



REQUEST FOR QUOTES SECURITY SERVICES

Section I Introduction

Workforce Alliance is seeking Quotes from qualified Contractors to provide armed uniformed security service for our New Haven American Job Center and Workforce Alliance administrative offices located at 560 Ella Grasso Boulevard, New Haven, CT 06519.

Workforce Alliance is a non-profit agency serving Youth and Adult job seekers in a 30-town region. Our center provides services to very diverse populations of all ages, ethnicities and socio-economic backgrounds. Most of our customers are unemployed or under-employed and seeking our career services to obtain economic stability. Approximately 15,000 customers access our services each year. Our New Haven location houses approximately 65 staff members in approximately 20,000 square feet of space. Please refer to our website for further information regarding our services and populations served at www.workforcealliance.biz

This document is a Request for Quotes (RFQ) for the services described below and does not obligate Workforce Alliance to accept responses from eligible Contractors. The RFQ 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 Workforce Alliance evaluation and determination of the relative ability of each Bidder to deliver quality service in a cost-effective manner. Successful candidates may be interviewed for final determination.

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

1. Company History and Organization
2. Management Structure/Organizational Chart
3. Personnel Selection Process
4. Development and Retention of Personnel
5. Cost Proposal and Invoicing
6. Training Programs
7. Insurance
8. Benefits Program
9. References

Workforce Alliance 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 QUOTES

RFQ is available for download at www.workforcealliance.biz, on **Monday, June 4, 2018**

After this RFQ is issued, only written questions will be accepted via email: info@workforcealliance.biz. Questions will be responded to via the website. It is a proposer's responsibility to check the website where modifications and corrections to the RFQ will also be posted. Workforce Alliance staff may not provide individual assistance for the writing or design of quotes; only technical questions may be answered.

Responses to this RFQ are due no later than **Monday, June 11, 2018 at 4:00pm**. The official time is determined by Workforce Alliance. No quotes will be accepted after this date and time. Timely delivery of quotes to Workforce Alliance is the sole responsibility of the proposer. All quotes are to be emailed to the manager of the RFQ process:

Christine Reardon
Workforce Alliance
560 Ella Grasso Boulevard
New Haven, CT 06519
Phone: 203.867.4030
Email: creardon@workforcealliance.biz

Contractors may not contact other executives, managers or employees of Workforce Alliance without permission of the manager of the RFQ process.

Section III 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.

Section IV SCOPE OF SERVICES

This project includes approximately forty (40) hours of armed uniformed security service per week, excluding holidays, inclement weather closures, delayed openings or early dismissals.

Contract shall provide armed uniformed security services in and around Workforce Alliance properties on an eight (8) hour per day, five (5) days a week basis. Contract security personnel will provide a variety of service, implementing Workforce Alliance'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, monitoring of consoles, roving patrols of interior and exterior building and parking areas, visitor and 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.

Contract 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 Workforce Alliance management within thirty (30) days from commencement of Contractor's services to Workforce Alliance. All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be tested annually or more frequently during site inspections.

Contract shall ensure hiring, training and administration of motivated and professional assigned employees that meet or exceed both Contractor's and Workforce Alliance'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 Workforce Alliance, any employee considered by Workforce Alliance to be unsatisfactory or undesirable to Workforce Alliance, 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 Workforce Alliance, including coverage during assigned staff paid time off.

Section V INSTRUCTIONS TO BIDDERS

Bidder is to address the following subjects in the response. Quotes must be prepared in accordance with the sequence of questions. Reference any attachments in the response and include printed copies of attachments at the back of the quote.

1. Company History and Organization

Describe ownership structure (private or public), number of years in operation, corporate office location, satellite locations and total number of employees.

2. Management Structure/Organization Chart

Indicate by position/title the person who will have the overall responsibility for the Workforce Alliance account and supervision of the assigned security personnel assigned to the post. 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. Bidder should detail the employment process including application, interview, drug testing and background check phases.

4. Development and Retention of Personnel

What is the typical duration of employment for your security personnel organization? Describe your procedure for providing coverage during planned and unplanned absences of assigned security personnel.

Please indicate whether armed security personnel are certified in the state of CT. If so, please specify certifications.

Please indicate whether armed security personnel have arresting authority.

Describe methods and initiatives designed to promote employee retention.

5. Cost Quote and Invoicing

Provide billing rates for each of the following (Include overtime policies, holiday policies and rates):

- Armed Security Officer
- Unarmed Security Officer
- Shift Manager
- Account Manager

6. Training Programs

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

- Pre-Assignment Training
- Formal Continuous Training
- Annual Retraining and Recertification

Include the agency name/program(s) used to support the above training.

7. Insurance

The successful bidder shall carry and maintain, with respect to any work or service to be performed at Workforce Alliance facilities, insurance written by a responsible insurance carrier, 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.

Please include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for thirty (30) days notification to Workforce Alliance in the event of cancellation, reduction in limits or changes in coverage.

8. Benefits Program

Please indicate whether your company provides *and helps subsidize* the following benefits for its security personnel:

- Medical/health insurance (site specific plan)
- Dental (site specific plan)
- Life Insurance (site specific plan)
- Paid time off (indicate number of days)
- Other:

9. References

Provide at least five (5) references whose facilities are comparable in size, profile and security service hours to Workforce Alliance. Include Company Name, address, contact person and contact number.

Section VI Terms and Conditions

Any organization receiving over \$750,000.00 in federal funds from Workforce Alliance and any other programs during their fiscal year must meet the Uniform Code requirements regarding the conduct of an annual audit. This audit must be available to Workforce Alliance at the end of the program/services in accordance with the time frames set forth in the Uniform Code at 2 CFR 200 et seq.

Proposers wishing to file a grievance with respect to this RFQ must utilize Workforce Alliance's grievance procedure which is available upon request. Grievances related to the selection process must be able to cite a violation of a rule, regulation or statute to support their grievance.

Funds are available pursuant Under the U.S. Department of Labor Workforce Innovation and Opportunity Act of 2014 and federal TANF legislation and state Jobs First Employment Services program requirements. With the submission of a quote, the selected Contractor agrees to comply with all the regulations and requirements of these laws.

Proposers agree to administer any funds received with safeguards against waste, fraud and abuse.

Proposers may not discriminate again, deny benefits to, deny employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, sexual orientation, disability, or political affiliation or belief.

Workforce Alliance reserves the right to reject any or all Quotes.

Contract awards will not be made solely based on score.

Funding is subject to availability and Congressional and State of Connecticut legislative rescission.