



Halifax

Regional Centre for Education

RFP# 4291
After-Hours Security and Response Management
Addendum #1

To: All Proponents

Date: August 17, 2026

From: Don Walpola, Buyer
Office: (902) 464-2000 ext. 2223
Email: dwalpola@hrce.ca

The bid documents shall be amended, and new drawings and clauses added, and shall become part of the contract documents as follows:

The Closing of this RFP is extended till August 24 2026 at 2pm ATL.
No further questions will be accepted for this competition.

Question 1: Regarding the Contract Pricing - is there an allowance for a minimum wage increase?

Response: For years 2 and 3 of the contract term, we will allow for a CPI increase, capped at 3%

Question 2: Can you provide historical data by school and by type of response?

Response: Yes. Please see addendum for data file for past 31 months of calls (Jan 2024 to July 2026). Please note that not all calls will require a physical site visit.

Question 3: Can you provide data on length of calls?

Response: Historical data on the length of calls is not available.



Question 4: If a third party has a school booking that arrives at the school and is unable to gain entry due to no HRCE staff on site, within the included pricing of this contract, is the responding security person expected to remain to supervise the group, and possibly the next groups for the evening at no additional cost? (could be up to 5 hours)

Response: No. Under Section 9.0, Item 11, the contractor may be dispatched to verify the booking, grant facility access and check on the assigned building staff member. The base-contract requirement does not include remaining onsite to supervise a community user group or subsequent groups for an extended period. If HRCE requires extended onsite security or monitoring, it will be treated as a non-base-contract service, requiring prior HRCE authorization and invoiced according to the approved non-base-contract time-and-material rates.

Question 5: Is there any data that can be provided to estimate how many hours yearly are required to monitor groups.

Response: No reliable annual estimate is currently available. Extended monitoring of community user groups is not included in the base-contract requirement and would only be requested as an authorized non-base-contract service when required. HRCE does not guarantee a minimum volume of this work.

Question 6: Is there an expectation for a timeframe to supply a guard on short notice for this type of shift?

Response: As per Section 2.2 Time and Materials Price form, for requests requiring a guard under a non-base-contract service, HRCE expects the contractor to provide an appropriately qualified guard onsite within two hours of the request, unless an alternative timeframe is approved by HRCE.

Question 7: The RFP references heating and utility alarm systems will be activated on October 1 and deactivated on March 30, yearly. Are these dates accurate?

Response: The applicable “heating season” dates outlined in section 9.0 of the RFP is October 1 through March 31 annually. These dates could change plus or minus 3 business days, at the discretion of HRCE.



Question 8: Can we be provided with the report template for morning reporting?

Response: As part of their technical submission, proponents are expected to demonstrate their reporting capabilities and provide examples of the reporting templates they propose to use in delivering the services.

Examples should include, where available:

- Incident notification reports
- Daily incident logs
- Patrol or site-monitoring logs
- Monthly summary reports
- Annual performance reports

HRCE may require the successful proponent's templates to be modified or customized to meet HRCE's operational and reporting requirements.

As stated in Section 9.0, Item 16, incident notifications must be emailed to hrceoperations@hrce.ca for each response, and daily incident report logs must be submitted by 8:00 a.m. following each shift.

Question 9: Do you have an estimate on the amount of time necessary to complete required reporting and meetings? (daily, monthly, yearly)

Response: All administrative time required to manage and deliver the base-contract services must be included within the hours and services provided and the proponent's base-contract pricing.

This includes:

- Preparing and submitting incident notifications and daily logs
- Preparing monthly and annual summary reports
- Routine contract communications and administration
- Attendance at required operational meetings
- Attendance at vendor-performance review meetings

No additional payment will be provided for administrative or reporting activities associated with the base contract. HRCE also reserves the right to conduct quarterly vendor-performance reviews.



Question 10: What is the expected time frame to supply a guard for a shift ie: fire watch, contractor supervision, etc.? (time from order to time at site)

Response: For requested non-base-contract services, including fire watch, contractor supervision, project-related security and extended site monitoring, HRCE expects the contractor to provide an appropriately qualified guard onsite within two hours of the request, unless an alternative timeframe is approved by HRCE. These services remain outside the base contract, require prior HRCE authorization and will be invoiced according to the approved non-base-contract time-and-material rates.

