

## REQUEST FOR PROPOSAL TO PROVIDE UNIFORMED AND UNARMED SECURITY GUARD SERVICES AT THE EDISON 64 VETERANS COMMUNITY BUILDING

The 700 Somerset Partners LP (Somerset Partners) is seeking proposals from qualified contractors to provide uniformed security service for the Edison 64 Veterans Community (Edison 64) building at 700 West Somerset Street, Philadelphia, PA. Edison is 66 units of affordable general occupancy rental housing for low-income households with a veteran's preference, plus approximately 15,000 square feet of offices providing supportive services to the building's residents.

This document is a Request for Proposal (RFP) for the services described below and does not obligate the Somerset Partners to accept responses from eligible contractors. The RFP establishes minimum requirements a bidder must meet 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.

Somerset Partners may, at any time, terminate the Contract for the owner's convenience and without cause.

### CONFIDENTIALITY

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

### PROPOSAL SUBMISSION AND QUESTIONS

Contractors shall send their proposal in PDF format via email or deliver one electronic copy (PDF Format) and one hard copy of their proposal to:

Veterans Multi-Service Center  
Attention: Kathleen Salerno  
Phone: 215.238.8053  
Email: [Kathleen.Salerno@vmcenter.org](mailto:Kathleen.Salerno@vmcenter.org)  
Address: 700 W Somerset Street, Philadelphia, PA 19133.

Responses to this RFP are due by **3:00 pm on January 27, 2021**. Late submittals will be rejected. The Somerset Partners will not assume any expense incurred by Contractor in preparation of the response to this RFP

The Following are key dates for this proposal:  
Somerset Partners may, at its discretion, modify these dates.

Action	Date
Issue RFP	12/30/2020
Bid Tour / Walkthrough	01/13/2021
Submission of Written Questions	01/15/2021
Written Response to Questions	01/20/2021
RFP Proposals Due	01/27/2021
Evaluation of Proposals	02/04/2021
Contract Award Notice	02/22/2021

## QUESTIONS

Any questions regarding this RFP should be submitted via email to the above individual by January 15, 2021. Contractors may not contact other directors, executives, managers, or employees of the Somerset Partners without permission of the manager of the RFP process.

## EVALUATION CRITERIA

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

- Background, qualifications, and experience in performing requested services
- Adequacy and completeness of the proposal
- Benefits package offered to employees
- Track record of innovation and ability to drive continuous improvement
- Contractor's values
- References
- Best financial value
- Implementation plan

Somerset Partners 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 one-year period, with an automatic renewal clause, if the contractor has met Somerset's, task, conditions, and standards requirements. The contract may be terminated for cause or convenience with thirty (30) days written notice. Services are to commence on **Monday, March 1, 2021**

Contractor shall provide up to two unarmed uniformed security guards as set forth on a specific schedule in and around Somerset Partners property on a 24 hour-a-day, 7 day-a-week basis. Contract security personnel will provide a variety of service, implementing Somerset Partner'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

This project includes uniformed security service per week, allocated as follows:

#### **Officer Working Schedule/Hours**

- **7AM – 3PM (Monday to Friday)**
  - One (1) unarmed Guard
- **7AM – 3PM (Saturday - Sunday)**
  - One (1) unarmed Guard
- **3PM – 11PM (Seven Days a Week)**
  - Two (2) unarmed Guards
- **11PM – 7AM (Seven Days a Week)**
  - Two (2) unarmed Guards

Security staff is required to check employee and visitor identification and maintain a sign-in of all visitors, time, date, floor, and reason for visit at Edison 64. The guards' desk has several cameras that are to be monitored 24/7 of the property grounds. A "Daily Log" must be maintained for all events, issues, and concerns, which is reviewed daily by each shift member. The evening and weekend officers are required to walk the property hourly and note areas that need property management attention; this includes mechanical closets, supportive service offices, and perimeter. The officers are expected to be trained and knowledgeable of fire drill procedures, CCTV equipment, and fire alarm systems.

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 Somerset Partners management within ten (10) days from commencement of

Contractor's services to Somerset Partners. Post Orders will be reviewed on a quarterly basis. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and Somerset Partners s standards. Contractor shall agree to remove from the site, whenever required to do so by Somerset Partners, any employee considered by Somerset Partners to be unsatisfactory or undesirable to Somerset Partners, 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 Somerset Partners.

