

Date: **October 6, 2025**

**Addendum No.1**

**RFP # LS-2025-03**

**RFP Title: By-law Enforcement**

**Submission Deadline: Bids must be received by 2:00:00 Eastern time on October 10, 2025.**

This addendum will form a part of **RFP # LS-2025-03** (the “RFP”) and must be read in conjunction with it. In the event of any conflicting or inconsistent information, this addendum will take precedence over all requirements of the original RFP document and any addenda issued previously.

**Bidders must acknowledge receipt of this addendum, in the field requested, when submitting their Bid.**

**I. Questions and Answers:**

The following questions have been received, with the responses noted below. All information provided below forms part of the Bid solicitation document and is deemed to be included in your Bid.

**Question #1: Licensing Responsibility:** Other than MLEO, what other permits and licenses are required for the service.

**Answer #1:** There would need to be an officer who has training in Property Standards and an officer with training in Canine Control.

**Question #2: Training Requirements:** How many days of training are required for by-law officers, and are these training hours billable to the Municipality?

**Answer #2:** The training hours are not billable to the Municipality. There are no set number of hours and it would be dependent on the training required.

**Question #3: Court Appearances:** If officers are required to appear in court outside of regular service hours, will those hours be billable?

**Answer #3:** These hours would come out of the regular hours (40) hours per week.

**Question #4: Service Hours:** What are the defined hours of service expected for by-law officers?

**Answer #4:** We expect the contract service to provide officer(s) for 40 hours per week. These hours will be flexible and dependent on the various investigations that are ongoing – for example, officers may work weekdays, weekends and evenings depending on the need and there may be a requirement to send two officers to an investigation. We also require officers to be available for animal control that will be a part of the regular hours (40) hours per week.

**Question #5: Call Reception:** Is the supplier dispatch centre taking public enquiries?

**Answer #5:** Yes

**Question #6: Dispatch Services:** Are dispatch services required during after-hours, or only within designated service hours? Kindly elaborate on the expectations.

**Answer #6:** We require the intake of public calls 24/7. There is no expectation that the officers will be dispatched after each call.

**Question #7: Fee Structure Clarification:** Dispatch services are listed as an annual fee versus an hourly rate. Could you please clarify how this should be billed?

**Answer #7:** This would be billed monthly as a standard rate for the service not an hourly billing rate.

**Question #8: Dispatch Volume:** Approximately how many dispatch requests should the supplier expect to handle monthly?

**Answer #8:** We receive 100 +call a month

**Question #9: Seasonal Hours:** The RFP references summer and regular hours. Does this mean regular service is 40 hours per week, and during July and August it increases to 84 hours per week?

**Answer #9:** The summer hours are for two additional officers that will be stationed in the Municipality from 9 a.m. to 9 p.m. daily from July 1st to August 31 to cover the increased seasonal traffic at our beaches, and parking areas.

**Question #10: Statutory Holidays:** Is service required on all statutory holidays?

**Answer #10:** Availability for Canine Control would be required and the Seasonal hours would include all statutory holidays.

**Question #11: Vehicle Provision:** Will the Municipality provide vehicles for enforcement duties, or is the supplier expected to furnish them? If supplier-provided, are there specific vehicle requirements?

**Answer #11:** The supplier is expected to supply the vehicles and vehicles are expected to be in good working order, large enough for canine control and be identifiable as a by-law enforcement vehicle.

**Question #12: Reporting System:** Will the Municipality be providing the reporting system, or is the supplier expected to supply one? If the responsibility lies with the supplier, could you please outline the required features and functionality expected from the system?

**Answer #12:** We require the supplier to provide a reporting system that the Municipality will have access to in order to review current investigations, update investigations and produce reports. The current system is Monday.com

**Question #13: Start Date:** What is the expected start date for the contract?

**Answer #13:** The start date would be November 1, 2025

**Question #14:** How does the public know the contractor is a municipal by-law enforcement officer for the Municipality of Kincardine? i.e something on their uniform or vehicle.

**Answer #14:** The officers will have identification indicating that they are Municipal By-law Enforcement Officers. The vehicles and uniform will indicate that.

**Question #15:** What by-laws are on a complaint basis only and what by-laws are the contractor expect to enforce without a complaint being made?

**Answer #15:** All by-laws are on a complaint basis expect for the Traffic and Parking By-law which would require periodic patrols.

**Question #16:** Does the contract by-law officer work alone?

**Answer #16:** The officer can work alone or if there is a need, the contractor can supply a second officer within the regular hours (40) hours per week.

**Question #17:** Does the contractor have access to the municipal building and is there workspace provided?

**Answer #17:** Space at the Municipal Administration Centre can be made available.

**Question #18:** Does the contractor have staff parking available on site at the municipal office and is there a cost?

**Answer #17:** There is free parking at the Municipal Administration Centre.

**Question #19:** How long after a by-law complaint does the contractor have to enter the information/report in the system?

**Question #19:** The reporting system would need to be updated daily.

**Question #20:** How often does the contractor meet with the manager of legislative services?

**Answer #20:** We require weekly update meetings from the contractor.

**Question #21:** Is the contractor expected to produce a monthly / annual report on by-law statistics?

**Answer #21:** Yes.

**Question #22:** Does the contractor have any other security duties outside of patrolling municipal parks? i.e. alarm response or premise checks of municipal buildings or yards.

**Answer #22:** There are no security duties. All duties relate to by-law enforcement. There may be required patrols during the summer hours, overnight for winter parking , etc. to look for by-law enforcement infractions.

**Question #23:** Does all the key staff need to be trained in property standards or can they access a contract manager who is trained for these resources and information?

**Answer #23:** There would need to be an officer who is trained in Property Standards available from the contractor to attend Property Standards Complaints.

**Question #24:** Does the contractor have access to municipal information regarding who the home owner or vehicle owner is?

**Answer #24:** The contractor will have a liaison at the Municipality to assist with this.

**Question #25:** Does the municipality have problem addresses flagged and can they share that information with the contractor?

**Answer #25:** The contractor will have a liaison with the Municipality to discuss any issues.

**Question #26:** Will the OPP attended calls for service with municipal by-law should it be a return visit or a problem address?

**Answer #26:** The Officer would need to contact the OPP to request assistance.

**Question #27:** Does the Staff need to be trained/certified in all areas of the RFP prior to bidding, assuming it can be done prior to start of contract?

**Answer #27:** It would be required prior to award of the contract.

**Question #28:** Are we required to have a separate dispatch person for the 4-5 calls a day or can the Bylaw officer on the road answer these calls for service?

**Answer #28:** We require a 24/7 call service.

**II. RFP Revisions:**

None.

**III. Clarifications:**

None.

The addendum will form part of the RFP document.

All other terms and conditions of the RFP document remain the same.

End of Addendum