

**REQUEST FOR PROPOSAL (RFP)
For
Security Guard Services**

**Release Date: August 20, 2019
Submission Deadline: September 12, 2019**

Issued by:

**Educational Alliance
197 East Broadway
New York, NY 10002**

Confidentiality Statement: *By responding to this Request for Proposal (RFP) the Vendor agrees to keep confidential all information, whether written or verbal, concerning the business and affairs of Educational Alliance which it has received or obtained as a result of the information supplied in this RFP, or in discussion relating to it, except any such information which is in the public domain. This condition shall apply equally to any sub-contractor or partner consulted by the Vendor and it shall be the Vendor's responsibility to ensure that any sub-contractor or partner abides by the terms of this RFP.*

Table of Contents

1. Introduction and Background	page 3
2. Proposal Submission Requirements	page 4-5
3. Vendor Information, Requirements and Pricing	page 6
4. RFP Terms and Conditions	page 7-8

Attachments

A. Requirements	page 9-10
• Coverage	
• General Specifications	
• Guard Responsibilities/Duties	
B. Additional Vendor Response	page 11
C. Pricing	page 12
D. Vendor Questionnaire	page 13-14

1. Introduction and Background

1.1. Educational Alliance Profile

Educational Alliance brings together and partners with diverse communities in Lower Manhattan, offering individuals and families high-quality, multi-generational programs and services that enhance their well-being and socioeconomic opportunities. We are the town square for the Lower East Side, a place where everyone is welcome and where progress is powered one relationship at a time. We are proud of our legacy as a Jewish organization and we provide high-quality, transformational services and programs to all New Yorkers through our network of community centers on Manhattan’s Lower East Side and East Village. As we have for 130 years, we offer best-in-class programming—now across 15 sites—focusing on a mix of education, health and wellness, arts and culture, and civic engagement. Educational Alliance’s network of community centers includes the 14th Street Y, the Center for Recovery and Wellness, the Manny Cantor Center, the Sirovich Center, and Educational Alliance Community Schools.

1.2. Purpose of This Request for Proposal

This Request for Proposal (“RFP”) is intended to solicit information and proposals from qualified Vendors capable of meeting Educational Alliance requirements for Unarmed Security Guard Services for three (3) locations in New York City, listed below:

14th Street Y
344 East 14th Street
New York, NY 10003

Security Guard coverage required:
Monday-Friday 5:30 AM to 11:30 PM
Saturday and Sunday 6:30 AM to 11:30 PM

Center for Recovery and Wellness
25 Avenue D
New York, NY 10009

Security Guard coverage required:
Monday-Friday 8:00 AM- 8:00 PM
Saturday and Sunday 11:00 AM to 7:00 PM

Manny Cantor Center
197 E Broadway
New York, NY 10002

Security Guard coverage required:
Monday-Friday 5:30 AM to 10:00 PM (Parks patrol also required in area parks for pre-school children when school is in session)
Saturday and Sunday 6:30 AM to 9:00 PM

Breakdown of requirements and current coverage is specified in Attachment A

2. PROPOSAL SUBMISSION REQUIREMENTS

2.1. Proposal Response Process

You must indicate your intent to submit a proposal no later than 5:00 PM Eastern Time on August 26, 2019 by e-mailing the contact listed below with your intent to submit a Proposal.

RFP Contact:
Susan Feiner, Consultant
Email: Sfeiner@edalliance.org

2.2. Written Response to RFP

The Proposal must be submitted via e-mail to the contact above on or before 5:00 PM Eastern Time on September 12, 2019. Proposals submitted after the due date may be rejected by Educational Alliance. A hard copy of the proposal is not required.

Where information must be provided in narrative form, please structure your response to be as clear and concise as possible. Please reference RFP sections and attachments in your response.

If your company believes there is additional information that has not been requested in the RFP, but is relevant to our needs, please include that information and provide an explanation as to its relevance within **Attachment B- Additional Vendor Response**. This is where you would also indicate any related or substitute goods/services you would like to tell us about (i.e.- remote security monitoring services, consulting and investigative services, etc.)

Educational Alliance is always interested in exploring any reasonable suggestions/alternative approaches that your company believes would improve quality or be more cost effective. Any alternative approaches included in your proposal should note specifically that they are alternatives and cite the specific requirements to which they are alternatives. You are encouraged to submit alternatives, however, please note that our review of any alternative information is contingent upon your company having submitted complete information in response to this RFP in the format specified.

