

Sample RFP

The following is a sample RFP. While each RFP should be customized to an individual organization's needs, this document can serve as a guide to help you convey your expectations, and gather the necessary information from security service providers.

REQUEST FOR PROPOSAL

[Company] is seeking proposals from qualified Contractors to provide uniformed security service for [Company] facilities at [Location(s)]. This document is a Request for Proposal (RFP) for the services described below and does not obligate [Company] to accept responses from eligible Contractors. The RFP establishes minimum requirements a bidder must meet in order to be eligible for consideration as well as information to be included in the Contractor's bid response. Carefully examine the specifications, conditions and limitations.

CONFIDENTIALITY

The information contained in this RFP is confidential and proprietary. This RFP is provided for the exclusive use of the Respondent (potential "Contractor") and copies shall not be made available to any other party, without written consent from [Company]. No other distribution of submissions or proposals is to be made by the Respondent. All proposals and supporting documentation shall become the property of [Company] and will not be returned.

PROPOSAL SUBMISSION AND QUESTIONS

Contractors shall send via email or deliver [# of copies] copies (personally or through a courier) of their proposal to:

- Contact name
- Title
- Company
- Address
- City, State Zip
- Phone
- Email

Responses to this RFP are due by [Time] on [Date]. Late submittals will be rejected. If you do not intend to submit a proposal, return all documents, materials and attachments to the aforementioned representative/address by [Date].

QUESTIONS

Any questions regarding this RFP should be submitted via email to the above individual by [Date]. Contractors may not contact other executives, managers or employees of [Company] without permission of the manager of the RFP process.

EVALUATION CRITERIA

Award criteria may include, but is not necessarily limited, to Contractor's:

- Background and experience in performing requested services
- Capability to deliver integrated services in and across geographic regions
- Availability of resources and how engagement will be sourced
- Track record of innovation and ability to drive continuous improvement
- Contractor's cultural alignment
- Best financial value

[Company] may at its sole discretion decline to make an award or award all or a part of the scope of work to one or more Contractors and is in no way bound to award the work to one Contractor or to the lowest price response.

Proposals will be valid for 90 days from the date of the submitted proposal.

CONTRACT TERM

The term of this contract shall be for a [# of years] year period unless terminated by either party with thirty (30) days written notice. Services are to commence on [Date].

SCOPE OF SERVICES

This project includes approximately [# of weekly hours] hours of uniformed security service per week, allocated as follows:

Site	Job Classification	HPW	Recommended Wage

Contractor shall provide [unarmed/armed] uniformed security services in and around [Company] properties on a 24 hour-a-day, 7 day-a-week basis, or as otherwise indicated per site specifications. Contract security personnel will provide a variety of service, implementing [Company]'s security objectives according to policies and procedures which may include but is not limited to the following general tasks:

- Entry and egress access control
- Roving patrols of interior and exterior building areas
- Visitor and building employee identification verification
- Incident and daily operating reports
- Monitoring and responding to building intrusion detection systems
- Monitoring alarms and fire detection equipment
- Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures
- Other specific tasks as required

Contractor shall provide appropriate and necessary management and supervision for all Contractor's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Contractor's rules and regulations, as well as any other policy established by the contracting parties.

Contractor shall develop a comprehensive set of Post Orders documenting both general procedures as well as site-specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by [Company] management with thirty (30) days from commencement of Contractor's services to [Company]. All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be tested during the on-the-job training (OJT) period, annually or more frequently during site inspections. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and [Company]'s standards.

Contractor shall agree to remove from the site, whenever required to do so by [Company], any employee considered by [Company] to be unsatisfactory or undesirable to [Company], subject to any applicable laws.

Contractor shall administer all billing relative to this contract. Contractor shall respond as necessary to accommodate additional duty hours as may be requested by [Company].

UNIFORMS AND EQUIPMENT

The Contractor shall furnish [Quantity] uniforms in the [Style] style to all security personnel. The uniforms should include nametags, duty belts, and [list other required equipment].

Uniforms will be of consistent color, appearance and in good condition. The uniform will only be worn when the officer is on official duty or in transit between residence and job site.

Equipment to be supplied by contractor should include: [specify equipment such as radios, tour watch systems, weapons, vehicles, etc. Be specific about types and quantity].

QUESTIONNAIRE

Contractor is to address the following subjects in the response. Please insert your text in the space following each section. Reference any attachments in the text and include printed copies of attachments at back of this document.

1. Company History and Organization

- Provide an overview of your company, including:
 - A brief history of the organization
 - Your mission/vision statement and values
 - Indicators of the size of the company (past year revenue, number of offices, approximate number of accounts, etc.)
 - A list of office locations that could be potentially providing services to [Company]
 - Ownership Status/Certifications: Women owned, Minority (what type), Disabled Veteran
 - Current business relationships with [Company]
- Provide proof that Contractor is licensed to do business in all areas covered by this RFP.
- What is your customer retention rate for the last three years? Specify as a percentage of your total business.
- Does your company have any pending litigation regarding contract disputes? If yes, please provide details of dispute.

