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Iqaluit

REQUEST FOR PROPOSAL
FOR THE PROVISION OF

Security Services

City of Iqaluit Aquatics Center

REQUEST FOR PROPOSAL CALL: November 4, 2026

RESPONSES DUE: November 26, 2026 3PM EST

2026-RFP-021

The City of Iqaluit is seeking Request for Proposals for the provision of Security Services at the City of Iqaluit Aquatics Center. All proponents interested in submitting a Technical and Financial proposal and entering into a contractual agreement with the City of Iqaluit for this work are requested to respond to this RFP by 3:00PM EST on **November 26 th , 3pm 2026.**The project details & requirements are shown in the attached Terms of Reference.

REQUEST FOR PROPOSAL

To: City of Iqaluit – Purchasing Department
Attention: Jim Jones
Title: Procurement Agent
Address: 100-1085
Iqaluit, Nunavut, X0A 3H0
Fax: 867-979-5649
Email: j.jones@iqaluit.ca

Representative's contact information:

Name of Company	Representative's Signature
Address	Name – Please Print
City, Province/ Territory, Postal Code	Title
Phone	Email

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1.0 GENERAL

The following is Request for Proposal to provide Security Services for the City of Iqaluit Aquatics Center. The requirements of the submission are outlined in the Request for Proposal, and the requirements and objectives of the project outlined in the Term of Reference. The attached Terms of Reference are considered an integral part of this Request for Proposal.

1.1 Introduction

The City of Iqaluit is requesting Request for Proposal for the provision of Security Services at the City of Iqaluit Aquatics Center

The Terms of Reference for this project are included in this Request for Proposal.

1.2 General Information

1.2.1 Location

Iqaluit is the capital of the Nunavut Territory and is located at the south end of Baffin Island, on Frobisher Bay at 64˚ 31'N latitude and 68˚ 31'W longitude. Access to Iqaluit is provided by regular scheduled commercial aircraft year-round, snowmobile trails from other Baffin Island communities in the winter, and sealift from the port of Montreal in the summer.

1.2.2 Geology and Terrain

Iqaluit's location is above the tree line and within the continuous permafrost zone of Canada. The region generally consists of glacially scoured igneous/metamorphic terrain. In some locations, a thin layer of organic material is found.

1.2.3 Climate

Iqaluit has an Arctic climate with January and July high and low mean temperatures of -21.5˚C/-29.7˚C (high/low) and 11.4˚C/3.7˚C (high/low), respectively. The annual precipitation is made up of 19.2 cm of rainfall and 255.0 cm of snowfall for a total of 43.0 cm precipitation. The prevailing winds are northwest at 16.7 km/hr

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1.3 Definitions

The city: The City of Iqaluit, Nunavut.

The RFP: This Request for Proposal is for the provision of Security Services at the City of Iqaluit Aquatics Center.

The RFP: The Request for Proposal submitted by the proponent in response to the RFP.

The TOR: The Terms of Reference included in this RFP that provides information and requirements on the specific project.

The RFP: The Request for Proposal issued for the works described in the RFP and TOR to the proponents which have been deemed to have best responded to the RFP.

The Proponent: The firm submitting in response to this RFP.

The Project: The work and services that are described in the Scope of Work of the Terms of Reference.

The Contract: The City may enter into a contract with the successful Proponent for the provision of Security Services for the City of Iqaluit Aquatics Center.

2.0 INSTRUCTION TO PROPONENTS

2.1 Submission

The proponents shall submit four (4) copies of the RFP, clearly marked with the name of the project. The RFPs are to be submitted to:

Purchasing Department

100-1085 Mivvik Street

Iqaluit, Nunavut

X0A 3H0

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Attention: Jim Jones – Procurement Agent j.jones@iqaluit.ca no later than **3:00PM on November 26, 2026.**

Upon completion of the review and rating of the RFP, all proponents will be notified if they are successful in their RFP submission. There will not be a public opening of the RFP, and the details of the rating results will not be made public. In the event that only one proponent submits an RFP and meet all the mandatory requirements of the scope of work and Terms of conditions for the contracted services, the City may award the contract to the proponent submitting the RFP.

Facsimile submissions or amendments will NOT be considered.