2.3. Timeline/Key Dates

Vendors must submit a soft copy proposal by no later than 5:00 PM Eastern Time, September 12, 2019. Additional timeline and key dates are as follows (subject to change):

August 20, 2019	RFP Published and Available
August 26, 2019	Intent to Participate due to Educational Alliance
August 29, 2019	Bidders Conference Call
September 12, 2019	Proposal Delivery deadline
October 2, 2019	Vendor Presentations (shortlisted vendors)

2.4. Contact for Issues and Information Requests

All inquiries concerning this RFP and/or requests for additional information must be directed to the RFP Contact listed in section 2.1.

Any attempt to discuss or inquire about this RFP with Educational Alliance personnel without coordinating with the RFP Contact, will be considered failure to comply with the instructions of this RFP and will be grounds for disqualification from further participation in the process.

2.5. Confidentiality

The terms of this RFP and all other information provided by us in connection with this are to be treated by your company as strictly confidential and proprietary. Such materials are to be used by your company solely for the purpose of responding to this RFP. Access to this information shall not be granted to third parties except upon prior written consent of Educational Alliance and upon written agreement of the intended recipient to treat the same as confidential.

2.6. This RFP is not an offer to Contract

This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific Educational Alliance requirements and an invitation to recipients to submit a response addressing such requirements. Issuance of this RFP, your preparation and submission of a response, and the subsequent receipt and evaluation of your response by Educational Alliance do not commit Educational Alliance to award a contract to any bidder even if all requirements stated in the RFP are met. Educational Alliance reserves the right to make no selection and enter into no agreement as a result of this RFP. Only the execution of a written agreement between Educational Alliance and a Vendor will obligate Educational Alliance in accordance with the terms and conditions contained in such agreement. Your response to this RFP constitutes an offer to do business on the terms stated in your response.

2.7. Incurred Expenses and Property Rights

This RFP does not commit or obligate Educational Alliance to pay any expenses incurred by you in the preparation of your response. All such expenses are solely at the risk of the respondent. By submitting your response, you agree that all response to this RFP shall become the property of Educational Alliance.

2.8. Information Effectiveness Period

Your information must be firm for a period of ninety (90) days from the specified deadline for submittal of Proposal.

2.9. Selection Process

A review team will be assembled by Educational Alliance to evaluate all Proposals. The team members will evaluate each Proposal based upon their understanding of how the Proposal meets the objectives and satisfies the service requirements. Each Proposal will be evaluated relative to selected, weighted criteria.

Criteria that will be considered will include but not be limited to:

- Qualifications of Personnel
- Cost
- Quality of Service
- Employee Training
- Experience and Depth of Organization

Educational Alliance reserves the right to utilize contractors, consultants and/or legal advisors in connection with the review and evaluation of the Proposal.

3. VENDOR INFORMATION, REQUIREMENTS & PRICING

3.1. Vendor Questionnaire

Attachment D specifies what we would like to understand about your company, and your approach to Security Services. Please be concise and thorough in your responses as this will be used as a significant part of our evaluation process. If you are invited to make an on-site presentation, you will have an opportunity to provide more detail during the discussion

3.2. Proposal Requirements

Requirements and scope of service are detailed for you in Attachment A. Please review and ensure that you consider all requirements in your proposal.

3.3. Contract Terms

In your response please submit your contract terms and conditions for our review. If you have a contract template, include that in your submittal. Please ensure that termination for convenience and wind down/transition services are included in your documentation.

3.4. Insurance

Vendor will be required, at its expense, to provide appropriate Workers' Compensation coverage for its security guards and personnel assigned to Educational Alliance at limits imposed by statute. Vendor will also be required to maintain Comprehensive General Liability coverage and must provide proof of appropriate limits.

3.5. Pricing

Attachment C outlines our request for detailed and complete pricing for the proposed services. Price quotations must remain firm for at least 90 days from the date of submission. The Vendor must agree to extend this time period while the parties are engaged in contract negotiations. Prices must cover all the service elements from the applicable parts of this RFP. All one-time and recurring costs and any underlying assumptions on the part of the Vendor must be clearly and fully disclosed.

It is our expectation that pricing will remain firm for the duration of a three (3) year agreement. Any requests for price adjustments by the Vendor, for any reason, must be submitted in writing and agreed to by Educational Alliance.