Question 11: Will HRCE supply PPE and any log or tracking form for these types of shifts?

Response: The contractor is responsible, at its own expense, for providing its employees, agents and subcontractors with all required personal protective equipment and safety gear, as established under Section 10.0, Risk Management and Safety.

The proponent is expected to provide examples of its proposed reporting, patrol and tracking forms as part of its submission. HRCE may require these forms to be modified to meet operational or site-specific requirements. Any additional site-specific documentation requirements will be identified when an assignment is authorized.

The contractor remains responsible for maintaining appropriate operational, patrol and safety documentation.

Question 12: Is there a policy in place for employing current or former HRCE employees?

Response: The RFP does not contain a blanket prohibition against employing former HRCE employees. All personnel assigned to the contract must satisfy the same licensing, safety, conduct and screening requirements.

Any current HRCE employee must comply with applicable HRCE policies concerning outside employment, confidentiality and conflicts of interest. In accordance with Section 2.7 of the RFP, bidders must fully disclose any applicable personal, employment, financial or business relationship involving HRCE employees that could relate to the procurement process or resulting contract.

Where personnel may work on school property while children are present, the requirements of Appendix C apply, including criminal-record and Child Abuse Register requirements.



Question 13: Do all bidders need to be registered with the Nova Scotia Joint Stocks Registry?

Response: Not necessarily. Appendix B states that the Nova Scotia Registry of Joint Stock Companies number may be left blank when it is not applicable.

However, the bidder must be legally authorized to carry on the proposed business in Nova Scotia and must comply with the Nova Scotia Private Investigators and Private Guards Act and Regulations. Proof of all required business, guard and other applicable licensing must be submitted and maintained throughout the contract.

Question 14: Do all bidders need to have a Nova Scotia address and local management?

Response: The RFP does not expressly require bidders to maintain a Nova Scotia business address or locally based management.

Regardless of business location, the successful proponent must:

- Be authorized and appropriately licensed to provide the services in Nova Scotia
- Maintain the required continuously staffed telephone and dispatch capability
- Meet the applicable response-time requirements for HRCE locations
- Maintain adequate staffing, supervision and operational capacity
- Comply with Nova Scotia legislation and all requirements of the RFP

The bidder must provide its legal name, street address and contact information in Appendix B.



Question 15: Regarding Various Levels of Information as indicated below:

- **Historical call-out volumes:** Annual or monthly data on the number of after-hours alarm responses, including intrusion, fire, life-safety, and maintenance alarms, for the past 1–3 years.
- **Response types:** Breakdown of responses by type (e.g., alarm events, police/fire assists, facility access requests, etc.)
- **Static and ad hoc services:** Frequency and duration of static guard assignments, project-related security (e.g., construction, maintenance, special events), and any other non-base contract services requested in recent years.
- **Patrols and storm events:** Any available data on the number of patrols, storm event responses, or special event staffing requests.
- **Reporting volumes:** Typical monthly or annual incident report counts, including daily logs and summary reports, if available.
- **Any other relevant metrics:** Any additional information that would help us understand the expected service demand and resource allocation for both base and non-base contract services.
- **Addendum information:** We also understand that an addendum containing additional information may be forthcoming and would appreciate receiving any updated details once available.

Response: a historical call data file will be distributed to proponents which will include - Calls from Jan 1 2024 to July 31 2026; data will include school, call date and time, call type, if police were dispatched. Please note that some calls did not require a physical visit to the school by the security provider (approx. 90-95% would require a school visit)

For Patrols and Storm Events – We require 2 to 3 x per year.

For Reporting Volumes – This information is confidential.

Question 16: Could HRCE please confirm whether pages 53 and 54 are both part of **Appendix B: Proponent Information Form**. Specifically, is page 54 required to be completed and submitted as part of the Technical Proposal?

Response: Yes, both documents require completion. Page 53 & 54 can be included as part of the Technical Proposal.