2.2 Inquiries and Amendments

All inquiries concerning this Request for Proposal must be submitted no later than three (3) working days (**November 23, 2026 at 3:00PM EST**) prior to the closing date (**November26, 2026 3PM EST**) to allow sufficient time for a response. All inquiries are to be directed to either:

Jim Jones	William Williams
Procurement Agent	Senior Executive Director of Municipal Infrastructure & Planning
City of Iqaluit	w.william@iqaluit.ca
100-1085 Mivvik Street	
Iqaluit, Nunavut	
X0A 3H0	

j.jones@iqaluit.ca or by phone at 867-979-5649

Any amendments or additions to the Request for Proposals shall be issued in writing. The owner shall not be bound, and the proponent agrees not to rely upon any written or verbal statements or representations of any person, other than the contact person identified in this RFP, whether employed by the owner or not, in the preparation and submission of their RFP. Verbal explanations or instructions will not be binding.

To ensure consistency and fairness to all proponents, all firms who intend to submit an RFP will receive any information with respect to significant inquiries in the form of written amendments or clarifications.

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2.3 Proponents Requirements

Proponents must be licensed to operate in the Territory of Nunavut.

2.4 Terms and Conditions

2.4.1 Submission of an RFP constitutes acknowledgement that the proponent has read and agrees to be bound by all the terms and conditions of this RFP.

2.4.2 The city will not make any payments for the preparation of a response to this RFP. All costs incurred by a proponent will be borne by the proponent.

2.4.3 This RFP is not an offer. The City of Iqaluit does not bind itself to accept the lowest price, or any proposal submitted.

2.4.4 The City has the right to cancel this RFP at any time and/or to reissue it for any reason whatsoever without incurring any liability and no proponent will have any claim against the City as a result of the cancellation or reissuing of the RFP.

2.4.5 The City reserves the right to wave non-compliance of any submission at any time at their own discretion.

2.4.6 The City reserves the right to negotiate the final terms of any contract with the likely successful proponent, or any bidder.

2.4.7 The City reserves the right to contact any respondent to clarify any issues in the RFP submission.

2.4.8 The city will not be responsible for any RFP that does not indicate the RFP reference, the closing date and time and the proponent's name.

2.4.9 The city will not be responsible for any RFP that is delivered to any address other than that provided in Section 2.1 of this RFP.

2.4.10 There will be no public opening of the RFP. The submissions will be evaluated as soon as practical after closing. No details of any RFP will be made public except for the names of parties submitting, and the proponents requested to submit a proposal.

2.4.11 The submissions, and all accompanying documents submitted are the property of the City and shall not be returned.

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2.4.12 The City reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria.

2.4.13 Proponents may not amend their submission after the closing date and time; however, they may withdraw their submission within 72 hours after closing of the RFP.

3.0 REQUEST FOR PROPOSAL REQUIREMENTS AND EVALUATION

The Request for Proposal (RFP) shall include all the information required to evaluate the submission.

The requirements of this project are outlined in Section 4 - Terms of Reference.

The submission shall meet the formatting outlined in Section 3.3 – Request for Proposal Submission Format.

3.1 Request for Proposal Submission Requirements

3.1.1 Licensing, Certification or Authorization

Understanding of the Project – The proponent shall demonstrate an understanding of the objectives of the work, technical requirements, constraints, selection of resources, and any special considerations associated with the services. The proponent shall provide a description of the services, highlighting those that are of particular significance to the delivery of the services.

3.1.2 Project Team Identification & Technical Submission

For the RFP Technical submission must be clearly marked “Technical Submission” and include the project title. Failure to clearly mark the envelope may result in the proposal not being accepted.

Only the key project team personnel need to be identified for the RFP and must include:

- Project Manager/CEO
- Operations Manager

The proponent shall present the Project Team’s key personnel, including their roles and responsibilities. The proponent shall demonstrate the experience and qualifications of the project team members to provide the services required. Experience on similar projects and

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working in Northern climates and conditions should be demonstrated for the senior project team members. The qualifications and experience of each project team member will be considered in the evaluation.

Information to be included for project team members:

Name

Education (relevant)

Work Experience

Similar projects involved role(s) in this project type.

