

RFP for Security Guard Services

General Information

Introduction

This Request for Proposal (“RFP”) is intended to solicit information and proposals from qualified Security Guard Services suppliers capable of meeting Raytown Parks Department (“CLIENT”) and/or its affiliates and subsidiaries needs for its various facilities. The Supplier (“Supplier”) selected by CLIENT will have significant expertise in the areas necessary to meet the needs and requirements set forth in this RFP, will include the Provider’s ability to share data and jointly develop services that meet our mutual needs. Through this RFP process, CLIENT desires to enhance service efficiency and minimize costs and risk, while at the same time providing the Supplier with the incentive to successfully perform services based upon the operational parameters set forth and a formal written agreement documenting the parties’ relationship.

CLIENT: Raytown Parks & Recreation Department

5912 Lane Ave, Raytown MO 64133

816-358-4100

Suppliers are invited to submit proposals for armed/unarmed security guard services to CLIENT in connection with its facilities located 5912 Lane Ave, Raytown MO 64133. This RFP is being provided to Suppliers so that they may develop a comprehensive cost and performance proposal for meeting some or all of CLIENT’s needs, but is not intended to limit proposal content. Suppliers are encouraged to provide proposals which include alternative service methods or operations. The information provided by CLIENT in this RFP is the most accurate and quantifiable data presently available to us and is provided solely for the purpose of assisting you in submitting a proposal. In addition, all information contained in this RFP is confidential and proprietary to CLIENT, and:

- shall not be used for any purpose other than in your preparation of a proposal
- may only be disclosed to your company’s principals, directors, officers and employees on a need-to-know basis relating directly to your proposal, and only after they have been made aware of and agreed to the confidential nature and restrictions on such information
- may not be disclosed to any third party for any reason, except as is provided for herein or as is approved by CLIENT in advance in writing

Evaluation and Selection Process

CLIENT will evaluate and analyze Suppliers’ responses to this RFP utilizing multiple criteria including, without limitation:

- Experience and depth of organization
- Demonstrated successful experience in implementing services similar to those requested in this RFP
- Ability to meet the contractual requirements set forth in this RFP and eventual Service Contract
- Ability to meet all requested specifications
- Licensing
- Membership in industry related professional organizations
- Safety record
- Employee Training
- References
- The proposal’s completeness, thoroughness, accuracy, compliance with instructions, timeliness, and the organization and conciseness of the text materials
- Any other criteria that CLIENT in its reasonable discretion deems applicable to the evaluation of proposals.

In addition to the requirements and qualifications identified above, the evaluation process will include a review of the Supplier's breadth of knowledge of the Security Guard Service industry, as well as their stability and organizational structure which will be demonstrated through their response to this RFP and the following information:

- Company history
- Company philosophy
- Overview of services
- Unique company strengths
- Major customers and services provided
- Organizational chart
- Management Strengths
- Technology Capabilities
- Personnel qualifications

Key Deliverables

Suppliers shall provide CLIENT with a solution that addresses the following general areas, many of which may be discussed in greater detail elsewhere in this RFP:

- Solid results-oriented organizational structure
- Organizational abilities
- Relationship philosophy
- Innovative programs
- Value added services
- Regional capacities/capabilities
- Customer service tools

Rights of CLIENT

CLIENT reserves the right to select the bid which we feel best meets our business requirements. This also means that we reserve the right to select or not to select any proposal, re-bid this business, negotiate with one (1) or more Suppliers for services at a given facility before awarding the bid to a Supplier, or manage the security guard services internally.

Formal Agreement

Supplier will be required to enter into an Agreement with CLIENT which incorporates the terms specified in the RFP and any other normal and customary or additional terms at CLIENT's discretion. As such, this RFP is not an offer capable of being accepted.

Costs Incurred

This RFP does not commit CLIENT to pay any costs incurred in the preparation or submission of any proposal or any costs incurred by a Potential Supplier in connection with the negotiation and execution of a contract with CLIENT.

Ownership

All proposals submitted in response to this RFP will become the sole property of CLIENT and shall not be returned to the Supplier. All supporting material and other documentation submitted with any proposal will also become the property of CLIENT, unless otherwise requested by the Supplier in writing at the time of proposal submission. All information not already known to CLIENT, or not considered to be in the public domain, will be considered confidential.

