

# Sample RFP: Healthcare Security Services

*The following is a sample RFP for healthcare security services. While each RFP should be customized to an individual organization's needs, this document can serve as a guide to help you convey your expectations, and gather the necessary information from security service providers.*

## SECTION I INTRODUCTION

[Company] is seeking proposals from qualified Contractors to provide uniformed healthcare security service for [Company] facilities at [Location(s)]. This document is a Request for Proposal (RFP) for the services described below and does not obligate [Company] to accept responses from eligible Contractors. The RFP 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 [Company] evaluation and determination of the relative ability of each Bidder to deliver quality service in a cost-effective manner.

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

1. Company History and Organization
2. Management Approach
3. Personnel Selection Process
4. Development and Retention of Personnel
5. Total Quality Management Program
6. Cost Proposal and Invoicing
7. Healthcare Experience
8. Healthcare Training Programs
9. Computer Management System
10. Value Added Features
11. Insurance
12. Benefits Program
13. Employee Recognition Programs
14. Transition Plan
15. Healthcare References

[Company] 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 PROPOSALS

Contractors shall send via email or deliver [# of copies] copies (personally or through a courier) of their proposal to:

- Contact name
- Title
- Company
- Address
- City, State Zip
- Phone
- Email

Responses to this RFP are due by [Time] on [Date]. Late submittals will be rejected. If you do not intend to submit a proposal, return all documents, materials and attachments to the aforementioned representative/address by [Date].

### SECTION III CONTRACT TERM

The term of this contract shall be for a \_\_\_\_ year period unless terminated by either party with thirty (30) days written notice.

### SECTION IV SCOPE OF SERVICES

This project includes approximately [# of weekly hours] hours of uniformed security service per week, allocated as follows:

Site	Job Classification	HPW	Recommended Wage

Contractor shall provide [unarmed/armed] uniformed security services in and around [Company] properties on a 24 hour-a-day, 7 day-a-week basis, or as otherwise indicated per site specifications. Contract security personnel will provide a variety of service, implementing [Company]'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

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 [Company] management with thirty (30) days from commencement of Contractor's services to [Company].

All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be tested during the on-the-job training (OJT) period, annually or more frequently during site inspections. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and [Company]'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.

Equipment to be supplied by contractor should include: [specify equipment such as radios, tour watch systems, weapons, vehicles, etc. Be specific about types and quantity]. Security officers are prohibited from carrying weapons of any kind, including but not limited to: firearms, nightsticks, martial arts weapons or equipment, batons or any chemical agent spray or liquid.

Contractor shall agree to remove from the site, whenever required to do so by [Company], any employee considered by [Company] to be unsatisfactory or undesirable to [Company], 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 [Company].

## SECTION V INSTRUCTIONS TO BIDDERS

Contractor is to address the following subjects in the response. Please insert your text in the space following each section. Reference any attachments in the text and include printed copies of attachments at back of this document.

### 1. Company History and Organization

Provide a brief company history, mission statement and organizational summary. Explain ownership (private or public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project.

### 2. Management Approach

Describe in detail how your firm will be organized to manage this project. Indicate by position or title the person who will have the overall responsibility for the [Company] account. Indicate the support staff available to this project manager by function. 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. All personnel and supervision provided under this RFP must be thoroughly trained, experience and qualified to perform the work to which they are assigned. Contractor shall have a documented employment process which shall include application, interview, drug testing and background check phases. A written description of the Bidder's employment process and qualifications is to be included in the response.

### 4. Development and Retention of Personnel

Describe your [Company] succession planning and development of officers, supervisors and managers. Describe methods and initiatives designed to promote employee retention.

### 5. Total Quality Management Program

Outline administrative controls, plans and process to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.

### 6. Cost Proposal and Invoicing

Provide billing rates for each of the following based on the specified wages for each position:

- Security Officer - \$xx.xx / hour = \$\_\_\_\_\_ (hourly bill rate)
- Console Operator - \$xx.xx / hour = \$\_\_\_\_\_ (hourly bill rate)
- Shift Supervisor - \$xx.xx / hour = \$\_\_\_\_\_ (hourly bill rate)
- Account Manager - \$xx,xxx annual salary plus 10% bonus = \$\_\_\_\_\_ (hourly bill rate)

Include overtime policies, holiday policies and rates.

Propose invoicing frequency and procedures and applicable discounts. All invoices will clearly identified applicable job site coding in order to associate Contractor's actual costs with [Company]'s job site or job codes. Explain how discounts will be applied for different payment terms.

### 7. Healthcare Experience

Provide a general description of Proposer's ability to provide Healthcare Security. Please explain special knowledge, experience, and success. This summary should clearly document experiences in providing security and protective services in a healthcare environment convincing [Company] that Proposer understands the

complexities and sensitivities of dealing professionally with patients, the public and corporate staff in a busy healthcare environment. Also, include details on programs to deal with:

- Access Control
- Emergency Management Program and Resources (include local officers within this area available to respond)
- Assistance with compliance of TJC, HIPAA, OSHA, and other regulatory standards
- Emergency Department / Trauma Center
- Behavioral Health patients
- Workplace Violence Prevention

## **8. Healthcare Training Programs**

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

- Pre-Assignment Training
- Job and Task Specific Training (OJT)
- Formal Continuous Training
- Annual Retraining and Recertification
- Supervisory Development Training

Include the name, contract information (including email address) and qualifications of the local or regional trainer(s) who will conduct training for the [Company] and the manner in which the [Company] documents training, paper records, online, web accessible, etc.

## **9. Computer Management System**

Describe productivity and technology applications utilized to enhance and improve business processes, integration of scheduling, payroll and billing systems or other benefits of computerization. Summarize how such systems will benefit [Company].

## **10. Value Added Features**

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

## **11. Insurance**

The successful bidder shall carry and maintain, with respect to any work or service to be performed at [Company] facilities, 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
- Automobile Liability
- Excess-umbrella Insurance, including terrorism coverage

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

## **12. Benefits Program**

Describe in detail all benefits offered to employees. Include health care insurance, life insurance, holiday pay, vacations and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements (payroll deduction). Please include the following:

- Medical / health insurance (indicate costs for a PPO program including coverage options for employee, employee and spouse and employee and family.)
- Dental (indicate monthly premium and annual limits.)
- Life insurance (indicate amount provided at no cost to employee and any optional coverages available.)

### **13. Employee Recognition Programs**

Outline any specific incentive and recognition programs made available to employees and explain how these programs are managed and if charges to [Company] will be incurred as a result of Contractor implementing these programs.

### **14. Transition Plan**

Submit a projected Transition Plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers and email addresses.

### **15. References**

Provide five (5) references which should include at least three (3) healthcare references. Include facility name, address, contact person, and contact number.

ATTACHMENTS