Question 17: Does HRCE require the Account Representative assigned to this contract to work exclusively on the services described in the RFP, or may the representative support other clients or contracts concurrently?

Response: The Account Representative will serve as the HRCE's primary point of contact. It is the responsibility of the proponent to ensure that service delivery of this contract meets HRCE's expectations.

Question 18: In Schedule A, Price Form, Section 2.1, proponents are asked to provide both a Monthly Base Price and an Annual Base Price. Please confirm whether the Annual Base Price should be calculated as 12 times the Monthly Base Price, or whether HRCE is requesting a separate annual price?

Response: The Annual Base Price indicated in the Price Form requires the Total Annual Price required to perform this service.

Question 19: **To help us accurately scope our response coverage and guard dispatch protocols, are you able to share the typical volume of alarm calls that result in extended onsite stays of more than 45 minutes and transition into static guarding?**

Response: HRCE does not currently maintain historical information categorized specifically by alarm responses exceeding 45 minutes or by incidents that subsequently transition into static guarding. Accordingly, HRCE is unable to provide a reliable typical volume for this specific circumstance.

As outlined in Section 9.0 of the RFP, after-hours response responsibilities may include remaining onsite until relieved by HRCE personnel. An onsite stay exceeding 45 minutes does not automatically constitute or transition into a separate static guard assignment.

Where HRCE determines that separate or extended guard coverage is required beyond the responding officer's immediate incident-management responsibilities, the service will be authorized by the HRCE Manager on Call or other authorized HRCE representative as a non-base service.



Question 20: What is the standard time threshold or operational criteria—for example, a maximum onsite time—that triggers the transition from a mobile alarm response unit to an ad hoc static guard?

Response: There is no standard onsite time threshold that automatically converts a mobile alarm response into an ad hoc static guard assignment.

The responding security officer is required to assess the incident, implement appropriate temporary securing or mitigation measures within the authority established by the RFP, provide access to emergency responders or HRCE-approved contractors, and remain onsite until relieved or otherwise directed by HRCE.

If HRCE determines that continuing site coverage requires a separate guard assignment, HRCE will authorize the service as non-base coverage. When requested, the successful service provider will be expected to deploy the required non-base guard within two hours, unless an alternate timeframe is approved by HRCE based on the circumstances.

Question 21: What is the historical average annual volume of ad hoc static guard hours billed as a direct result of extended mobile response times caused by third-party vendors or maintenance staff working onsite?

Response: HRCE does not maintain historical billing information in a format that specifically isolates ad hoc static guard hours resulting from extended mobile responses caused by third-party vendors or maintenance personnel. Therefore, HRCE is unable to provide a verified historical annual average for this category.

Proponents should base their proposals on the service requirements contained in the RFP and Schedule A. Where extended or separate guard coverage is required to support contractors, maintenance activities, fire watch, project work, or other operational needs, the service will be treated as a non-base service and must receive prior authorization from HRCE.

Question 22: The RFP does not specifically state that the entire summer period requires 24-hour security coverage. During the summer, while schools are not in session, will you require 24/7 service?

Response: Regarding the summer schedule, Operations continues to operate throughout the summer with regular hours of 7:30 a.m. to 4:00 p.m. There is no change to service coverage during the summer months.



Question 23: Regarding the Mobilization Fee:

Response: this would apply when an additional vehicle is required to support service delivery and a rental vehicle or similar transportation arrangement must be secured. The fee is intended to cover the costs associated with obtaining and deploying that additional vehicle resource when operational requirements necessitate it.

Question 24: Regarding Appendix E – Safety Plan - Are you looking for the prospective winning company to have filled out all the pages as if a 'chemical spill' et al had taken place at a school and what steps the Security company would take

Response: Each proponent is to fill out Appendix E – Safety Plan as requested. Where actuals cannot be listed, please include “examples” to clearly show the steps and actions taken in the case of a safety issue. Please include in the proposal.

End of Addendum #1 – RFP# 4290

PLEASE SIGN BELOW AND RETURN WITH BID DOCUMENTS:

Signature

Organization Name