Business Objectives

CLIENT is seeking a supplier who will:

- Make recommendations concerning aspects of the security business within their sphere of its expertise and help CLIENT-Raytown Parks & Recreation Department stay up-to-date in regard to changes in Security Guard Services
- Provide technical expertise taking into account CLIENT's unique needs
- Provide business expertise that will bring additional value added services to CLIENT
- Continuous Improvement: Improvement in quality and consistency for the services through collaboration, innovation and continuous improvement processes

General Procedures

RFP Schedule

Suppliers' responses to this RFP must be delivered in a sealed envelope and be received by **City Clerk before 2:00PM, on December 11th, 2024**. Any proposals that are received late or are not in compliance with the instructions and/or requested elements found in this RFP may be rejected and eliminated from consideration. In addition, Suppliers may be required to present their proposal to CLIENT personnel. You may be contacted concerning such presentations once your proposal has been received and reviewed. We request that you review the RFP and submit your initial questions by, December 7th. Any questions and/or communications pertaining to this RFP and your proposal must be directed only through David Turner, Raytown Park Director (davet@raytownparks.com) or Tony Mesa (tonym@raytownparks.com). The questions will be addressed and all questions answered. Suppliers may not contact any other CLIENT employee or representative to discuss this RFP or any information relating thereto. Such contact may subject your company to disqualification from this RFP process. Suppliers will be informed of the status of their written proposal upon the completion of CLIENT evaluation and selection process. The following is a planned schedule of activities related to this RFP and selection of a Supplier: **November 20th Issue RFP to Suppliers. Initial questions must be submitted by December 7th. Answers will be provided by 12 Noon December 9th. Receipt of proposals from Suppliers December 11th, by 2:00PM at City Clerks Office at Raytown City Hall (10000 E 59th ST, Raytown MO 64133).** All dates are subject to change at CLIENT' sole discretion.

RFP Terms and Conditions Applied to the Agreement

The terms and conditions of the RFP, including any specifications and the completed proposal, may become, at CLIENT's sole discretion, part of the Agreement. If you fail to object to any term or condition in this RFP, it shall conclusively mean you agree with and will comply with all such terms and conditions. All objections must be submitted to CLIENT in writing as a part of your response to this RFP. Suppliers must clearly set forth any restriction within their proposals where they are unable to meet the CLIENT specifications. Unless expressly indicated, CLIENT will assume that the supplier's proposal meets the required specifications. Any restrictions will be considered during the evaluation phase and may influence the RFP awards.

Indemnification

The supplier agrees to indemnify, defend and hold harmless City of Raytown, its affiliates, officers, directors, employees, and agents (each an "Indemnified Party" from and against any losses, costs, damages, actions, suits, demands, fines penalties, judgments, and expenses (including reasonable attorneys' fees and costs) arising out of (i) a breach or alleged breach of this Agreement; (ii) death, personal injury or property damage cause, directly or indirectly, by [Supplier] and any subcontractor, if applicable, and any of their respective officers, employees or representatives, or (iii) any matter that [supplier] is required to insure against under this Agreement. Upon receipt by an Indemnified Party of notice of a claim, action or proceeding in respect of which indemnity may be sought hereunder; CLIENT shall within a commercially reasonable time notify the Supplier in writing with respect thereto. Supplier shall assume and control the defense of any litigation or proceeding in respect of which indemnity is sought hereunder with counsel reasonably acceptable to CLIENT.

I have read the Indemnification language and my company agrees.

Confidentiality

"Confidential Information" shall mean all non-public information of CLIENT or its affiliates, subsidiaries, customers, vendors, and contractors (whether oral, written or electronic), including any analyses, compilations, studies, notes or other documents which contain or otherwise reflect such information. Confidential Information includes but is not limited to financial, commercial, and technical data, analysis and information; strategies, projections, forecasts, assumptions and results; inventory; procurement practices; customer, supplier, vendor, contractor and pricing lists and information; management structure and organizational needs; methods of operation; technology in any stage of development, trade secrets, techniques, processes, concepts, ideas, inventions, know-how, and all copies, compilations and derivative works thereof and any visual observations or conversations overheard by the Company or its Personnel.

