Events East Group
Request for Proposal (RFP) Form

Tender Name: Events East Group Event Security Services Partner

See attached Request for Proposal specifications for an **Event Security Services Partner** for Events East Group, which includes the operations of the Halifax Convention Centre and Scotia Bank Centre.

Send Proposal To: andrea.wilkie@eventseast.com	Closing Date: August 18, 2021
	Closing Time: 10:00 am Bids are opened 15 minutes after tender

Procurement Inquiry: andrea.wilkie@eventseast.com
Specifications Inquiry: colin.kiley@eventseast.com

The following information must be completed to ensure tender acceptance:

Bidding Company:		Representative of Bidding Company:
Phone:	Email:	
PO Box:	City:	Postal Code:
Street	City:	Postal Code:

Signature: X _____

PO BOX 955
1800 ARGYLE STREET
SUITE 416, HALIFAX, NS
CANADA B3J2V9

TEL: 902.422.2020 • FAX: 902.422.2922 • EVENTSEAST.COM

Proposal Checklist

Administrative Elements
Please ensure the following items are included in your submission, in this order:

- ❒ Events East Group RFP Form – This Form should be completed, signed and included in your electronic proposal. The business name provided under 'PROPOSING COMPANY' of this Form should be the same name as that reflected on your company's business registration profile.
- ❒ Business Registration Profile – For NS and NB Partners, the business registration profile from the Nova Scotia Joint Stock Companies (NS RJSC) or New Brunswick Corporate Affairs Registry (CAR) websites should be included.
- ❒ Letter of Introduction – This should identify the Partner and be signed by a signing officer for the Partner in order to bind the Partner to the statements made in the proposal.
- ❒ Proposal – This is the Proposal Document containing your response.

Proposal Submission

- ☐ Submission Method – Respondents should submit a completed Events East Group RFP Form and attachments electronically via email to Events East VP Finance & Corporate Services at andrea.wilkie@eventseast.com. Proposals are dated and timed immediately upon receipt. Proposals received after the closing time shown on the tender documents will be rejected.
- ☐ The subject of the email should be: "Event Security RFP – full legal name of the Partner"

Respondents may amend their responses prior to the Submission Deadline by revising the content submitted via email. Any amendment should clearly indicate which part of the response the amendment is intended to amend or replace and clearly be marked as "Amended" with the applicable date of the amendment. Any amendments received after the Submission Deadline will not be accepted.

At any time throughout the RFP process, a respondent may withdraw a submitted response. To withdraw a response, a notice of withdrawal must be received by Events East and must be signed by an authorized representative of the Partner.

REQUEST FOR PROPOSALS (RFP)

Event Security Services Partner

Events East Group,

for operations at
the Halifax Convention Centre
and Scotiabank Centre

PO BOX 955
1800 ARGYLE STREET
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1.0 Introduction

Events East Group (herein referred to as "Events East") invites proposals for an Event Security Services Partner for the security function relating to event operations within Events East facilities, which include the Halifax Convention Centre and Scotiabank Centre.

1.1 Organizational Background

Events East is a joint partnership between the Province of Nova Scotia and Halifax Regional Municipality, and is responsible for operating the Halifax Convention Centre, Scotiabank Centre and Ticket Atlantic. Through its facilities, Events East is known for attracting and hosting the best events in the region and connecting Nova Scotia to the world.

The core business of Scotiabank Centre is hosting sports and entertainment events. Scotiabank Centre is operated on behalf of the Halifax Regional Municipality. Located in the heart of downtown Halifax, Scotiabank Centre is the largest multipurpose facility in Atlantic Canada, serving as the region's premier venue for major entertainment and sporting events and the nucleus of major event activity in Nova Scotia. With a seating capacity of more than 10,000, in a typical year we host over 400,000 attendees through a range of events from concerts to sports to multi-day celebrations and major events. Our anchor tenants include the Halifax Mooseheads, the Halifax Hurricanes, the Royal Nova Scotia International Tattoo, and the Halifax Thunderbirds.

