

Section I INTRODUCTION

The Memphis Health Center is seeking proposals from qualified Contractors to provide uniformed armed security service for The Memphis Health Center facility at 360 E. EH Crump Blvd., Memphis, TN 38126. This document is a Request for Proposal (RFP) for the services described below and does not obligate The Memphis Health Center 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.

The selection of the successful Contractor will be made based on The Memphis Health Center's evaluation and determination of the relative ability of each Bidder to deliver quality service in a cost-effective manner.

The following specific criteria will be evaluated and must be addressed in the proposal:

- 1 Company History and Organization
- 2 Management Approach
- 3 Personnel Selection Process
- 4 Development and Retention of Personnel
- 5 Total Quality Management Program
- 6 Cost Proposal and Invoicing
- 7 Training Programs
- 8 Value Added Features
- 9 Insurance
- 10 References

The Memphis Health Center is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. All of the Bidders must be duly licensed or otherwise have the ability to perform work in accordance with all governing local authorities and to the satisfaction of those authorities.

Section II SUBMISSION OF PROPOSALS

Responses to this RFP are due by 3:00 PM on July 10, 2017. Late submittals will be rejected. All proposals are to be sealed and addressed to the manager of the RFP process:

Contact name
Company
Address
City, State Zip
Phone
Fax
Email

Two copies of the proposal may mailed or delivered to the above address. Any questions regarding this RFP should also be addressed to the above individual. Contractors may not contact other executives, managers or employees of The Memphis Health Center without permission of the manager of the RFP process.

Section III CONTRACT TERM

The term of this contract shall be for a one year period unless terminated by either party with thirty (30) days written notice.

Section IV SCOPE OF SERVICES

This project includes approximately 30 hours of uniformed security service per week, allocated as follows:

Armed Security Services	HPW
Armed Security Services	15.00
Armed Security Services	15.00
Armed Security Services	00.00
Total	30.00

Contractor shall provide armed uniformed security services in and around The Memphis Health Center property per site specific schedule. Contract security personnel will provide a variety of service, implementing The Memphis Health Center'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 base building intrusion detection systems, alarms and fire detection equipment, responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.

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

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COMMENT (1): Add date and time for submission & service award

approved by The Memphis Health Center management with seven (7) days from commencement of Contractor's services to The Memphis Health Center. 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, annual 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 The Memphis Health Center's standards.

Contractor is responsible for the daily personal appearance of security personnel. Contractor shall provide seasonal uniforms and weather-appropriate protective clothing necessary to support continuous performance of contract requirements.

Contractor shall agree to remove from the site, whenever required to do so by The Memphis Health Center, any employee considered by The Memphis Health Center to be unsatisfactory or undesirable to The Memphis Health Center, within the limits of any applicable laws.

Contractor shall administer all cost accounting and billing relative to this contract.

Contractor shall respond as necessary to accommodate additional duty hours as may be requested by The Memphis Health Center.

Section V INSTRUCTIONS TO BIDDERS

Bidder 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 a brief company history, mission statement and organizational summary. Explain ownership (private or public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project.

2 Management Approach

Describe in detail how your firm will be organized to manage this project. Indicate by position or title the person who will have the overall responsibility for the Memphis Health Center account. Indicate the support staff available to this project manager by function. Bidder must supply an Organization Chart depicting the structure of the local servicing office and regional support.

3 Personnel Selection Process

Describe how recruitment and selection of security officers is accomplished. All personnel and supervision provided under this RFP must be thoroughly trained, experience and qualified to perform the work to which they are assigned.

Bidder shall have a documented employment process which shall include application, interview, and drug testing and background check phases. A written description of the Bidder's employment process and qualifications is to be included in the response.

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.

5 Total Quality Management Program

Outline administrative controls, plans and process to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.

6 Cost Proposal and Invoicing

Provide billing rates for each of the following:

- Security Officer
- Console Operator
- Shift Supervisor
- Account Manager

Include overtime policies, holiday policies and rates.

Propose invoicing frequency and procedures and applicable discounts. All invoices will clearly identified applicable job site coding in order to associate Contractor's actual costs with the Memphis Health Center's job site or job codes. Explain how discounts will be applied for different payment terms.

7 Training Programs

Describe in detail the training programs in place to support this project. Include the following:

- Pre-Assignment Training
- Job and Task Specific Training (OJT)
- Formal Continuous Training
- Annual Retraining and Recertification
- Supervisory Development Training (Describe the program that your company utilizes that leads to a professional credential for supervisors.)

Include the name, contract information (including email address) and qualifications of the local or regional trainer(s) who will conduct training and the manner in which your company documents training, paper records, online, web-accessible, etc.

8 Value Added Features

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

9 Insurance

The successful bidder shall carry and maintain, with respect to any work or service to be performed at the Memphis Health Center facilities, insurance written by a responsible insurance company with a minimum of \$1,000,000 of coverage 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 thirty (30) days notification to the Memphis Health Center in the event of cancellation, reduction in limits or changes in coverage.

10 References

Provide at least three (3) client references whose facilities are comparable in size, profile and security service hours to the Memphis Health Center. Include the company name, address, contact person and contact number.

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COMMENT [2]: Need to put insurance limits i.e. \$1,000,000