Codes and Compliance

Supplier shall be responsible for performing all work in accordance with all applicable federal, state and local laws, regulations, codes, ordinances and other applicable governmental requirements, including obtaining applicable permits (hereinafter "Legal Requirements"). In addition to the Legal Requirements described above, Supplier shall comply with all applicable CLIENT safety requirements while on CLIENT premises. Supplier shall ensure that all materials utilized in performing the work similarly meet all Legal Requirements. Supplier shall ensure that any third party utilized to perform the services described in this RFP, if such use of third parties is allowed and approved in advance by CLIENT, shall similarly meet all Legal Requirements in performing the work and in the materials utilized in performing such work.

Assignment

Supplier shall not assign or subcontract any portion of its obligations under the Agreement without the prior written consent of CLIENT. Assignment or subcontracting shall in no way relieve the supplier of any of its obligations under this Agreement.

Representations and Warranties of Supplier

The Supplier represents and warrants the following in connection with the Services: it and its employees possess the requisite skill, knowledge, background, and experience to perform the Services in a good and workmanlike manner; (ii) it shall and it shall cause its employees to perform the Services in accordance with all applicable federal, state, and local laws, rules, codes, and regulations; (iii) it has and it shall maintain in good standing during the term any and all necessary licenses, permits and permissions required (if any) to perform the Services; (iv) it has verified and will verify on an on-going basis that all employees used to perform the Services are United States citizens or legally authorized to work in the United States; and (v) it shall and it shall cause its employees to comply with any and all security, health, safety, and other operational policies or procedures of CLIENT, which are made known to the Supplier, while on the premises of CLIENT or any of its affiliates or subsidiaries.

News Release

The Supplier shall not issue any press release, publicity statement or other public notice relating to this RFP and shall not use the CLIENT name, logo, or service marks without the prior written approval of CLIENT.

Contract

Supplier shall be required to sign a Services Agreement with CLIENT in substantially the same form as is attached. Supplier must clearly set forth any specific objections to the terms and conditions of the Agreement as a redlined agreement. CLIENT shall assume that the Supplier agrees to the terms and conditions of the Agreement.

Attach your redlined Security Guards Services Agreement to this section.

RFP Certification

All proposals must include a cover letter on company stationery that is signed by an officer, managing member or partner authorized to bind the Supplier.

Service Specifications

General Service Specifications

These requirements will be incorporated into the contract for Security Guard Services. Proposal responses will be considered acceptance of these requirements unless expressly stated otherwise as a redline to the Security Guard Service Agreement. Suppliers must be capable of meeting or exceeding the following service level specifications:

- Supplier will provide supervision for all guards and who will serve as a liaison between the Supplier and CLIENT with respect to any and all issues, concerns, and relevant information including communicating CLIENT policies and procedures to the other guards and enforcing those policies and procedures with respect to its guards.
- Guards will need to be equipped with uniforms that foster a professional consistent appearance
- Uniforms will be provided by the supplier
- CLIENT will reserve the right, at its sole discretion, to require the Supplier to remove any guard for any lawful reason and request a suitable replacement from the Supplier.
- Supplier will be responsible for the hiring and training of all guards, including any replacement of existing guards
- CLIENT will not pay for training costs
- To the extent permitted by law, and at Supplier's sole cost and expense, Supplier shall be responsible for conducting criminal background checks on all guards used to perform any services for CLIENT and for certifying to CLIENT that there is nothing revealed by such background checks of said guards that would create a reasonable doubt about the utilization of same for the services in a safe manner and with proper regard for the security of CLIENT and its employees, affiliates, subsidiaries, customers, vendors and other third parties.
- Supplier shall be responsible for certifying that any and all guards whose background checks indicate the following convictions shall not be assigned to CLIENT or any of its affiliates or subsidiaries:
 - any felony conviction, any conviction resulting in time spent in jail, more than one misdemeanor of any kind (excluding traffic violations), any sex offense, any offense involving a weapon, any offense involving violence, any crime against a previous employer, and any crime involving fraud, theft, deception, etc.
- Supplier shall be responsible for ensuring that its guards strictly comply with CLIENT' drug-free workplace policies, as the same may be amended by CLIENT in its sole discretion.

