

## MANAGEMENT REPORT

**Date:** July 28, 2025  
**To:** Mayor and Members of Council  
**From:** Audrey Pascual, Deputy Clerk  
**Report Number:** COU25-087  
**Attachments:** Bid Closing Submission Summary (RFP-2025-39)

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**Title:** Crossing Guard Services Request for Proposal Award (RFP-2025-39)

**Objective:** To award the request for proposal for crossing guard services in the City of Stratford.

**Background:** The City of Stratford provides contracted crossing guard services at eighteen (18) locations. Seventeen (17) of the locations have one crossing guard and one (1) location has two crossing guards. The purpose of this service is to provide the crossing of students, from JK to Grade 6, while they walk to and from school at specified intersections within the City as warranted by the *Highway Traffic Act*. The last request for proposal (RFP) for crossing guard services was issued in 2019 for one three-year term, with an option to renew for two additional one-year terms. Commissionaires Great Lakes was awarded the contract in 2019. The City exercised the two extensions with the final one ending in June 2024. Council authorized an additional extension of the contract which ended in June 2025.

As it is a best practice to regularly issue RFPs to ensure competitive pricing and quality service delivery, the City issued the RFP for crossing guard services on June 12, 2025, on the City's Bids and Tenders website.

**Analysis:** The City received ten (10) submissions as outlined in the attached bid summary. The submissions were evaluated against the following criteria:

Category	Description	Points
Background, Relevant Experience, and References	An outline of the company's background, area of expertise, number of employees, and years in business including three references from clients who have obtained services of similar scope and size.	20

Category	Description	Points
Company Personnel	An outline of the level of experience and knowledge of the proposed team related to the services required by the RFP.	15
Understanding of Deliverables	An overview of their understanding of the deliverables by using their experience on past projects to demonstrate an understanding of the required services.	35
Value Added	An outline of any additional benefits or enhancements they can bring to this project.	10
Cost Proposal	An outline of the annual cost for the services.	20

Following an assessment of the first four (4) categories, the cost proposals were rated on a weighted basis. Based on the criteria outlined, the Evaluation Committee, consisting of three Corporate Services staff members scored the proposals. Staff is recommending the acceptance of the proposal from Synergy Protection Group Inc. This proposal demonstrated a thorough understanding of the service requirements. The proponent has experience in providing crossing guard services to both large centres as well as small municipalities. They provided a clear and detailed overview of their recruitment plan and retention strategies, training requirements, and an onboarding plan with defined milestones to ensure a seamless transition. The proponent also outlined a robust monitoring strategy to meet contract requirements consistently for its entire duration. Finally, the proponent outlined a few value-added elements that can help enhance the program. Overall, the proposal from Synergy Protection Group Inc. scored the highest out of the submissions received.

The total cost of this RFP over three years, including HST, is \$728,176.11. This includes wages for all crossing guards, the supervisor, and training. The breakdown is as follows:

Year	Total Costs
September 2025 – June 2026	\$234,424.78
September 2026 – June 2027	\$242,629.65
September 2027 – June 2028	\$251,121.69

### **Financial Implications:**

#### **Financial impact to current year operating budget:**

The 2025 budget included an estimated \$265,000 for the contract for 2025, which spans two partial school years. Approximately \$120,715 has been spent to date with \$100,419 remaining. There is a surplus anticipated of \$43,866.

**Financial impact on future year operating budget:**

Impacts will be included in the division's annual operating budget and based on the RFP results future budgets will be \$30,575 lower than 2025.

**Alignment with Strategic Priorities:****Intentionally Change to Support the Future**

This report aligns with this priority as crossing guard services enhances community safety reflecting the City's commitment to value and protect its residents. The City's proactive approach of addressing the evolving needs of the community further reinforces its commitment to adapting and leading through change.

**Alignment with One Planet Principles:****Health and Happiness**

By providing safe travel routes for parents and children, this service encourages active, social, meaningful lives to promote good health and well-being.

**Travel and Transport**

By providing safe travel routes for parents and children, this service helps reduce the need to travel and it encourages walking, cycling and other low carbon transport.

**Staff Recommendation: THAT the request for proposal (RFP-2025-39) for crossing guard services in the City of Stratford be awarded to Synergy Protection Group Inc. for a three-year term ending June 2028, with an option to renew for two additional one-year terms until June 2030;**

**AND THAT the Mayor and Clerk, or their respective designates, be authorized to execute all necessary contract agreements.**

**Prepared by:** Audrey Pascual, Deputy Clerk

**Recommended by:** Karmen Krueger, CPA, CA, Director of Corporate Services/Treasurer  
Adam Betteridge, Interim Chief Administrative Officer