



Request for Proposal
Security Services

Issue Date: May 15, 2026

Closing Date & Time: June 12, 2026, 11:59 PM EST

Submission Method: Email: rfp@ywcahamilton.org

Procurement Contact (Sole Contact):
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1. Introduction

1.1 Invitation to Proponents

YWCA Hamilton (the “YWCA”) invites qualified and experienced security service providers (the “Proponents”) to submit proposals for the provision of uniformed security guard services at YWCA Hamilton facilities, as further described in this Request for Proposal (the “RFP”).

1.2 RFP Purpose

The purpose of this RFP is to solicit competitive proposals from professional security firms to deliver reliable, proactive, responsive, and trauma-informed security services that support the safety, dignity, and wellbeing of residents, staff, visitors, and service users at YWCA Hamilton locations.

1.3 Organizational Background

YWCA Hamilton is a trusted community organization providing housing, shelter, childcare, employment, and support services to women, children, and gender-diverse people. Security services play a critical role in maintaining safe, welcoming, and respectful environments across YWCA Hamilton operations.

2. Terms and Conditions of the RFP Process

2.1 General Information and Instructions

- Proponents must follow the instructions contained in this RFP and structure their submissions accordingly.
- Proposals must be submitted in English.
- Proponents are responsible for all costs associated with the preparation and submission of their proposal.
- Proposals will not be returned.

2.2 Communication

All communications regarding this RFP must be directed in writing to the RFP Contact identified above. Proponents must not contact any other YWCA staff or representatives regarding this RFP. Deliverables and submission of required documentation/evidence must be per Appendix A.

2.3 Addenda

Any clarifications or amendments to this RFP will be issued by written addenda and will form part of the RFP.

2.4 Confidentiality

All information provided by YWCA in connection with this RFP is confidential and must not be disclosed or used for any purpose other than responding to this RFP.

2.5 Non-Binding Process

This RFP is not intended to create a binding bidding process. No legal relationship or obligation will arise until a written agreement is executed by YWCA and the successful Proponent.

2.6 Governing Law

This RFP process shall be governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein.

3. Scope of Work

3.1 Overview of Services

The successful Proponent will provide professional, uniformed security services in accordance with YWCA policies and procedures, applicable legislation, and site-specific post orders.

3.2 Scope & Delivery Expectations

Proponents must demonstrate a clear, consistent, and professional approach to delivering security services that balances safety, enforcement, and respect for service users. At a minimum, proposals must address the following categories:

a) Response to Trespassing, Crisis, Conflict, and Life-Threatening Emergencies

Security personnel shall be capable of responding appropriately and effectively to a wide range of situations, including trespassing, behavioural and/or mental health crises, interpersonal conflict, physical altercations, violent threats and behavior, open drug use and life-threatening emergencies. This includes:

- Applying de-escalation and trauma-informed practices wherever possible;
- Assessing situations proactively and quickly and taking proportionate action to ensure safety;

- Contacting emergency services (911) when required;
- Coordinating with YWCA staff during and after incidents;
- Remaining calm, professional, and responsive under pressure.

b) Perception of Enforcement

YWCA requires a security presence that promotes safety without creating an unnecessarily punitive or intimidating environment. Proponents must describe how their approach to uniforming, conduct, communication, and positioning supports:

- A visible and reassuring security presence;
- Appropriate, timely and consistent enforcement of site rules;
- Respectful engagement with residents, service users, staff, and visitors;
- Alignment with YWCA's values and community-based service model.

c) Reporting

Accurate, timely, and objective reporting is a core service expectation. Proponents must demonstrate their ability to provide:

- Detailed incident reports for all security-related events;
- Daily activity logs outlining patrols, observations, and actions taken;
- Clear documentation suitable for operational review, risk management, and follow-up;
- Secure handling and storage of reports and records in compliance with privacy legislation.

Sample reporting templates may be requested as part of the proposal.

d) Supervision and Support

Proponents must outline their supervision and support structure for assigned security personnel, including:

- On-site or remote supervisory oversight;
- Procedures for escalation and decision-making support during incidents;
- Regular performance check-ins and coaching;
- Coverage for absences, vacancies, or surge requirements.

YWCA places a high value on proactive supervision that ensures consistency, accountability, and staff wellbeing.

e) Quality Standard

Version 1.0

Proponents must describe the quality standards that govern their service delivery, including:

- Training and competency requirements;
- Ongoing quality assurance and performance monitoring;
- Mechanisms for addressing deficiencies or complaints;
- Continuous improvement practices informed by data, feedback, and incident review.

YWCA expects services to be delivered in a manner that is reliable, professional, and consistent with best practices in security services within social service and housing environments.

