

## **Sample RFP**

**[Your Logo]**

**[RFP Name]**

**[Bid #]**

[Company]

[Contact]

[Address]

[Telephone]

[E-mail]

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*Please note: This document serves as a Sample Request for Proposal (RFP), intended to be tailored to the unique requirements and specifications of your organization. It can be utilized as a valuable reference guide to articulate your organization's specific expectations and efficiently gather essential information from potential security service providers bidding for the project.*

# REQUEST FOR PROPOSAL

[Company] is seeking proposals from qualified Suppliers 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 Suppliers. 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 Supplier'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 "Supplier") 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.

# TIMELINE

Event	Date
[Company] launches RFP	[Date]
Suppliers submit intent to respond	[Date]
[Company] deadline for questions from suppliers	[Date]
[Company] answers all questions from suppliers	[Date]
<b>Proposal Due Date - Suppliers submit RFP responses</b>	<b>[Date] [Time and Time Zone]</b>
Proposal Evaluation Period	[Date] - [Date]
Supplier presentations for shortlisted bidders	[Date] - [Date]
Finalize Awards	[Date]
Service start date	[Date]

# PROPOSAL SUBMISSION AND QUESTIONS

Suppliers shall send their proposals via email to the **RFP Process Manager** for this event:

RFP Process Manager:  
 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.

# RFP QUESTIONS

Any questions regarding this RFP should be submitted via email to the RFP Process Manager by [Date]. Suppliers may not contact other employees, executives, or managers of [Company] without permission of the RFP Process Manager.

## EVALUATION CRITERIA

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

- Background, history and experience in performing requested services
- Capability to deliver integrated services to [Company] locations across North America
- Track record of innovation and ability to drive continuous improvement
- Technology, software and reporting capabilities
- Supplier's ability to customize training, vehicles and uniforms to meet [Company]'s requirements
- Ability to provide 24/7/365 customer support
- Cost savings and overall financial value
- References

[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 Suppliers and is in no way bound to award the work to one Supplier or to the lowest price response.

## RFP Proposal Response Format

- All responses to this RFP must be submitted in PDF format.
- [Responses must be no longer than [50] pages in length, including all attachments.]
- Responses are to be submitted [via email] to the RFP Process Manager no later than the RFP Due Date and Time specified.
- 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 locations] with a total of [total # of weekly hours] hours (HPW) of security service per week, allocated as follows:

Site - Location – City, State, Zip	Job Classification	HPW	Recommended Wage
[Site 1 - Philadelphia, PA 19151]	[Armed]	XX	\$XX.XX
[Site 2 - Philadelphia, PA 19151]	[Unarmed]	XX	\$XX.XX
[Site 3 - Philadelphia, PA 19151]	[Off-Duty Law Enforcement]	XX	\$XX.XX
[Site 4 - Philadelphia, PA 19151]	[Remote Video Guarding]	XX	\$XX.XX
[Site 5 - Philadelphia, PA 19151]	[Managed Video Services]	XX	\$XX.XX
[Site 6 - Philadelphia, PA 19151]	[Hardware Installation]	XX	\$XX.XX

[A list of service locations if there are many]

[General duties for each position if they need to be outlined detail]

[Supplier shall provide [unarmed/armed/off-duty law enforcement/remote video guarding/managed video services/hardware installation] security services in and around [#] of [Company] properties as otherwise indicated per site specifications listed above. 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 by site-specific post-orders, if applicable]*
- 24-hour remote video monitoring

## TRAINING, UNIFORMS, AND EQUIPMENT

### Training Requirements

[Insert Training Requirements Here]  
[CPR, De-escalation training, etc.]

### Uniform Requirements

The Supplier shall provide [uniform quantity] [uniform type] uniforms to all security personnel. The uniforms should include [nametags, duty belts, etc.], and [list other uniform requirements].

Uniforms will be of consistent [color] and [style] appearance and in good condition.

### Equipment Requirements

Equipment to be supplied by Supplier should include:  
[Specify equipment]  
[Be specific about site location, types and quantity].

### Vehicle Requirements

[Insert Vehicle Requirements here, by location, if applicable]

### Post-Orders

[Insert specific post-orders here, by position]

[Supplier will partner with [Company] to develop post-orders per position. Supplier 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 Supplier'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 if applicable.

Supplier shall ensure placement of professional security officers that meet or exceed both Supplier's and [Company]'s standards.

## QUESTIONNAIRE

### Instructions:

- Supplier is to address the following subjects and questions in the response.
- Please insert your responses in the space following the question in each section.
- Reference any attachments in the text and include copies of all referenced and/or requested attachments with your response.

## Company History and Organization

Provide an overview of your company, including:

- A brief history of the organization
- Your organization's mission, vision and values statement
- Briefly explain the services your company offers
- Indicators of the size of the company
  - Last year's revenue
  - Approximate number of client accounts
  - Number of employees
  - A list of office locations
- Ownership Status/Certifications: Women owned, Minority (if yes, what type), Disabled Veteran
- Please explain any current business relationships with [Company]
- What is your customer retention rate?
- Discuss your company's scalability methodology for large spikes in business.

## Account Management and Client Satisfaction

- Are you available 24 hours a day, seven days a week?
- Does your company provide account managers or dedicated personnel to clients? Please describe.
- 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 company.
- What means are used to assess customer satisfaction?
- If quality or service issues occur with security personnel performance, what is your approach for dealing with those issues?
- Describe your escalation process.

## Selection, Development and Retention of Personnel

- Describe your officer recruitment process and qualifications.
- Can your company customize training programs based on [Company] requirements?
- Describe 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.
- Describe your training programs, including pre-placement and on-site, and how guards will be trained to ensure full understanding of daily assignments.
- Please provide details on training that officers undergo to prepare them to be placed on a customer's site.

## Quality Management

- How do you monitor the daily activity, quality and ensure proper behavior of your guards?
- How do you replace guards when required?
- What performance metrics, quality standards, and quality assurance measures does the Supplier have in place to monitor service?
- What is your corrective action process to address any quality issues?
- Describe your company's quality assurance program.

## **Software, Technology and Reporting**

- Are there charges for the use of any additional technological applications that your company offers? Please explain.
- Describe your technology platform, if applicable.
- Will you provide an electronic timesheet process?
- Please detail your reporting capabilities incidents. Are they electronically captured and delivered to [Company]?
- Are you able to provide real time notification and reporting access for [Company]?
- How do you report metrics and what is the frequency of distribution?
- What information is included in metrics reporting?
- Provide examples of the reports that you would use to manage our program.
- What KPIs does your company employ to monitor overall quality performance and client satisfaction?
- Does your company support APIs? If so, please explain.

## **Invoicing**

- What steps are taken to ensure billing accuracy?
- 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)?

## **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
  - Cyber Liability
  - Management Liability
  - Include a sample Certificate of Insurance including limits with the response.

## **Transition Plan**

- Please provide a transition plan should you be awarded business including transition activities and timeline.
- Describe your proposed approach for collaborating with key stakeholders during the transition process.
- Explain how you would handle the retention of current security officers.
- Please describe any relevant setup/implementation costs.

## References

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

References can be expected to be contacted between [Date] – [Date] by the RFP Process Manager for this event.

## Additional Capabilities

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

## PRICING

RFP Pricing section recommendations:

- 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 Supplier'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

It is recommended to request the following attachments from suppliers:

- Master Service Agreement for Supplier review.
  - Request that Suppliers 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 Supplier's standard service agreement.
- Any forms your company requires to be signed by bidders