Any applicable Licensing, certification and/or authorization

3.1.3 Qualifications and Experience of Firms

The proponent shall present the firm(s) or team members who shall comprise the Project Team for Security Services. The proponent shall additionally provide a detailed work plan which demonstrates that the proponent understands the services to be provided, and it is also the proponents opportunity to present ideas and approaches to the services. The work plan provides the proponent with an opportunity to describe how the proponent proposes to meet the requirements of the Terms of Reference and provide the deliverables specified.

If at all possible, the proponent shall demonstrate previous experience on projects of a similar scope and scale. A description of projects completed by the proponent. The project descriptions shall demonstrate the proponent's experience on similar projects in Northern climates and conditions. Descriptions of projects shall be limited to one single sided page, including photographs and/or graphics.

The project descriptions should include:

- Description of the project.
- Key personnel and their roles and responsibilities on the project.
- Client reference.

3.2 **Evaluation of Request for Proposal**

The purpose of the RFP submission is to ensure the most qualified, experienced firm(s) have submitted a detailed Proposal. The firm's qualifications, past experience and experience of

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personnel shall be evaluated. The submission must demonstrate the experience of each team member with Security Services. Experience in Northern climates will be an asset.

3.3 **Costing**

The costing submission must be submitted separate from the technical submission. Clearly marked “Costing Submission” and include the project title. Failure to clearly mark the submission may result in the proposal not being accepted.

The costing submission should clearly identify a Total Fixed Fee for services and include a breakdown of how the Fixed Fee was arrived at, in the form of a Fee Schedule.

The following rating scheme shall be employed when evaluating the submissions:

Evaluation Criteria	Weighting
Understanding the Project	10 Points
Reference Projects	20 points
Work plan	30 points
Corporate Qualifications and Experience	20 points
Qualifications and Experience	20 Points
Technical Score Sub-Total	**85 Points**
Financial Submission	
Cost submission	15 Points
Financial Score Sub-Total	**15 Points**
Total RFP Evaluation Score	**100 Points**

3.4 Request for Submission Format Proposal

Submissions shall meet the following formatting, or they will not be evaluated.

Paper Size - 8 ½" x 11";

Minimum font size - 11 point Times or equal;

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Minimum margins - 12 mm top, bottom, left, and right;

Double-sided submissions are preferred but not mandatory;

One page means one side of an 8 ½" x 11" sheet of paper;

11 x 17 foldouts will be considered as two (2) pages.

4.0 TERMS OF REFERENCE

4.1 Background

The City of Iqaluit has acknowledged the need for Security Services within its Aquatics Center to ensure a safe and enjoyable atmosphere for staff, clients and visitors. To ensure and enhance Public Safety and provide an enjoyable atmosphere the City of Iqaluit wishes to implement continual Security Services.

4.2 **Scope of Work**

The scope of work to be completed by the successful consultant as part of this project is summarized below.

- ♦ Provide roving patrols of the interior and exterior of the Aquatics Building including adjacent parking lot(s).
- ♦ Engage in a respectful manner with all staff, patrons and visitors to the Iqaluit Aquatics Center.
- ♦ Educate staff, patrons and visitors on Security measure and regulations of the Iqaluit Aquatic Center.
- ♦ Use tactful communications and de-escalation skills when encountering issues where there may be a compromise in safety or any activity that is negative in nature such as intoxicated individuals, vandalism, mischief or any other activity that compromises the safety and enjoyment of the facility.
- ♦ Contact RCMP for any incidents that are criminal in nature or compromise the safety of staff, patrons and visitors.
- ♦ Keep detailed reports and logs of patrols and noted incidents and provide a monthly report to the Director of Recreation.

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4.3 Proposed Schedule

Milestones	Date
Issue Request for Proposal	**November 4th, 2026**
Submission for Questions	**November 23rd, 2026**
Submission for Proposal	**November 26 th, 2026**
Award of Contract	**November 30 th, 2026**

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APPENDIX A

Week days:
Morning Patrols x2 (between 8am-12pm)
Afternoon and Evening Patrols x4 (between 3pm and 10pm)

Saturdays:
Morning Patrols 1x (between 10am and 12pm)
Afternoon and Evening Patrols x4 (1pm – 10pm)

Sundays:
Morning Patrols 1x (Between 10am and 12pm)
Afternoon and Evening Patrols x4 (Between 1pm-8pm)