Security personnel shall:

- a) Patrol, protect, and ensure that YWCA properties are secured at all times, including:
 - Active surveillance of the property perimeter for approximately 45-50/35-40 minutes per hour;
 - Maintaining a visible presence, particularly in key areas identified in post orders;
 - Completing incident reports and log entries for approximately 15-20/10-15 minutes per hour.
- b) Respond appropriately to security-related incidents, including trespassing, crisis situations, conflicts, and life-threatening emergencies, which may include:
 - Contacting emergency services (911) when required;
 - Providing basic first aid;
 - Notifying YWCA staff as appropriate;
 - Completing detailed incident reports.
- c) Support safe and orderly operations, including keeping the perimeter clear of individuals / groups who are congregating on YWCA property to ensure accessible and safe access to the building and assisting with line management outside facilities such as overnight drop-in shelters when required.
- d) Conduct themselves in a respectful, professional, and trauma-informed manner when engaging with residents, service users, staff, and the public.
- e) Comply with all YWCA Hamilton rules and policies, including applicable bylaws (e.g., non-smoking regulations).
- f) Perform additional duties reasonably related to site safety and security as agreed upon in advance and documented in post orders.

3.3 Post Orders

- Detailed work instructions will be documented in site-specific post orders.
- Post orders will be prepared by YWCA and must be approved by the successful Proponent prior to implementation.
- In the event of a conflict between this RFP and post orders, the executed agreement will prevail.

3.4 Locations

Security services are currently required at, but not limited to, the following locations:

- 75 MacNab Street South, Hamilton, ON
- 52 Ottawa Street North, Hamilton, ON L8H 3Y7

YWCA reserves the right to add or remove locations through a change process.

4. Term of Contract

The anticipated initial term of the agreement is two (2) years, with options for renewal, subject to satisfactory performance and mutual agreement.

5. Proponent Qualifications

Proponents must demonstrate:

- A minimum of five (5) years of experience providing security services in social services, housing, shelter, or healthcare environments;
- Valid licensing under the Private Security and Investigative Services Act (Ontario);
- Staff trained in crisis intervention, de-escalation, trauma-informed practice, and emergency response;
- Capacity to provide 24/7 coverage, including relief and backfill staffing ;
- Strong incident reporting and supervision practices.

6. Staffing and Training

Proposals must include:

- Description of recruitment, screening, and onboarding processes;
- Training programs, including refresher training;
- Supervision and quality assurance methods;
- Language proficiency requirements (functional English required).

7. Reporting and Performance Management

The successful Proponent must be able to provide, upon request:

- Daily logs and incident reports;
- Summary reports detailing hours worked, tasks performed, and training completed;
- Participation in regular performance review meetings with YWCA Hamilton.

8. Insurance and Compliance

At a minimum, the successful Proponent must maintain:

- Commercial General Liability Insurance with a limit of not less than \$5,000,000 per occurrence;
- WSIB coverage in good standing; and
- Compliance with all applicable laws, regulations, and industry standards.

9. Technology-Enabled Security (Optional / Value-Added)

YWCA Hamilton welcomes proposals that include technology-enabled security solutions that complement on-site guard services and enhance safety, situational awareness, and incident response.

Proponents may, as part of their proposal or as an optional add-on, identify technology supports they are able to provide, coordinate, or integrate, including but not limited to:

- Video surveillance (CCTV) systems, including temporary or permanent cameras;
- Mobile or portable camera units for exterior monitoring or high-risk periods;
- Remote monitoring or alarm response services, where applicable;
- Body-worn cameras for guards (if proposed, must include clear privacy, data retention, and consent protocols);
- Incident management or reporting software that improves real-time communication and documentation;
- Lighting or visibility enhancements that support safety objectives (in coordination with YWCA).
- If proposing technology supports, Proponents must clearly describe:
 - The type of technology proposed and its intended purpose;
 - Whether the technology is owned, leased, or subcontracted;
 - Any privacy, data storage, retention, and access controls, including compliance with MFIPPA and other applicable legislation;
 - Roles and responsibilities for installation, maintenance, monitoring, and troubleshooting;

- Any additional costs, clearly separated from base security service fees.

YWCA Hamilton is not obligated to accept any proposed technology solution and may elect to procure technology separately. Technology offerings will be evaluated as value-added enhancements, not mandatory requirements.

10. Proposal Submission Requirements

Proponents must submit the following:

- Company profile and relevant experience;
- Proposed service delivery model;
- Staffing plan and training approach;
- Sample incident report and log format;
- Fee structure and rates (hourly, overtime, statutory holidays);
- Minimum of three (3) references from similar engagements.

11. Timeline

The following is the planned schedule for this Request for Proposal Process. YWCA Hamilton reserves the right to amend this schedule as it deems necessary.

