

REQUEST FOR PROPOSALS

RFP# 2007-0200
Date of Issue: 01/26/07

To:

From: Ray Sohl, GM Lake Holiday Country Club

Title: Unarmed Security Guard Services for the LHCC Front Gate

Purpose of RFP: To procure Security Guard services at LHCC to monitor and direct Front Gate access to Lake Holiday community.

Introduction

Lake Holiday Country Club (LHCC) is a deed restricted, gated community located 14 miles west-northwest of Winchester, Virginia. The property includes 750 single-family homes situated around a 240 acre manmade lake. The Front Gate is the only designated entryway into the community and is staffed twenty four hours, seven days a week.

Instructions to Bidders

Bids will be received by LHCC no later than Monday, February 19, 2007. Bids must be delivered by the specified time and date, or the Bid may be disallowed at the Owner's (LHCC) discretion. Only a signed hard copy Bid will be accepted via first class mail or by e-mail in Adobe Acrobat <.pdf> file.

Bids will be received by:

Lake Holiday Country Club, Inc.
Ray Sohl, GM LHCC
231 Redland Road
Cross Junction, VA 22625
gm@lake-holiday.org

Bid Specifications

- The services furnished by _____ (Contractor) will commence on April 1, 2007. Termination of the Contract can be made without cause by either contracting party with thirty (30) days written notice.
- Contract terms and rates will remain in force for a one (1) year period from the commencement date. Thirty (30) days prior to the anniversary date of this contract, and written notice will be provided to negotiate any contractual changes. In the absence of such notice the contract will automatically renew for a period of one (1) year.
- The Bid proposal will provide an explanation of your company employee policies, time allocated for a supervisor hours, time allocated for training, hourly rate for added coverage.
- The Bid proposal will include any exclusions, restrictions on service, and/or extra costs involved.
- The Bid proposal will include a list of client references and state the length of time the Contractor has provided service.

Scope of Work

LHCC is soliciting proposals to establish a contract for unarmed, uniformed Security Guard services for the Lake Holiday Front Gate. The Contractor will provide Security Guard service twenty four (24) hours per day, seven (7) days a week for a total of one hundred sixty eight (168) hours per week. Security Guards will be stationed at the Front Gate to monitor and direct access to Lake Holiday Country Club, and to deter unauthorized entry.

Upon selection, and prior to performance of this contract, the Contractor will conduct an in-depth review with the LHCC General Manager and the Patrol Supervisor, to develop and outline agreed policy and operating procedures referenced in this document including but not limited to the following items and/or potential events:

- An overview of the contract and communication protocols.
- Interaction with LHCC Patrol, LHCC Management, community residents, and guests.
- Required report/record keeping.
- Specific procedures for responding to emergency situations, fires, medical incidents, climate events, dam emergency, observance and reporting of illegal activities, interaction with individuals displaying inappropriate behavior, and other miscellaneous situations.

Contractor Responsibilities

The Contractor will be responsible for Security Guard performance and maintaining satisfactory standards of Guard competency, conduct, appearance, attendance and integrity and will be responsible for taking such disciplinary action with respect to his/her employees as may be necessary.

The Contractor will provide and issue uniforms, duty logs, and a copy of the Front Gate Security Manual to each guard.

The following must be displayed in a visible location on the Security Guard uniform:

1. the designation "Security".
2. Guard name tag.
3. the Contractor's name.

LHCC reserves the right to request dismissal of any Security Guard performing security service under this contract if the Security Guard violates the agreed upon Security Guard Procedures or acts in a manner unacceptable to LHCC to include excessive tardiness or absenteeism.

Prior to performing services, the Contractor will instruct each Security Guard on the Front Gate Security Procedures. Within 24 hours of completion of instruction, the Contractor must submit written report of the instruction to the LHCC General Manager.

The Contractor must provide general daily field supervision of Security Guards and schedule the work shifts. The Contractor holds full responsibility for informing Security Guards about any changes to the contract.

Contractor Responsibilities

1. Maintain throughout the period of this contract Comprehensive Liability Insurance and Workers' Compensation Insurance to satisfy statutory requirements.
2. Provide a certificate of insurance, which lists LHCC as the Certificate Holder
3. Follow-up training will be conducted quarterly for all Security Guards.
4. Field supervisor and/or a representative of the Contractor will attend regular meetings with the LHCC General Manager and Patrol Supervisor to review and discuss Front Gate operations.
5. Pre-employment will include screening, background investigation, drug testing, and a minimum of 40-hours of training.

6. Provide supervision and scheduling of Security Guards and administration and management of the contract including ensuring that all guards report for duty in uniform and UNARMED.
7. Ensure that all Security Guards employed to perform under the contract meet the training, and bonding requirements.

Contractor Qualifications

In order for a proposal to be deemed responsive, Bidders must provide a copy of their current Security Guard agency certificate of license.

Security Guard Qualifications

Guards performing under this contract include:

1. Ability to move quickly, if necessary.
2. Present a neat appearance.
3. Have good verbal communication skills.
4. Able to follow the procedures set forth in the agreed upon Front Gate Security Guard Procedures.
5. Able to handle stressful situations and deal with verbal and physical confrontations.
6. Pass a State of Virginia criminal background check.
7. Have basic computer skills.

Security Guard Specific Tasks and Responsibilities

1. Security Guards will be required to follow all LHCC Front Gate policies and procedures and to deter unauthorized entry.
2. Security Guards performing under this contract will also represent the LHCC and must conduct themselves in a courteous and professional manner.
3. Security Guards will follow instructions given by the LHCC General Manager and Patrol Supervisor relating to the operations of the Front Gate.
4. Security Guards will follow all LHCC emergency and operating procedures provided in Front Gate Security Guard Manual.
5. In the event of an emergency and/or a non-routine problem, Front Gate Security Guard will contact individuals listed on the LHCC call tree.
6. On-duty-Security Guards will wear uniforms at all times to include name tags and a company identification badge.
7. Report any safety or security issues to the LHCC Patrol Supervisor and LHCC manager on-call.
8. Security Guards must be UNARMED when on duty.
9. The Contractor must ensure that lunch breaks are structured so as to provide continuous Security Guard services.
10. Security Guards will maintain a duty log noting all non-routine occurrences occurred during each shift, and follow all operating procedures identified in the Front Gate Security Guard Manual.
11. The duty log must be compiled into a weekly report that is submitted to the LHCC Patrol Supervisor. The Contractor must maintain copies of the duty logs and weekly reports for the term of the contract.

Proposed Payment Procedures

LHCC will make monthly payments. Monthly billing provided by the Contractor must consist of an invoice, which will reference the contract number and the include number of days and hours worked for each Security Guard.

Contract Changes - Unanticipated Amendments

During the course of this contract, the Contractor may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, LHCC will provide the Contractor a written description of the additional work and request the Contractor to submit a firm price for the additional work.