Please note that pricing requested on **Attachment C** is for Unarmed Guards. We are also interested in your ability to provide Armed Guards should the need arise. Please include that information, as well as your pricing if applicable, in **Attachment B- Additional Vendor Response**.

4. RFP TERMS & CONDITIONS

4.1. Use and Disclosure of Information

Educational Alliance reserves the right to use the Proposal and any information submitted in response to this document in any manner it may deem appropriate in evaluating the fitness of the services proposed. Materials submitted that are considered confidential or proprietary must be clearly marked as such. If confidentiality cannot be afforded, you will be notified and will be permitted to withdraw the Proposal. If you need to disclose any content of the information within the RFP to a third party in order to prepare your proposal, contact the RFP Contact.

4.2. Acceptance or Rejection of Proposal

Educational Alliance reserves the right to reject, for any reason, the Proposal, in part or in its entirety, to waive technicalities or irregularities, and to accept any Proposal. Educational Alliance also reserves the right to permit or reject late or incomplete Proposals at its sole discretion. The acceptance of any Proposal shall not in any way cause Educational Alliance to incur any liability or obligation to you financial, or otherwise. Acceptance does not obligate Educational Alliance to enter into an Agreement with the selected vendor.

4.3. Liability

Under no circumstances will Educational Alliance incur any liability or obligation, financial or otherwise, to you directly or indirectly related to the issuance of or the receipt of Proposals in response to this RFP, even if Educational Alliance elects not to complete the RFP selection process or eliminates a vendor from the RFP process for any reason. Educational Alliance shall not reimburse or in any way compensate you for any expenses incurred directly or indirectly in connection with the Proposal.

4.4. RFP Right to Amend

This RFP outlines the scope and requirements of the engagement that will satisfy Educational Alliance's requirements. Educational Alliance, however, reserves the right to add, delete, or amend the scope or any requirements or terms of the RFP at any time during the RFP or evaluation process, by providing you the details of the changes in writing. Once provided, you will be given a specific timeframe in which to provide written responses or alternatively choose to withdraw from the RFP process. Educational Alliance reserves the right to withdraw the RFP or stop selection process at any time, but in such circumstance Educational Alliance will notify you.

4.5. Contract Negotiation and Award

Educational Alliance reserves the right to execute any of the following options:

- Issue no contract award for any of the services described within this RFP.
- Award all services to one Vendor.
- Issue contract awards for any combination of services and Vendors, and/or elect to retain portions in-house

Educational Alliance is not obligated:

- To award the business based on the lowest price
- To reveal the basis for contract award or to provide any information to Vendors relative to the evaluation or decision-making process.

All participating Vendors will be notified of Proposal acceptance or rejection. Any acceptance of a Proposal is contingent upon the execution of a written contract and Educational Alliance shall not be contractually bound to any Vendor prior to the execution of such written contractual agreement.

4.6. Publicity

Any publicity giving reference to this project, whether in the form of press releases, brochures, photographic coverage, or verbal announcement, shall be allowed only with specific written approval from Educational Alliance's Director of Communications or its General Counsel.

Attachment A- Requirements

Proposal responses will be considered acceptance of these requirements unless expressly stated otherwise

You are being asked to provide pricing based on our current Security Guard coverage indicated below. We are highly interested in your ideas on how you would support our account given general service expectations and guard responsibilities. We may ask you to present alternative proposals based on the bidder's conference, walk through (if deemed necessary) and vendor presentations.

14th Street Y

344 East 14th Street
New York, NY 10003

Security Guard coverage:

124 weekly security guard hours

Monday-Friday 5:30 AM to 11:30 PM (18 hours x 5 days)

Saturday and Sunday 6:30 AM to 11:30 PM (17 hours x 2 days)

Center for Recovery and Wellness

25 Avenue D
New York, NY 10009

Security Guard coverage:

76 weekly security guard hours

Monday-Friday 8:00 AM- 8:00 PM (12 hours x 5 days)

Saturday and Sunday 11:00 AM to 7:00 PM (8 hours x 2 days)

Manny Cantor Center

197 E Broadway
New York, NY 10002

Security Guard coverage:

216 weekly security guard hours

Monday-Friday (160 hours) 5:30 AM to 10:00 PM

- 5:30 AM to 1:30 PM (8 hours x 5 days)
- 6:00 AM to 2:00 PM (8 hours x 5 days)
- 2:00 PM to 10:00 PM (8 hours x 5 days)
- 2:00 PM to 10:00 PM (8 hours x 5 days) These 40 hours are filled by a Fire and Life Safety Director (FLSD) security guard

Saturday and Sunday (56 hours) 6:30 AM to 9:00 PM

- 6:30 AM to 1:30 PM (7 hours x 2 days)
- 7:00 AM to 2:00 PM (7 hours x 2 days)
- 2:00 PM to 9:00 PM (7 hours x 2 days)
- 2:00 PM to 9:00 PM (7 hours x 2 days)

Parks Patrol Security Guard coverage:

20 weekly security guard hours

Monday-Friday 9:00 AM to 1:00 PM -- playtime in area parks for pre-school children when school is in session

***Fireguard coverage is ad-hoc, as required, at all locations**

General Service Specifications

- Guards will need to be equipped with uniforms, provided by Vendor, that foster a professional consistent appearance, to be worn properly cleaned and pressed while on sites
- All Security Guards always shall be properly groomed, mentally alert, emotionally sound, capable of exercising good judgment, implementing instructions and assimilating necessary specialized training.
- Educational Alliance reserves the right, at its sole discretion, to require the Vendor to remove any Guard for any lawful reason and request a suitable replacement from Vendor
- All training costs will be paid for by the Vendor. Vendor will regularly refresh training for Guards to continually improve skills and ensure optimal ability to keep the building safe
- Vendor is responsible for the hiring and training of all Guards, including any replacement of existing Guards
- Vendor will be responsible for conducting criminal background checks, and for certifying that there is nothing revealed by such background checks of said Guards that would create a reasonable doubt about the utilization of same for services in a safe manner and with proper regard for the security of Educational Alliance and its employees, customers, vendors and other third parties.
- Educational Alliance is a drug-free workplace and all Security Guards must comply with that policy.
- In the event of an emergency, as determined by Educational Alliance, including but not limited to civil disorder and natural disaster, Vendor must use its best efforts to immediately provide additional Security Guards as may be required to maintain effective security at facilities.
- Ensure all Security Guards observe and comply with all Educational Alliance rules, policies, regulations, procedures at the facilities.
- Provide comprehensive benefits for each Security Guard
- Guards will not carry weapons of any kind
- Provide pro-active and detailed communication and/or notification around lateness and no-shows to ensure business continuity

Guard Responsibilities/Duties- requirements and frequency may vary by location, but general expectations are indicated below

- Notify Educational Alliance of any hazards, safety violations or other conditions that warrant an unsafe condition
- Inspection of people and property when deemed necessary according to Educational Alliance procedures
- Incident Reporting- Guards are required to follow Educational Alliance policies as it relates to calling 911 and writing incident reports as needed
- Conduct “rounds” as required at each location to ensure a safe and secure environment
- Guards will administer the sign-in/badge-in policies as set at each site.
- On an ad-hoc basis, Guards may be required to work with event organizers to “wand-in” and inspect bags of special event participants.
- Guards will provide phone coverage as prescribed at each site. This will include answering incoming calls to the Security Guard phone extension at the front desk and back-up to Educational Alliance staff for answering calls to the main phone number.
- Guards should be able to effectively manage and defuse client/guest situations with demonstrated customer service skills, and use of force, if needed.
- Follow established procedures for emergency situations (i.e.- lost child, lockdown, active shooter, etc.)
- Guards will follow all procedures, post orders for security daily operations specific to locations, and training set forth by Educational Alliance and agreed to by the Vendor

Attachment B- Additional Vendor Response

Provide additional information or alternative pricing/service delivery models to be considered in this RFP response.

Attachment C- Pricing

Pricing should be based on coverage and requirements detailed in **Attachment A**. Be sure to include all levels and positions that you are proposing for our account. Pricing should be itemized in the format below, by each location. Titles in position column are examples only to illustrate required format and information. Please include any additional positions you propose. Either Excel or Word is acceptable for your submittal. Our expectation is that there will be consistency in pay rates and mark-ups across locations. Proposed differences should be explained. Any alternative pricing models/structure should be submitted in **Attachment B** as **Additional Vendor Response**.