Schedule of Events	Important Dates
Issuance of RFP	Friday, May 15, 2026
Deadline for Posting Questions	Friday, May 29, 2026
Proposal Closing Date	Friday, June 12, 2026
Rectification Period	June 15-17, 2026
Evaluation Commences	June 18, 2026
Award of Contract	By Friday, July 3, 2026

12. Evaluation Criteria

Proposals will be evaluated using a weighted scoring model out of 100 points. YWCA Hamilton reserves the right to shortlist proponents, seek clarifications, and conduct interviews as part of the evaluation process.

12.1 Evaluation Summary

Evaluation Category	Description	Weight
A. Understanding of Scope & Delivery Expectations	Demonstrated understanding of YWCA Hamilton's environment, risks, and service	20 points

	expectations	
B. Response to Incidents & Enforcement Approach	Approach to crisis response, enforcement, and safety	20 points
C. Staffing, Supervision & Support Model	Quality and robustness of staffing and supervision	20 points
D. Reporting & Quality Standards	Reporting practices, QA/QC, and performance management	15 points
E. Experience & References	Relevant organizational and personnel experience	15 points
F. Cost & Value for Money	Pricing, transparency, and overall value	10 points
Total		100 points

12.2 Detailed Evaluation Criteria

A. Understanding of Scope & Delivery Expectations (20 points)

Evaluation will consider the proponent’s demonstrated understanding of:

- The Scope & Delivery Expectations outlined in this RFP;
- Operating within housing, shelter, and social service environments;
- YWCA Hamilton’s values-based, trauma-informed approach;
- Site-specific risks and service-user considerations.

Higher scores will be awarded to proponents who clearly articulate how their service model aligns with YWCA Hamilton’s operational realities.

B. Response to Incidents & Enforcement Approach (20 points)

Evaluation will consider the proponent’s approach to:

- Responding to trespassing, crisis, conflict, and life-threatening emergencies;
- De-escalation and trauma-informed response techniques;
- Decision-making thresholds for enforcement actions and police involvement;
- Maintaining an appropriate perception of enforcement that supports safety without unnecessary escalation.

C. Staffing, Supervision & Support Model (20 points)

Evaluation will consider:

- Recruitment, screening, and training processes;
- Staff qualifications and certifications;
- On-site and off-site supervision structures;
- Availability of management support during incidents;
- Continuity of coverage, relief staffing, and surge capacity.

D. Reporting & Quality Standards (15 points)

Evaluation will consider:

- Quality, clarity, and timeliness of incident reporting and daily logs;
- Use of reporting systems or tools;
- Quality assurance, monitoring, and continuous improvement processes;
- Complaint resolution and issue escalation procedures;
- Alignment with privacy and confidentiality requirements.

E. Experience & References (15 points)

Evaluation will consider:

- Experience providing security services in similar environments (housing, shelters, healthcare, social services);
- Experience of proposed supervisory and management personnel;
- Quality of references, including demonstrated reliability and responsiveness;
- Organizational stability and capacity.

F. Cost & Value for Money (10 points)

Evaluation will consider:

- Transparency and completeness of pricing;
- Competitiveness of hourly and premium rates;
- Alignment of costs with the proposed staffing and service model;
- Overall value for money rather than lowest price alone.

YWCA Hamilton reserves the right to adjust weighting, conduct interviews, or seek best-and-final offers if deemed in the organization's best interest.

13. RFP Evaluation Scoring Sheet / Evaluator Matrix

The following scoring sheet is to be used by evaluators to assess and score each proposal. Evaluators should provide both a numerical score and brief qualitative comments to support scoring decisions.



Scoring Guidance:

- 0 = Not addressed / unacceptable
- 1–2 = Poor / significant gaps
- 3 = Meets minimum requirements
- 4 = Strong response
- 5 = Exceptional / best-in-class

Proponent Name: _____

Evaluator Name: _____

Date: _____

A. Understanding of Scope & Delivery Expectations (20 points)

Sub-Criteria	Score (0–5)	Weighted Score	Comments
Understanding of YWCA operating environment			
Alignment with Scope & Delivery Expectations			
Trauma-informed and values-based approach			
Subtotal (out of 20)			

B. Response to Incidents & Enforcement Approach (20 points)

Sub-Criteria	Score (0–5)	Weighted Score	Comments
Response to trespassing, crisis, and conflict			
Response to life-threatening emergencies			
De-escalation practices and judgement			
Perception of enforcement (appropriate presence)			

Subtotal (out of 20)			
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C. Staffing, Supervision & Support Model (20 points)

Sub-Criteria	Score (0–5)	Weighted Score	Comments
Recruitment, screening, and training			
Supervision structure and availability			
Incident escalation and management support			
Staffing continuity and coverage			
Subtotal (out of 20)			

D. Reporting & Quality Standards (15 points)

Sub-Criteria	Score (0–5)	Weighted Score	Comments
Incident reporting quality and timeliness			
Daily logs and documentation			
Quality assurance and continuous improvement			
Complaint handling and issue resolution			
Subtotal (out of 15)			

