

EVALUATION GUIDELINES

Project: Toronto Parking Authority Contract Security Guard Services 2021

This document lists guidelines framing the evaluation process to be used by the Evaluation Committee. This RFP was formatted for submissions in a 2-envelope system: Envelope 1 with all required technical qualifications and Envelope 2 with the proposed price for services.

It is intended that the evaluation of submissions follow a 3-stage process.

ENVELOPE -1	Stage 1:	The Evaluation Committee will assess if the submission meets all the mandatory requirements. If the submission failed any of the mandatory requirements, the submission will not proceed to Stage 2 and will be rejected.
	Stage 2:	The Evaluation Committee will assess the submission for the technical eligibility requirements and rate each submission. There are many criteria and the Evaluation Committee is required to rate each criterion on a scale of 0 to 5 with 0 being the lowest and 5 being the highest. Each criterion carries different weights, which are further explained in the ensuing pages. The evaluation spreadsheet provided separately will calculate the actual points based on the weight of each criterion from the rating by the Evaluation Committee. All Proponents who score 60 points or more will have their second envelope opened and evaluated.
ENVELOPE -2	Stage 3:	All second envelopes of Proponents who scored 75 or more points will be opened. The Proponent's fee will carry a maximum of 35 points. Each Proponent's price will be evaluated based on the following formula: $\frac{\text{Lowest Price}}{\text{Proponent's Price}} \times 20 = \text{Proponent's score for price}$

Total points from stage 2 and stage 3 will be added to determine the final ranking. The highest scoring proposal will be selected for award.

STAGE 1 – MANDATORY REQUIREMENTS

NO.	MANDATORY SUBMISSION REQUIREMENTS	PASS / FAIL
1	Copy of the Proponent's up to date license in accordance with the Private Security Act.	
2	Trainer's Certification as a qualified Defensive Tactics Instructure	
Stage 1 – Overall Pass / Fail: (has to pass all items 1 - 2 to pass stage 1)		

STAGE 2 – TECHNICAL PROPOSAL EVALUATION

NO.	ITEM / DESCRIPTION	WEIGHT	RATING
1.	Summary		
1.1	Executive Summary	3%	
	Note: Executive Summary presents a clear and concise text addressing the major issues in the RFP (i.e. the key disciplines).		
	<i>On a scale of 0 to 5 assess the quality of Executive Summary with 5 being the highest and 0 being the lowest.</i>		
2.	Proponent Profile		
2.1	History of the Firm	2%	
	• Over 10 Years = 5		
	• 7 – 10 Years = 4		
	• Over 5 Years = 3		
	• Over 3 Years = 2		
	• Less than 3 Years = 1		
2.2	Size of the Firm	2%	
	• More than 300 employees (Front Line and Management Staff) = 5		
	• More than 200 employees (Front Line and Management Staff) = 4		
	• More than 100 employees = 3		
	• More than 50 employees = 2		
	• Less than 50 employees = 1		
2.3	Social Procurement and Supply Chain Diversity		
	• The proponent demonstrates a proper social procurement and supply change diversity program is in place. = 5	1%	
	• The proponent demonstrates some type of social procurement and supply change diversity program is in place = 2.5		
	• The proponent does not demonstrate having a social procurement and supply change diversity program in place. = 0		
3.	Experience & Qualifications of the Proponent / Firm		
3.1	Has provided a minimum of 45,000 hours of Mobile and Static Security Guard services in the Greater Toronto Area within the past 12 months.	2%	
3.2	Knowledge and experience in providing highly trained, qualified and certified Security Guards in large public parking facilities.	6.5%	

NO.	ITEM / DESCRIPTION	WEIGHT	RATING
	- Experience in providing trained, qualified and certified Security Guards and mobile security guards in more than 3 large Public Parking Facilities in the past 5 years = 5 - Experience in providing trained, qualified and certified Security Guards and mobile security guards in 3 large Public Parking Facilities in the past. = 4 - Experience in providing trained and qualified Security Guards and mobile security guards in 2 large Public Parking Facilities in the past. = 3 - Experience in providing trained and qualified Security Guards and mobile security guards in large Public Parking Facilities in the past. = 2 - Experience with providing Security Guards and mobile security guards in a Public Facility. = 1		
3.3	Knowledge and Experience in establishing a protective and authoritative Security Guard presence in large facilities. - Experience in providing a protective and authoritative Security Guard and Mobile Security Guard presence in a large public parking facilities using more than 30 Security staff. = 5 - Experience in providing a protective and authoritative Security Guard and Mobile Security presence in a large public parking facilities using 20-30 Security staff. = 4 - Experience in providing a protective and authoritative Security Guard and Mobile Security Guard presence in a large public parking facilities using 15-20 Security staff. = 3 - Experience in providing a protective and authoritative Security Guard and Mobile Security Guard presence in a large public parking facilities using 10-15 Security staff. = 2 - Experience in providing a protective and authoritative Security Guard and Mobile Security Guard presence in a large parking facility using less than 10 Security. = 1	6.5%	
3.4	Three current references (including Financial Viability letter)	2%	
4.	Experience & Qualifications Of The Proposed Staff and Resources		
4.1	Suitability/Completeness/Organization of the proposed project team On a scale of 0 to 5, assess the completion / suitability of the proposed team with 5 being the highest and 0 being the lowest.	10%	
4.2	Experience and Qualifications of the designated Training Provider. - Is a certified and qualified Defensive Tactics instructor with experience in providing practical and theory Use of Force training to Security Guards or Law Enforcement agencies .for 15 years or more. = 5 - Is a certified and qualified Defensive Tactics instructor with experience in providing practical and theory Use of Force training to Security Guards or Law Enforcement agencies for 10-15 years. = 4 - Is a certified and qualified Defensive Tactics instructor with experience in providing practical and theory Use of Force training to Security Guards or Law Enforcement agencies .for 5-10 years. = 3 - Is a certified and qualified Defensive Tactics instructor with experience in providing practical and theory Use of Force training to Security Guards or Law Enforcement agencies .for 3-5 years. = 2	5%	