The Halifax Convention Centre opened in January 2018 and is the premier venue for hosting meetings, conferences and conventions in Atlantic Canada. In a typical year we host over 150 events and more than 100,000 delegates. Located on the doorstep of Halifax's entertainment district and boasting over 120,000 square feet of flexible event space, we connect our guests to our community and offer a truly Nova Scotian experience.

The corporate operations of Events East, Ticket Atlantic and Scotiabank Centre are located at 1800 Argyle Street. Suite 416, in downtown Halifax, Nova Scotia. The Halifax Convention Centre is located just down the street at 1650 Argyle Street.

Events East is committed to a workforce that is free of discrimination, values diversity and is representative, at all job levels, of the people we serve. Events East values organizations with a demonstrated commitment to gender representation and diversity.

1.2 Events East Security Structure & Requirements of our Partner

Events East has a Building Services security team who are responsible for the daily building security operations at the Halifax Convention Centre and Scotiabank Centre. Members of our team are highly qualified with respect to security requirements and ensure guest, attendee, employee and venue safety 24/7 through onsite monitoring and the use of technology. The role of the Partner will be to provide full-service security services for events in a professional and reliable manner.

In partnership with Events East, led by the Director, Property Services or their designate, the Partner will contribute to innovations, recommendations and improvements to the security processes at our facilities, however decision making to further enhance the standard of security is authorized by Events East.

1.3 RFP Objectives & Scope

The purpose of this RFP is to form an event security services partnership for event operations at the Halifax Convention Centre and Scotiabank Centre for an initial three (3) year period. Events East reserves the right to extend the initial contract for one-year, with the possibility of a second one-year extension, beyond the initial contract period, subject to the agreement of the successful Partner, for an overall maximum of five years in total.

Services will be billed on an hourly basis and it is anticipated that the required volume of security services will be event specific. Events East reserves the right to adjust scheduling depending on event needs. Due to the nature of our business, scheduling is subject to change on short notice.

1.4 RFP Schedule

RFP Issued:	August 4, 2021
RFP Responses Due:	August 18, 2021
Oral Presentations:	Week of August 30, 2021
Proponent Selection:	Week of August 30, 2021
Contract start date:	Fall of 2021

1.5 RFP Contacts

Partners are encouraged to seek clarifications on any aspect of this RFP by contacting the individuals listed below or their designate(s) only. Direct contact with any other Events East resources, without approval of official contacts, may result in disqualification.

For Specifications Inquiries	For Procurement Inquiries
Colin Kiley Director, Property Services **Email:** colin.kiley@eventseast.com Phone: (902) 421-1302 ext. 2193	Andrea Wilkie VP Finance & Corporate Services **Email:** andrea.wilkie@eventseast.com Phone: (902) 421-1302 ext. 2720

2.0 Service Requirements

2.1 Mandatory Criteria

A proposal must meet all of the mandatory criteria listed in the table below and clearly demonstrate that these are met. If a proposal fails to meet any one of these criteria, it will be deemed non-compliant and will be rejected.

In your response:
Prepare the table below and include it with your proposal. The table will show where in your proposal you have clearly demonstrated meeting each of the mandatory criteria listed.

Mandatory Criterion		Proponent's Reference/ Page Number
1	All costs are in Canadian dollars	
2	The Partner must be able to provide the full scope of work as described in the RFP.	
3	At least three (3) references which demonstrate comparable experience.	

2.2 Overview (Total of 5 Points)

Events East mission is to connect the world to Nova Scotia by creating memorable event experiences. Our vision is that our people and our community make us the favoured event destination for our guests. We set the standard on service and underlying all of our work is our pride and commitment to delivering customer service excellence. We welcome our guests with warmth and create moments that will be remembered.