E. Experience & References (15 points)

Sub-Criteria	Score (0–5)	Weighted Score	Comments
Relevant organizational experience			
Experience of proposed supervisors /			

managers			
Quality of references			
Subtotal (out of 15)			

F. Cost & Value for Money (10 points)

Sub-Criteria	Score (0–5)	Weighted Score	Comments
Pricing transparency and clarity			
Competitiveness and reasonableness			
Alignment of cost with proposed service level			
Subtotal (out of 10)			

TOTAL SCORE

Category	Score
A. Scope & Delivery Expectations	/20
B. Incident Response & Enforcement	/20
C. Staffing, Supervision & Support	/20
D. Reporting & Quality Standards	/15
E. Experience & References	/15
F. Cost & Value for Money	/10
TOTAL SCORE	/100

Evaluator Summary Comments

Strengths: _____

Risks / Concerns: _____

Overall Assessment / Recommendation:

Strongly Recommend Recommend Neutral Do Not Recommend

Additional Comments:

One-Page RFP Scorecard (Summary)



Use this scorecard for quick comparison across proponents. Detailed justification should reference Section 13.

Category	Weight	Proponent A	Proponent B	Proponent C	Notes
Understanding of Scope & Delivery	20				
Incident Response & Enforcement	20				
Staffing, Supervision & Support	20				
Reporting & Quality Standards	15				
Experience & References	15				
Cost & Value for Money	10				
TOTAL (out of 100)	100				

14. Agreement

The successful Proponent will be required to enter into a formal Security Services Agreement with YWCA Hamilton. The agreement will be substantially similar to YWCA Hamilton’s standard security services agreement, including provisions related to confidentiality, indemnification, insurance, change orders, and termination.

YWCA Hamilton reserves the right to accept or reject any proposal, to negotiate with any Proponent, and to cancel this RFP at any time without liability.

Detailed Scope of Work & Service Delivery Schedule (Template)

Instruction to Proponents:

Proponents must complete all fields and clearly identify any assumptions.

- a) Service Locations

Location	Address	Type of Service	Coverage Hours
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Location #1YWCA Hamilton	75 MacNab St. S.	On-site guard/ spot checks	24
Location #2YWCA Child Care	75 MacNab St. S., Hamilton	On-site guard / spot checks	5.25
Location #3 (if applicable) Putman Family	52 Ottawa St. N., Hamilton	On-site guard / spot checks	8

YWCA reserves the right to add, remove, or modify locations through a change process.

b) Staffing Levels & Shift Structure

Location	Role	# Staff per Shift	Shift Length (hrs)	Shifts / Day	Coverage Days
YWCA Hamilton	Security Guard	1	24	3	7
YWCA Child Care	Security Guard	1	2.25 and 3	2	5
Putman Family	Security Guard	1	8	1	7

Proponents must describe:

- How relief coverage is provided
- How absences and vacancies are filled
- Surge capacity for incidents or special events

c) Hours of Service Summary

Service Type	Est. Hours / Day	Est. Hours / Week	Notes
On-site guard coverage	37.5	250.25	
Patrols / spot checks	32	224	Active surveillance of the property perimeter and Maintaining a visible presence.
Supervisory oversight Incident Report and Logs	0.5	2.5	

agreement.

d) Core Scope of Work (Mandatory)

Security personnel shall, at a minimum:

- Patrol and monitor interior and exterior areas with visible presence.
- Respond to trespassing, crisis, conflict, and life-threatening emergencies using de-escalation and trauma-informed practices.
- Contact emergency services (911) when required and coordinate with YWCA staff.
- Support safe and orderly access to facilities, including line management where applicable.
- Engage respectfully with residents, service users, staff, and visitors.
- Enforce site rules in a manner consistent with YWCA values and agreed enforcement posture.
- Complete all required reporting accurately and promptly.
- Perform additional duties outlined in site-specific post orders.

5. Reporting & Documentation

Report Type	Frequency	Responsible Role
Daily activity logs	0.25	On site patrol
Incident reports	0.125	Supervisor
Summary / trend reporting	0.125	Supervisor

All documentation must comply with privacy legislation and YWCA policies.

6. Supervision & Support

Proponents must describe:

- Supervisor-to-guard ratios
- On-call supervisory availability
- Escalation protocols during incidents
- Frequency of site visits and quality reviews

7. Service Commencement & Transition Schedule

Milestone	Target Timeline
Contract award	
Transition / onboarding	
Staff training & site orientation	

Go-live date	
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Proponents must explain how continuity of service will be maintained when transitioning from an incumbent provider.

8. Assumptions & Constraints

Proponents must clearly identify:

- Assumptions used in staffing and scheduling
- Operational constraints or risks
- Dependencies on YWCA approvals, inputs, or systems