## **UNIFORMS AND EQUIPMENT**

The Contractor shall furnish uniforms to all security personnel. Uniforms should include nametags and 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:

- Two-Way Radios
- Flashlights
- Utility Belts
- Hand-held detectors/scanners
- Daily Log Journals

An onsite cell phone should be included in each proposal and cost for overtime services. Workstations, onsite computers, and email addresses will be provided by building owner.

## **QUESTIONNAIRE**

Contractor is to address the following subjects in its response. Reference any attachments in the text and include printed copies of attachments at back of this document.

Page limit: 3 pages (attachments to the proposal do not count towards this page limit).

If submitting via email or an electronic copy, all attachments must be in PDF format.

### **1. Company History and Organization**

- What is the legal name of the provider company?
- Does the provider company do business under any name other than its legal name? If so, what is that name?
- If the company is public, where does the company trade and under what stock symbol?
- If the company is private, who are the top three principal owners and what is the ownership percentage of each?
- A brief history of the organization including the year your company was established
- An overview of all services the company provides and its structure
- Your mission/vision statement and values
- Indicators of the size of the company (past year revenue, number of offices, approximate number of accounts, etc.)
- In what state is your company incorporated?
- A list of office locations that could be potentially providing services to Somerset Partners
- Does your organization outsource any activities to third parties? If so, list any third parties employed and describe the functions they perform. Describe the contractual arrangement with the third party.
- Indicate by position or title the person who will have the overall responsibility for this account.
- Ownership Status/Certifications, if applicable (i.e. women owned, Minority, Disabled, Veteran business).

- Does your company have any local or national industry/professional affiliations?
- What security or legal organizations is your company affiliated with or a member of?
- Any local, state and/or national industry/professional licenses (i.e. ASIS, ATAP, FBINA or IACP)?
- Please provide a full description of your background procedures as they pertain to your regular employees and security officers.
- Does your company have a 24/7 dispatch, operations, or customer service center?
- List any current business relationships with the Somerset Partners or any of its respective directors or employees
- Does your company have any pending litigation regarding contract disputes? If yes, please provide details of dispute.
- Has your company ever filed bankruptcy?
- Is your company currently contemplating mergers or acquisitions?
- Are employees charged for uniforms or their maintenance? If yes, describe.
- Does your organization participate in any unions? If so, please describe.

## **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 Somerset Partners account.
- Submit an organizational chart depicting the structure of the local servicing office with all contact information including email addresses.

## **3. Personnel Selection Process**

- Is your company willing to coordinate with Somerset Partners on selection of staff working at Edison 64 including potentially hiring tenants of the facility?
- 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.
- What is your customer retention rate for the last three years? Specify as a percentage your total business.

## **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.

## 9. Insurance

The successful bidder shall carry and maintain, with respect to any work or service to be performed at Edison 64, 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 including coverage for contractual liability, property damage, personal injury, and bodily injury with minimum limits of \$2,000,000 per occurrence, including injury or death to any person
- Public Liability Insurance with a minimum limit of \$2,000,000 per occurrence, including injury or death to any person
- Excess-umbrella Insurance, including terrorism coverage

- The bidder's insurance must list Veterans Multi-Service Center Edison, Veterans Multi-Service Center, 700 Somerset Partners LP, Orens Somerset LP, and Mosaic Development Partners, LLC
- Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for 30 days notification to the Somerset Partners 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, sick leave, direct deposit, and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements.
- Please specify the nature of your medical, dental, vision, and life insurance plans generally and include with your bid a copy of your medical, dental, vision, and life insurance plan documents for your employees that would be working at Edison 64.
- Please describe any other benefits offered to employees.
- Are there any periodic pay increases for assigned personnel? If so, what is the dollar impact on the bill rate (if any)?
- Are there any other financial incentives that the vendor provides?
- Are there any other non-financial incentives that the vendor provides (recognition, unique training opportunities, advancement, etc.)?
- Please include initiatives to minimize turnover at the Edison 64.

## **11. References**

Provide at least two (2) references from large employers (250 or more employees) for whom you provide these services. At least one (1) reference from a commercial property management real estate firm is preferred.