Events East is seeking a professional and full-service event security provider to work in partnership with our operations and security teams to service a full spectrum of event activity. We are looking for a partner who offers an approach that is consistent with ensuring the world class customer service and experience we pride ourselves on, while maintaining a safe environment for our staff, guests and community. Great events are a team effort, and we recognise that the combined efforts of our people and our partners allows us to exceed expectations of our clients and guests. In order for us to host great events, it is important to us that our Partner is experienced, reliable and able to work together with our operational teams to deliver and adapt to the specific needs of each event.

Our venues require event specific security requirements in order to ensure full compliance with government regulations relating to security, safety and liquor enforcement while managing the expectations of our clients and guests. Events at our venues range from sporting events, concerts, conventions, gala dinners, and tradeshows. Security profiles will vary dependant on the event type, with Events East being known in recent years for efficient operations of higher security profile events. Personnel may be subject to background checks or additional screening for select events at the discretion of Events East.

In your Response:
Provide a summary of your understanding of Events East's needs defined in this RFP. This content should be expressed in your own words and not simply recite the requirements as defined in this document. The response to this section must clearly demonstrate your understanding of the scope of work and Events East's vision for these services. *Highlight the key features of your proposal that will allow the Evaluation Team to quickly gain an overall perspective of your proposal, prior to reviewing it in detail.* *Clearly state if the proposal includes additional partners as a consortium bid and the names and description of the partner organizations.*

List any assumptions used in the development of your proposal and any constraints related to your proposal or services offered. Also confirm the constraints and assumptions that have been presented in this document, to verify they are clearly understood.

2.3 Scope of Services (Total of 60 points)

2.3.1 Operational Plan (Points: 15)

We treat everyone who visits our facilities as our guest and maintaining a safe environment for our staff, guests and community is key to hosting a great event. Along with a customer service approach that is consistent with ensuring memorable event experiences, the successful Partner must be fully qualified and licensed to provide private guards in accordance with Nova Scotia Acts and Regulations and the Private Investigators and Private Guards Act and Regulations.

The events we host at our facilities have security service requirements, procedures and methods of service delivery that will change from time to time based on the security profile of the event.

In your response:
Provide details of an operational plan for the delivery of services for the following situations: 1. *Delivery of a sporting event or league play hosted at a large arena.* 2. *Delivery of a social gala dinner event held at a convention centre where alcohol is being served.* *The operational plans should include details on how to plan, program and deliver services for each type of event, taking into considerations the vision for our service delivery standard. The plans should include an operational description of execution and how the security team is prepared for the event prior to arrival on site at an Events East facility.*

2.3.2 Staffing & Training (Points: 15)

Achievement of our vision is only possible with the engagement and commitment of our team and Partners. A shared commitment to our values will ensure alignment. The Partner may be asked to participate in in-house training sessions along with Events East staff.

The Partner will provide Events East with experienced licensed personnel who are appropriately trained for the event and facility. In addition to customer service focused delivery, important security and safety training requirements include:

- Access control:
  - Training of team members on appropriate search procedures for perimeter security, including metal detector wands. The Partner is required to provide hand-held metal detector wands for their staff, as required, up to a maximum of 16 devices.
- Liquor enforcement to include identification (ID) verification.
- Prohibited weapons identification.
- Site awareness including building standards and other applicable standards training.
- Knowledge of facility emergency procedures and customer service training that will be provided by Events East on a “train-the-trainer” basis.

Preference will be given to the partner and personnel most qualified in their training and credentials. The following certifications, or alternates, acceptable to Events East would be considered an asset:

- EFA (Emergency First Responder).
- LVAC (Licensed Venue Access Control) or equivalent.
- NVCI (Non-Violent Crisis Intervention) or acceptable alternative.
- Crowd Management course.

