

02/12/2018

Security Service Company
Address
City, State Zip Code

Re: Request for Proposal

Dear Bidder,

Care Resource is seeking proposals from qualified Contractors to provide uniformed security service for Care Resource facilities at 1901 SW 1st Street in Miami, and 871 W Oakland Park Blvd in Fort Lauderdale. This document is a Request for Proposal (RFP) for the services described below and does not obligate Care Resource 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 Care Resource'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:

- Company History and Organization
- Professional Experience
- Team Qualifications
- Management Approach
- Insurance Coverage
- Applicable Licenses
- Cost Proposal and Invoicing
- Transition Plan
- References

Care Resource 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 to the satisfaction of those authorities.

Background of Care Resource

Care Resource is a Florida nonprofit public benefit corporation recognized by the Internal Revenue Service as a charitable, tax-exempt organization pursuant to section 501(c)(3) of the Internal Revenue Code. Care Resource was founded in 1998 with a defined mission to support the health of our diverse South Florida communities. Our main programs are Medical, Dental, Behavioral Health, Pharmacy, and Social Services.

Submission of Proposals

Responses to this RFP are due by 5PM on March 30, 2018. Late submittals will be rejected. All proposals are to be sealed and addressed to the Procurement Analyst of the RFP process:

Deborah Hernandez
Care Resource
3510 Biscayne Blvd
Miami, FL 33137
Tel. 305-576-1234
Fax 305-571-2020
dhernandez@careresource.org

Two copies of the proposal may be mailed, faxed or delivered to the information above. Any questions regarding this RFP should also be addressed to the above individual. Contractors may not contact other executives, managers or employees of Care Resource without permission of the Procurement Analyst, Controller or the manager of the RFP process.

Contract Term

The term of this contract shall be for a one (1) year period unless terminated by either party with thirty (30) days written notice. The first three (3) months of the contract are to be considered a trial period during which the contract may be terminated by Care Resource at any time if services are deemed to be not satisfactory. If the services provided are satisfactory, as determined by Care Resource, the Contract term will then continue through the expiration of the one year unless otherwise terminated by Care Resource with or without cause. In the event services are scheduled to end due to the expiration of this Contract, Care Resource may request the Contractor continue to provide services for a set period of time agreed to by both parties.

Scope of Services

This project includes approximately 104 hours of uniformed security service per week, allocated as follows:

Description of Site	Hours Per Week
1901 SW 1 st Street, Miami	52
871 W Oakland Park Blvd, Fort Lauderdale	52

Contractor shall provide unarmed uniformed security services in and around Care Resource properties during regular business hours, or as otherwise indicated per site specification. Contract security personnel will provide a variety of service, implementing Care Resource's security objectives according to policy and procedures which may include but is not limited to the following general tasks:

- entry and egress access control utilizing the Visitor Management System (VMS),
- roving patrols of interior and exterior building areas,
- visitor and building employee identification verification utilizing VMS,
- incident and daily operating reports,
- monitoring and responding to patient and employee disturbance pages;
- responding as necessary to safety duties as identified in standard operating procedures

Contractor shall provide appropriate and necessary management and supervision for Contractor's employees and shall be solely responsible for instituting and enforcing 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 general procedures as well as site-specific responsibilities. Standard Operating Procedures (SOPs) shall be prepared prior to commencement of the contract and must be reviewed and approved by Care Resource management with thirty (30) days from the commencement of Contractor's services to Care Resource. All security officers will be required to read and verify they understand the SOPs and at minimum, shall be tested during the On-The-Job Training 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 Care Resource's standards. Trainings should include onboarding and orientation plan for employees assigned as well as annual trainings in effective communication, customer service, de-escalation techniques, conflict resolution and disaster and emergency situations.

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. Security officers are prohibited from carrying weapons of any kind, including but not limited to: firearms, nightsticks, martial arts weapons or equipment, batons or any chemical agent spray or liquid.

Contractor shall agree to remove from the site, whenever required to do so by Care Resource, any employee considered by Care Resource to be unsatisfactory or undesirable to Care Resource, within the limits of any applicable laws. Contractor shall respond as necessary to accommodate additional duty hours as may be requested by Care Resource.