2. Management Approach

- Please describe your management structure as it relates to this project including all account support personnel, their functions and responsibilities.
- Indicate by position or title the person who will have the overall responsibility for the [Company] account.
- Provide resumes or biographical information for management and the potential account manager.
- Submit an organizational chart depicting the structure of the local servicing office with all contact information including email addresses. Also include an organizational chart showing regional support, if any.

3. Personnel Selection Process

- Describe how recruitment and evaluation of potential security officers is accomplished.
- Specify the methods used for applicant background screening and how background checks are conducted.
- List the qualifications security personnel must have and the minimum criteria applicants must meet before being hired.

4. Development and Retention of Personnel

- Describe your succession planning and development of officers, supervisors and managers.
- Describe methods and initiatives designed to promote employee retention.
- Please provide information on security personnel turnover rates for the last three years.

5. Total Quality Management

- Outline administrative controls, plans and process to monitor and assure contract compliance of security services.
- What performance metrics, quality standards, and quality assurance measures does the Contractor have in place to monitor service?
- What means are used to assess customer satisfaction?

6. Invoicing

- Propose invoicing frequency and procedures.
- Describe how quickly you can credit and re-bill invoices with errors.
- Do you currently have a relationship with a financial institution that supports an electronic vendor payment service (i.e. EFT payments)?

7. Training Programs

- Describe in detail the training programs in place to support this project. Include the following:
 - Pre-assignment/orientation training
 - On-the-job, facility-specific or industry-specific training
 - Annual retraining and recertification
 - How training is delivered, for example, classroom, books, videos, eLearning, etc.
 - Advanced, personal development and/or continuing education
 - Promotional opportunities for officers
 - How you measure the success of your training program

8. Business Continuity

- Describe your ongoing business continuity/disaster plan.
- Describe in detail your implementation plan for this program and deployment of resources.
- Indicate time needed for full implementation.
- Describe your procedure to ensure 24/7/365 communication.
- Indicate if special rates would apply.

9. Insurance

- The successful bidder shall carry and maintain, with respect to any work or service to be performed at [Company] facilities, insurance written by a responsible insurance company, to provide for the following:
 - Workers' Compensation as required by applicable statute and Employer's Liability Insurance.
 - Commercial General Liability Insurance
 - Automobile Liability
 - Excess-umbrella Insurance, including terrorism coverage.
- Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for 30 days notification to [Company] in the event of cancellation, reduction in limits or changes in coverage.

10. Benefits Program

- Describe in detail all benefits offered to employees. Include holiday pay, vacations and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements. Please specify the following:
 - Medical / health insurance - indicate cost to the employee and coverage options for employee, employee and spouse and employee and family. Indicate any waiting periods and coverage levels and annual limits.
 - Dental - Indicate coverage waiting periods, monthly premiums and annual limits.
 - Vision - Indicate coverage waiting periods, monthly premiums and annual limits.

- Life insurance - Indicate amount provided at no cost to employee and any optional coverages available.
- Other benefits part of Contractor's standard benefits package.
- Outline any specific incentive and recognition programs made available to employees and explain how these programs are managed and if charges to [Company] will be incurred as a result of Contractor implementing these programs.

11. Transition Plan

- Submit a projected transition plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers and email addresses.
- Describe your proposed approach for communicating and obtaining needed cooperation from key stakeholders for the transition process.
- How would you determine which current employees would be retained versus which would be replaced.

12. References

- Provide at least three client references whose facilities are comparable in industry, size and scope to [Company]. Include client name, address, contact person and contact number and email.
- Provide one former client reference of similar industry, size and scope. Include client name, address, contact person and contact number and email.

13. Additional Capabilities

- Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.

PRICING

Some recommendations for your RFP Pricing section:

- Create a price sheet listing all cost items
- Specify base wages by post and rank or set a sample or "marker" wage for bidding purposes in order to be able to clearly compare service providers' proposed bill rates.
- Outline overtime, holiday and vacation pay procedures or ask for the Contractor's policy.
- Specify how billing rates are to be quoted.
- Explain how rates for equipment purchases such as vehicles are to be quoted. (It is best if these areas are separate from the hourly service rate.)

ATTACHMENTS

Some recommended attachments for an RFP include:

- Master Service Agreement for Contractor review. Request that Contractors provide exceptions to any portion of the RFP, or to any portion of the terms and conditions within the agreement.
- Request a copy of the Contractor's standard service agreement.
- Any forms your company requires to be signed by bidders
- A list of service locations if there are many
- General duties for each position if they need to be outlined detail