Guard Responsibilities/Duties

The responsibilities and duties of the guard may include but are not limited to:

- Checking 5 Park locations after 11:00PM curfew (Colman Park - 5912 Lane Ave, Kenagy Park - 9608 E 79th St., Southwood Park - 82nd & Arlington, Minor Smith Park - 81st & Ash, and Kritser Park - 7515 Woodson), twice per night.
- Term of service from May1, 2025 through September 30, 2025.
- Taking a time stamped photo of each location at each check.
- The visual inspection of personal vehicles as they are entering and exiting the CLIENT facilities according to CLIENT' procedures.
- The inspection of people and property when deemed necessary according to CLIENT procedures.
- Notify the CLIENT of any hazards, safety violations or other conditions that warrant an unsafe condition.
- Contacting Raytown Police Dept. if any curfew violations or other ordinance violations are witnessed and reporting those violations to the Police personnel.
- Reporting to the Raytown Parks Dept. what occurred after curfew hours after all checks are completed for the night.

Insurance Requirements

Supplier, at its sole cost and expense, shall at all times during the term of the Agreement, carry and maintain the following insurance coverage with insurance companies authorized to do business within the State of Missouri with a minimum A.M. Best rating of A. Before commencing work, Vendor shall furnish CLIENT with certificate(s) of said insurance policy or policies and shall assume responsibility for placement and renewal of all such policies.

(a) Commercial general liability insurance, on an occurrence form, adequate to protect the interest of the parties hereto, which shall name CLIENT as additional insureds; shall waive all rights of subrogation against CLIENT; and shall be the primary liability insurance, and not excess over any liability policy carried by CLIENT, for all claims or liabilities arising from, or incidental to this Agreement. General liability risks and key exposures to be covered shall include, but not be limited to, the Property and Supplier's operations in connection with the Property, blanket contractual, personal injury, and completed operations. The limits of each policy shall not be less than \$2,000,000 per occurrence for bodily injury, personal injury and property damage;

Automobile liability insurance, including bodily injury and property damage combined; in an amount not less than \$500,000 each occurrence; which shall name the CLIENT as additional insureds as to the liabilities arising from the actions of the Supplier, or its agents, employees or subcontractors; and shall be primary and not excess over any liability policy carried by CLIENT;

(b) Workers' Compensation insurance in full compliance with all applicable state and federal laws and regulations covering all employees of Supplier. Coverage shall include employer's liability insurance in an amount of not less than \$500,000. Such policy shall contain a waiver of subrogation as to the CLIENT:

(c) Umbrella liability insurance written on an occurrence form; providing coverage in an amount of not less than \$2,000,000. Such insurance shall be in excess of all liability coverages required herein; and shall name the CLIENT as additional insureds, and shall waive all rights of subrogation against CLIENT.

To the extent that the Supplier employs, utilizes or contracts with subcontractors and/or independent contractors for some or all of the services to be provided hereunder and pursuant to the Agreement, the Supplier shall require such subcontractors and/or independent contractors to comply with the same insurance requirements as set forth in this section.

All insurance policies shall be issued by companies in forms satisfactory to CLIENT and shall expressly provide that the insurance company or companies shall notify CLIENT in writing at least thirty (30) days prior to any alteration or cancellation thereof. Supplier will forthwith provide CLIENT with current certificates of such insurance upon issuance.

I have read the insurance requirements and will provide insurance at the level designated by CLIENT.

Supplier Overview

General Information

Company Information

Legal Company Name

Parent Company Name

Street Address

City

State

Zip Code

Are visits to your site(s) available by appointment?

Contact Information

Primary Contact Name: Phone: Fax: Email:

Secondary Contact Name: Phone: Fax: Email:

Company Information

Please give a brief overview of your company including commodities and / or services provided.

What business segments do you service?

Please list your affiliates.

Which year was your company established?

What is your state of incorporation?

What is your web URL?

Do you have any local, state, and/or national industry/professional affiliations?

If "yes" please list the industry/professional affiliations.

Do you have any local, state, and/or national industry/professional licenses?

If "yes" list industry/professional licenses

Customer References

Please provide 2 customer references.