Eligibility to Submit

To be eligible to respond to this RFP, the Bidder must demonstrate the Contractor has sufficient capabilities, resources and experience to provide the services under this solicitation. Any Bidder that fails to meet all the following minimum qualification requirements may be noted as “NON-RESPONSIVE”. Those qualifications are as follows:

- The Bidder shall be licensed to do business in the State of Florida. Bidder must submit a copy of Florida Division of Corporations Sunbiz report with your company registered as active.
- The Bidder must be licensed in accordance with the requirements of Florida Statutes Sections 493.6301 through 493.631 and must submit proof of the requisite licensure. Bidder must submit copies of all applicable licenses.
- All guards assigned to Care Resource facilities must have a minimum of two (2) years of experience as a security guard working with diverse crowds, elderly persons and children of all ages.
- Guards assigned to Care Resource facilities must have, at a minimum, a Class “D” unarmed security guard license pursuant to Florida Statutes 493. Proposer must submit copies of all applicable licenses.

Proposal Content

In order to simplify the evaluation process and obtain maximum comparability, Care Resource requires that all responses to the RFP be organized in the manner and format described below:

- **Executive Summary**
Describe your understanding of the work to be performed and your ability to perform the work within the time frame provided.
- **Professional Experience**
Describe how and why your company is different from others being considered. This should include an explanation of the company’s philosophy, size, structure, and qualifications with serving organizations with a similar size and operations.
- **Team Qualifications**
Identify the specific staff who will be assigned to this engagement if you are successful in your bid. Provide their bios specifying relevant experience to the type of services requested. Also discuss commitments you make to staff continuity, including your staff turnover experience in the last three years. Bidder must certify that each security officer has received the training as described herein and in addition, it should provide a schedule for training, retraining and the schedule/frequency of those classes.
- **Approach**
Describe how your company will approach the proposed services, including the use of affiliates or staff from other locations, areas that will receive primary emphasis and the type of assistance that will be required from Care Resource. Also provide a Security Plan and Standard Operating Procedures and how these would be implemented at Care Resource.
- **Insurance Coverage**

The successful bidder shall carry and maintain, with respect to any work or service performed at Care Resource facilities, insurance written by a responsible insurance company, to provide for the following:

- Workers' Compensation as required by applicable statute
- Commercial General Liability Insurance
- Excess-umbrella Insurance
- **Applicable Licenses**
Submit copies of all applicable licenses and permits as described under the eligibility section of this RFP.
- **Fees**
Please provide a firm estimate of fees for the services to be provided. It has been Care Resource's practice for management to negotiate a fee for services each year prior to such services being rendered.
- **Transition Plan**
Provide a projected transition plan for implementation if awarded the contract to include tasks and time frames. This should include an initial risk assessment and plans for updating at least annually therein or as deemed necessary.
- **Client References**
Include a list of at least three (3) relevant clients for reference.

Please note, bidders are to respond to all information requested in this RFP. Brochures and advertisements will not be accepted in lieu of these requirements. A qualified proposal must address all items listed above.

Evaluation of Proposals

All proposals must include, and will be evaluated based on the following criteria:

- a) Evidence of the company's qualifications to provide services
 - Describe your qualifications and experience in providing past and present security services. Include any experience with health care centers.
 - Describe your procedures for supervision and accountability of security guards performing their assigned duties.
 - Provide a description of how you plan to cover the required hours and back-up plan for staffing in case of emergency, illness or vacations of assigned security guards.
 - Implementation timeline including Risk Assessment schedule, Standard Operating Procedures and Security Plan.
- b) Background and experience in providing security services.
 - Provide organization data, including size and structure of your company/firm, locations of any branch offices.
 - Provide detail on your internal security policy and procedures documenting any industry standards that you have adopted or follow.
- c) Statement of the company's understanding of work to be performed.
- d) Proposed fee structure for all services requested.

- e) Names of security guard supervisor/account manager and security guards who would be assigned to our facilities and their licenses. Training program schedule for employees.
- f) References and contact information from at least 3 comparable clients
 - Provide three (3) references. Bidder should include contact name, name of business, address, business telephone number and email address.

Proposals must be received by March 30, 2018. Send proposals to 3510 Biscayne Blvd, Miami FL 33137. Requests for additional information, questions, and coordinating visits to our offices should be coordinated through Deborah Hernandez, Procurement Analyst at the number listed below. Please return the completed proposal to her attention at the address provided. We would also appreciate a response if you decline to submit a proposal.

Key Contacts

Deborah Hernandez, Procurement Analyst	305-576-1234 x295 dhernandez@careresource.org
Walter Coll, Maintenance Supervisor	305-576-1234 x225, wcoll@careresource.org
Nichole Roberts, Quality Assurance Manager	305-576-1234 x212, nroberts@careresource.org

Sincerely,