In your response:
Provide a description of your company's screening, testing and hiring procedures. Include the process your company follows when conducting reference checks. *Provide details of training courses required by your security personnel, including timing and frequency. Include details on any additional expertise that would be considered an asset to Events East.*

2.3.3 Account Management & Alignment (Points: 15)

Events East is seeking an event security provider who will serve as a partner as we work to evolve our security model with a customer-centric approach. This partner will be critical in guiding us through event specific security requirements and collaborating with our team to ensure safe events at our facility.

The successful provider is expected to provide all the necessary account management to complete the services proposed in response to this RFP. This includes maintaining established standards relating to quality and execution of duties, time performance and communication. To ensure successful and efficient operations, continuity of staffing is requested and a primary point of contract for day-to-day operational shall be assigned to liaison with Events East. A defined process and standard will be established and evaluated including considerations such as ensuring punctuality of security staff and service delivery requirements.

It is also expected that a primary account representative will deal directly with Events East executive management and a formal process for reviewing the partnership to ensure alignment will be implemented. For example, quarterly meetings will be scheduled to discussion service delivery and on-going operational considerations.

In your response:
Describe the staff structure proposed for our account, including the roles, hierarchy, primary point of contact and escalation process. *Provide specific details on the proposed Account Manager, including their resume and emphasize their relevant qualifications and experience in successfully managing partnerships of a similar size and scope to that required by this RFP.*

2.3.4 Uniforms (Points: 5)

Events East expects personnel representing the Partner will have a professional, clean, and tidy appearance with a consistent and branded uniform. All staff are to be equipped with the same black shirts appropriate for the event, black pants, black socks and black safety shoes which are appropriate for the hazards

associated with the work being done or the workplace. This includes jackets, as appropriate, that must be clean and branded. The ability to provide a higher-end uniform standard, such as business jacket and tie, for high profile events will be an asset. All staff are to adhere to the minimum standards of grooming and hygiene, as outlined by Events East and all uniforms must be in accordance with the Private Investigators and Private Guards Act and Regulations.

In your response:
Provide an example of your uniforms, including both routine and formal uniforms. *Describe how you will manage staff grooming and hygiene.*

2.3.5 Event Reporting Requirements (Points: 5)

The Partner shall report to Events East all incidents on the day that they occur via digital reports including, but not limited to, access control, ejections, confiscated items and damage to security equipment or other facility property. All reporting is required within a 24-hour period.

In your response:
Describe communication protocol with Events East designated event contact to provide daily shift and incident reports.

2.3.6 Invoicing (Points: 5)

The Partner shall submit one invoice per event or function, clearly identifying the specific event or function. All invoices submitted for services rendered by the successful Partner must include a detailed breakdown of the work completed to support the invoice.

In your response:
Partners shall confirm they will provide a detailed invoice by event, describe the process used to provide the invoice to our accounts payable department and include a sample invoice for reference.

2.4 Pricing (Total of 10 Points)

Pricing is expected to be competitive and fair for the duration of the contract period. Prices submitted must be all inclusive for the years indicated in the pricing template and include all costs to be charged to Events East by the successful Partner. The prices submitted will be fixed for the entire period of the contract and any renewal period. The prices submitted should be pre-tax and in Canadian dollars.

Please note that, in accordance with the evaluation weighting outlined in Section 3.0, while competitive pricing is important, it is not the overriding criteria for selection. Events East reserves the right to accept offers other than the lowest bids and to reject any proposals that are not responsive to this request.

In your response:
Complete and provide the pricing table provided in Appendix A: Pricing Response in your response. Do not modify the template provided. If any assumptions are made, outline them in notes within the document.

2.5 References (Total of 5 Points)

The Partner is expected to have experience providing comparable services, similar in scope, complexity and size that align with the requirements specified in this RFP. Events East reserves the right to contact references at its discretion but will advise the Partner before doing so. Generally, references will only be contacted for short-listed proponents, and will be part of the final selection process.