Rates should be inclusive of:

- Payroll taxes and insurance
- Training for Guards (inclusive of new Guard, on-site training/orientation)
- Paid vacation
- Uniforms
- Background screening
- Drug testing
- All benefits (including Life and Disability insurance)
- Overhead and profit

Manny Cantor Center

Position	Hourly Pay Rate	Mark-up	Hourly Bill Rate	Number of hours per week	Total cost per week	Holiday/Overtime Bill Rate
Security Guard						
Fire Safety Director						
Fire Guard						

14th Street Y

Position	Hourly Pay Rate	Mark-up	Hourly Bill Rate	Number of hours per week	Total cost per week	Holiday/Overtime Bill Rate
Security Guard						
Fire Guard						

Center for Recovery and Wellness

Position	Hourly Pay Rate	Mark-up	Hourly Bill Rate	Number of hours per week	Total cost per week	Holiday/Overtime Bill Rate
Security Guard						
Fire Guard						

Additional Costs

Description	One Time or Recurring	Cost	Comments

In addition to pricing requested above, please:

- Describe your policies around overtime (i.e.- advance notice for change of schedule)
- Indicate what holidays you recognize that require holiday pay

*Fireguard requirement will be ad-hoc at all locations. Please provide rates, hours are not required.

Attachment D- Vendor Questionnaire

Please ensure responses and documentation are complete and included in your proposal submittal.

Organization Information- provide detailed information, including financial reporting as appropriate, that will detail your company profile, organization, shareholders, portfolio of applicable products and services and financials. Information should include:

- Address and telephone number of your main office, and relevant branch offices for this proposal.
- Type of entity, date of founding, number and location of offices, principal lines of business, number of employees, and any other pertinent data.
- Disclosure of conditions (i.e.- bankruptcy, pending litigation, planned office closures, impending merger) and organizational conflicts of interest that may affect the ability to perform contractually.
- Certification that the firm is not debarred, suspended, or otherwise declared ineligible by the federal government.
- Financials i.e.- D&B report, gross and net revenue, evidence of financial viability and stability.

Account Management- describe the way you would manage our account. Include specifics around managing our contract, sites, guards and after-hours issues. Include your approach to day-to-day scheduling issues, performance issues and contractual issues.

- Identify key personnel from your organization that would be assigned to our account. Include a brief description of their qualifications. Designate a project manager who would provide day-to-day direction of required work.

Implementation- describe your approach implementation/transition plan should you be selected as a new provider for our organization

Customer Service- describe your customer service approach.

Experience- Educational Alliance is a non-profit business. We are interested in your experience working with non-profits and how you support the work of your non-profit clients. Please include:

- How well you know our company's industry and the types of facilities we need guarded
- What other clients have you served in our industry and were you able to retain them over multiple contracts
- How do you think your experience compares to your competitors?
- Provide detail about how you support local communities

Geography- All our sites are in New York City. Please provide information about your New York City presence. What portion of your business is in the New York City area? Who are some of your clients?

References- provide 3 client references (include at least 1 non-profit if you are currently supporting) and the number of years of continued service at each client

Workforce

- What are the qualifications and years of service of the Guards that will serve our facilities?
- Do guards have F-07 licenses to run fire drills?
- How long do employees stay with your firm? What is your attrition rate?
- How do you handle staff turnover?
- What promotional opportunities are available to Guards?
- What personal development or continuing education programs does your company offer employees

- What measures do you have in place to improve retention
- Describe your background check and drug testing policies? Please include:
- What methods are used for applicant background screening
- What qualifications must security personnel have before being hired
- How often are Guards drug screened?

Employee Training- describe your training program. We are interested in the types of training that you do, the frequency, what occurs upon hire and what the ongoing program consists of. Please include:

- What pre-assignment and orientation training guards go through
- What on-the- job, facility-specific or industry- specific training do guards participate in?
- How do you train your guards once they are placed? How often do they receive new skill training and refresher courses?
- Training delivery methodology (i.e.- classroom, books, etc.)
- How do you measure success of your training program?

Quality assurance- how do you assure quality service delivery?

Notification and communication- describe your practices when making schedule changes, adding guards, etc. Examples should include:

- What happens when a Guard does not show up on site?
- How am I notified and how quickly do you provide a substitute?

Client Retention

- What is your client retention rate?
- Why do clients choose not to renew with your company?
- How do you win clients from other Security Guard providers?

Benefits- Describe the benefits that you offer to your employees