Indicate by position or title the person(s) who will have the overall responsibility for the NFCC account.
- c. Submit an organizational chart including the number of guards, supervisors and management team members and the physical location they work from.



### **3. Personnel Selection Process**

- a. Specify the methods used to verify the guard is licensed.
- b. List the qualifications security personnel must have and the minimum criteria applicants must meet before being hired.

### **4. Total Quality Management**

- a. Outline administrative controls, plans and processes to monitor and assure contract compliance of security services.
- b. Describe and define your customer dispute resolution processes.

### **6. Invoicing**

- a. Propose invoicing frequency and procedures.
- b. Describe how quickly you can credit and re-bill invoices containing errors.
- c. Do you currently have a relationship with a financial institution that supports an electronic vendor payment service (i.e. EFT payments)?

### **7. Training Programs:** Describe training programs in place to support this project, including:

- Pre-assignment/orientation training
- Annual retraining and recertification

### **8. Business Continuity**

- a. Describe your ongoing business continuity/disaster plan and how communications take place during a business interruption.

### **9. Insurance**

- a. The successful bidder shall carry and maintain, with respect to any work or service to be performed at the NFCC, insurance written by a responsible insurance company, to provide for the following:
  - Workers' Compensation as required by applicable statute and Employer's Liability Insurance.
  - Commercial General Liability Insurance.
  - Excess-umbrella Insurance, including terrorism coverage.

b. Include a Certificate of Insurance, including limits (coverage minimums of \$3 million dollars) with the response. All policies and certificates shall provide for 30 days notification to NFCC in the event of cancellation, reduction in limits or changes in coverage.

**10. References:** successful proponent will be subject to satisfactory reference checks prior to contract award.

### **11. Additional Capabilities**

Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.

### **PRICING**

- Create a price sheet listing all cost items to include vendor billing rates and guard pay rates.
- Specify base wages by post and rank including security guard, security guard supervisor, security site manager.
- Outline overtime and statutory holiday rates.

### **ATTACHMENT**

- A copy of the vendor's standard service agreement.