In your response:
Outline experience by providing comparable references. Provide at least three (3) current references within two (2) years from past or present contracts that are of similar size and/or scope. Attach copies of the reference letters with your proposal. *Detail your company's experience servicing these buildings or events. Reference information provided should demonstrate the extent of your previous experience, the client's overall satisfaction with the services and the results achieved, including adherence to service delivery performance goals.* *References should include the name of the client organization, official contact person for the client organization including street address, email address and telephone number.*

3.0 Proposal Evaluation

3.1 General

The Evaluation Team will consist of representatives of Events East and may include other representatives as deemed appropriate by Events East. It is understood and accepted by the Partner that all decisions about the degree to which a proposal meets the requirements of this RFP are in the sole determination of this Evaluation Team.

To assist in the evaluation of proposals, the Evaluation Team may, but is not required to:

- Conduct reference checks relevant to the proposal with any or all of the references cited in the proposal to verify information regarding the provider and rely on and consider any relevant information from such cited references in the evaluation of a proposal. Events East will contact the Partner prior to referencing activities.

- Conduct any background investigations that it considers necessary and consider any relevant information resulting there from.

- Seek clarification from the Partner with respect to their proposal. Such clarification **will not** offer the opportunity to change or provide new information. To the extent possible, requests made by the Evaluation Team will be sent from the email addresses of the RFP Contacts.

- Events East **will** request that the highest scoring Partners to present their proposal to the Evaluation Team (known as 'Orals'). The presentation will be conducted in person, in possible. Further details will be provided once short-listed.

A proposal will be examined in accordance with the evaluation process below and the criteria outlined in section 2.0 above.

Following these evaluations, the proposal that scores the highest number of rated points and receives favorable references will be recommended for award of a contract.

3.2 Evaluation Process

3.2.1 Mandatory Criteria

The proposal will be reviewed to determine compliance with mandatory criteria identified in section 2.1 above. If a proposal fails to meet any one of the mandatory criteria, it will be deemed non-compliant and will be rejected.

3.2.2 Proposal Evaluation Criteria

Scores will be recorded for each criterion and a total score will be determined.

Section	Criterion	Points
2.2	Overview	5
2.3	Scope of Services	60
2.4	Pricing	10
	Short List Score	75
2.5	References	5
3.2.3	Orals	20
	Maximum Score Possible	100

3.2.3 Orals (Total of 20 Points)

Events East will request the highest scoring Partners to orally present their proposal to the Evaluation Team. The presentation will be conducted in person, if possible. Partners will be advised a minimum of four business days prior to their scheduled Orals. Partners are asked to be mindful of the orals window noted in Section 1.4. Specific day and time for the Orals will be provided and this timeslot is non-negotiable.

The objectives, requirements, and evaluation criteria for the Orals will be provided to all short-listed invitees. The presentation, including responses to questions posed during the sessions, will be rated according to the oral evaluation criteria provided at that time. Information gathered from the Orals will be used to adjust scores attributed during the evaluation of the proposal responses. Proponents shall not be permitted to present new information or adjust proposal content (including pricing).

Appendix A: Pricing Response

The wage costs for security personnel will be used to evaluate the pricing component of this RFP. Please detail the wages for a three-year contract with two one-year extensions. Rates per hour should be all inclusive, no further markups or fees will be accepted.

Position	Year 1	Year 2	Year 3	Year 4*	Year 5*
Security Staff	$_____/hour	$_____/hour	$_____/hour	$_____/hour	$_____/hour
Security Lead	$_____/hour	$_____/hour	$_____/hour	$_____/hour	$_____/hour

*Partner would have the right to negotiate rates for Year's 4 & 5, should an extension be agreed upon.

Appendix B: Contract Terms

The successful Partner will be expected to negotiate and sign a legal agreement with Events East that will govern all aspects of the service contract and partnership. It is noted that Events East must comply with all aspects of the Freedom of Information and Protection of Privacy Act (Nova Scotia) (FOIPOP) and the Personal Information International Disclosure Protection Act (Nova Scotia) (PIIDPA).