NO.	ITEM / DESCRIPTION	WEIGHT	RATING
	Is a certified and qualified Defensive Tactics instructor with experience in providing practical and theory Use of Force training to Security Guards or Law Enforcement agencies for less than 3 years. = 1		
4.3	Experience of the Management Representative. - Holds a professional designation and has experience in providing Security Guard management services in large public parking facilities for 10 years or more. = 5 - Has experience in providing Security Guard management services in large public parking facilities for 10 years or more. = 4 - Has experience in providing Security Guard management services in large public parking facilities for 5-10 years. = 3 - Has experience in providing Security Guard management services for 5-10 years. = 2 - Has experience in providing Security Guard management services for less than 5 years. = 1	2.5%	
4.4	Experience of the designated Account Administrative Staff - A professional with experience in invoicing and maintaining proper records for 5 or more large Security Service contracts. = 5 - A professional with experience in invoicing and maintaining proper records for 1-4 large Security Service contracts. = 4 - Experience with invoicing and maintaining proper records for large Security Service contracts. = 3 - Experience with invoicing and maintaining proper financial records for a business for 3 or more years. = 2 - Experience with invoicing and maintaining proper financial records for a business for 0-2 years. = 1	2.5%	
5.	Proposed Solution		
5.1	Understanding of Goals and Objectives - The Proponent clearly understands the goals and objectives including: - The need have only properly trained and certified staff scheduled for each shift. - Ensuring Security Guard employee packages are developed. - Proper training is delivered to Security Guard staff. - Uniform and equipment standards are adhered to. On a scale of 0 to 5 assess the quality of Executive Summary with 5 being the highest and 0 being the lowest	5%	
5.2	Suitability of proposed approach - The Proponent describes an approach that will be successful in meeting the goals and objectives. This may include: - Having the required Management Representative back-up and the 24/7 after-hours Management Representative. - Identifying a back-up Account Administrator. - Identifying the plan to hire, train and certify the Security Guard staff. On a scale of 0 to 5 assess the quality of Executive Summary with 5 being the highest and 0 being the lowest	7.5%	

5.3	Suitability to Address Staff Retention		
	- The Proponent describes a reasonable plan to retain staff. This may include: - Hiring practices. - Above average industry wages and benefits. - Mentoring opportunities.	7.5%	
	On a scale of 0 to 5 assess the quality of Executive Summary with 5 being the highest and 0 being the lowest		
6.	Work Plan and Deliverables		
6.1	Quality and Suitability of the proposed work plan.		
	On a scale of 0 to 5, assess the Proponents work plans and deliverables with 5 being the highest and 0 being the lowest.		
	- The Proponent has a clear plan in place to meet the City's needs and shows a good understanding of what is required to maintain the operational Security requirements. = 5 - The Proponent has a limited plan in place to meet the City's needs and shows a good understanding of what is required to maintain the operational Security requirements. = 3 - Proponent is not clear in their plan to meet the City's needs and shows no understanding of what is required to maintain the operational Security requirements. = 0	4%	
6.2	Ability to Meet Training Timelines and Implement Staff		
	On a scale of 0 to 5, assess the firm's proposal approach and methodology with 5 being the highest and 0 being the lowest		
	- The Proponent has a clear plan in place to meet the Security Guard training timelines and how they plan on implementing Security Guard staff as well as managing the given constraints. = 5 - The Proponent has limited plan in place to meet the Security Guard training timelines and is not clear on how they plan on implementing Security Guard staff or managing the given constraints. = 3 - The Proponent does not have a reasonable plan in place to meet the Security Guard training timelines or how they plan to implement staff and deal with the given constraints.. = 0	4%	
6.3	Details of Training Materials Used		
	Provides comprehensive documentation of training materials used = 5	2%	
	Provides limited documentation of training materials used = 3		
	Provide very limited or no documentation of training materials used = 0		
7.	Cost Control Measures		
7.1	On a scale of 0 to 5, assess the suitability of the proposed cost control measures with 5 being the highest and 0 being the lowest	5%	

STAGE 3 – COST EVALUATION

COST OF SERVICES

(Lowest cost / Proponent Cost) x 20 = Point value score

Lowest Cost	Proponent Cost	Times	Total Score
		20	