Has your company provided product or services to CLIENT or its affiliates in the past 5 years?

If previously, when?

If yes, what companies, locations and dates.

CLIENT shall have the right to proof that supplier is providing pertinent records to confirm compliance with its agreed obligations at time of business award. Do you agree to allow CLIENT to inspect those records?

Legal

Has your company ever filed bankruptcy?

If "Yes", when?

Is your company currently contemplating mergers or acquisitions?

Are you currently going through any litigation that may impact services?

Safety & Regulatory

Do you have a formal/written safety program?

Do you have a disaster recovery plan in place?

Human Resources

BACKGROUND CHECK: Supplier shall be responsible for conducting background checks on all guards deployed to perform services for CLIENT and for certifying to CLIENT that guards whose background checks reveal/indicate the following convictions shall not be assigned to CLIENT or any of its affiliates or subsidiaries: felony conviction, any conviction resulting in time spent in jail, more than one misdemeanor of any kind (excluding traffic violations), any sex offense, offense involving a weapon, offense involving violating a crime against a previous employer, or any crime involving fraud, theft, etc. I have read and understand this requirement.

Tenure

What is your company turn-over rate?

How many guard service employees were on your payroll as of December 1, 2023?

How many of your current guard service employees have been employed by your company longer than twelve months?

DRUG TESTING: The Supplier shall perform drug testing on any employees being placed at a CLIENT or any of its affiliates or subsidiaries.

Have you won any industry or customer quality/service awards? If yes, please provide details.

Customer Relationship Management

Account Management

Describe your new CLIENT account set-up process.

Describe your processes for informing CLIENT of problems or issues that may be found while on duty.

How does your company define, measure and improve customer satisfaction?

Customer Service Center

Does your company maintain a 24/7 customer service center?

If your company does not maintain 24/7 availability, provide the hours below that it maintains for its customer service center.

If your company does not maintain 24/7 availability, describe how you would handle issues after hours.

Do you have a call center?

If you have a call center, what are the hours of operation?

Quality & Training Program

Please provide details on the certification/licensing of your employees and any state specific requirements for any of the locations you are including in your proposal. You may attach copies of certifications or license samples here.

Please provide details on training (or attach training documents to this section) that you provide to your employees to prepare them to be placed on a customer's site.

Issue Resolution

How are requests/feedback handled at the local level and then communicated to the corporate level within your organization?

Technical Overview

How does your company keep up with the latest advances with technology and methods in your industry?

How would you introduce these changes to CLIENT?

Invoicing

CLIENT requires monthly invoicing for proceeding week, does your organization agree to comply with this requirement?

CLIENT minimum invoice requirements include, but are not limited to:

- Location Serviced
- Rate Charged
- Date of Service

Does your organization agree to comply with this requirement?

Reporting

Can your company provide reports on demand, or in a short time frame?

Security Guard Service - Questions

Describe the processes/agreements necessary to deliver additional emergency staffing when provided with a 24 hour notice?

Are you capable of providing more than 4 staff members on a 24 hour notice?

Currently all facilities require that the Supplier provide a vehicle on site for the guards to use as part of their Services to CLIENT. Do you have any limitations to provide a vehicle? If you do, please explain those limitations.

Pricing

Per Park per night for two security checks per night after 11:00PM curfew.

Total cost of service through the May 1, 2025- September 30, 2025 duration of the contract.

Contract can be renewed yearly for up to 2 additional years.

Submit all proposals to the City Clerks Office at Raytown City Hall (10000 e 59th ST, Raytown MO 64133), prior to 2:00PM on December 11th, 2024.

RFP Raytown Parks Security

BID FORM

Monthly fee to be invoiced to the City of Raytown Parks Department for 5 properties

Amount: _____

Total Cost of Security Contract, May 1st 2025-September 30th 2025 for 5 properties

Amount: _____

BID ALTERNATE One additional Park property at 5330 Raytown RD

Monthly fee to be invoiced to the City of Raytown Parks Department for 5330 Raytown RD property

Amount: _____

Total Cost of Security Contract, May 1st 2025-September 30th 2025 for 5330 Raytown RD property

Amount: _____

Percentage of increase for 2026 _____

Percentage of increase for 2027 _____