## **12. Additional Capabilities**

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

## **13. Transition Plan**

Submit a projected transition plan for implementation if awarded the contract to include tasks, timelines, and a list of all individuals assigned to your transition team.

- Describe your approach for communicating and obtaining needed cooperation from key stakeholders for the transition process.
- How would you coordinate with Somerset Partners regarding the selection of staff working at Edison 64?

## **PRICING**

Please provide detailed pricing for the scope of work proposed based including hourly rates.



Category line items should include the following:

- Administrative Costs
- Training & Uniform Fees
- Account Management
- Salaries
- Benefits

### **SOMERSET PARTNERS DIVERSITY STATEMENT**

Somerset Partners believes in providing equal opportunity to all business enterprises to participate in all aspects of the Somerset Partners contracting and purchasing programs without regard to race, creed, age, sex, national origin, ethnic identity, physical or mental disability, veteran status, marital status, economic status, religion, sexual orientation, gender identity or expression, or any other legally protected basis.

Recognizing that some individuals, groups and business enterprises, including Minority Business Enterprises, Women Business Enterprises, Disability-Owned Business Enterprises, LGBT-Owned Business Enterprises and Veteran-Owned Businesses, have not historically received opportunities to participate equally in contracting opportunities and to ensure and reaffirm the Somerset Partners continuing commitment to progress and succeed in achieving the goal of equal opportunity, Somerset Partners is committed to the goal of enhancing economic opportunities for Diverse Businesses.

Somerset Partners recognizes that its continued success requires the highest quality of supplies and services offered through its vendor selection. To that end, the Somerset Partners will make every good faith effort to identify and utilize Diverse Businesses.

A Bidder that is a Diverse Business may establish its qualification by providing to the Somerset Partners:

- Its certification status from a federal, state or local governmental agency; or
- Documentation that would enable Somerset Partners to verify that the vendor qualifies.

This third method is designed to cover those vendors who are easily verifiable, such as sole proprietorships, small partnerships, closely held corporations and small company that do not engage in significant government business or do not have the resources to seek a governmental or third-party certification. Somerset Partners will provide minorities, women, persons with disabilities, LGBT persons and veterans equal opportunity to participate in all aspects of contracting and purchasing programs, including but not limited to participation in procurement contracts for materials, supplies and equipment, and contracts for construction. Somerset Partners will not discriminate against any person or business enterprise on the basis of race, color, ethnic identity, sex, creed, age, national origin, physical or mental disability, veteran status, marital status, economic status, religion, sexual orientation, gender identity or

expression, or any other legally protected status, and will conduct its contracting and purchasing programs so as to prevent such discrimination.

It is not the policy of Somerset Partners to provide information or other opportunities to Diverse Businesses that will not be available to all other business enterprises. It is the intent of this statement to establish procedures designed to assure Diverse Business access to information and opportunities available to other business enterprises. Somerset Partners intent is to widen opportunities for participation and to increase competition.

Somerset Partners will award its contract without regard to race, religion, color, ethnic identity, creed, national origin, sex, age, physical or mental disability, veteran status, marital status, economic status, sexual orientation, gender identity or expression, or any other legally protected status. Somerset Partners will award its contract to the bid that best meets the requirements of the Somerset Partners as outlined in this request for proposal. Somerset Partners is not bound to accept the lowest offer, or any tender submitted.

#### **DEFINITIONS**

- “Disability-Owned Business” means a business enterprise which is Owned and Operated by one or more persons with disabilities.
- “LGBT-Owned Business” means a business enterprise which is Owned and Operated by one or more gay, lesbian, bisexual, or transgender (“LGBT”) persons.
- “Minority Business Enterprise” means a business enterprise which is owned and Operated by one or more of the following ethnic minority groups: African American, Hispanic/Latino, Asian American / Pacific Islander and Native American.
- “Owned and Operated” means (1) the business enterprise is at least 51% owned by a person or persons within one of the respective diversity groups, or in the case of any corporations, limited liability companies or partnerships, at least 51% of the voting stock or interests, as applicable, is owned by a person or persons within one of the respective diversity groups and (2) the management and daily business operations of the business enterprise are controlled by a person or persons within one of the respective diversity groups.
- “Women Business Enterprise” means a business enterprise which is owned and Operated by one or more women.
- “Veteran-Owned Business” means a business enterprise which is Owned and Operated by one or more veterans.