



# REQUEST FOR PROPOSALS

(SOLICITATION NO. 803015)

for

## PRIVATE SECURITY SERVICES

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#### ATTACHMENTS:

- 1 Scope of Work
- 2 SHA Properties
- 3 Security Services Procedures for SHA Properties
- 4 SHA Holiday Schedule 2009 2010
- 5 Cost Proposal
- 6 Section 3 Business Certification
- 7 Section 3 Resident Employment Plan
- 8 Section 3 Certification Application Forms

<b>RFP Issued On:</b>	<b>Proposal Due:</b>
Friday, September 11, 2009	2:00 p.m., Monday, October 5, 2009

**Seattle Housing Authority**  
**Request for Proposals (Solicitation No. 803015)**  
**PRIVATE SECURITY SERVICES**

**A. INTRODUCTION**

- 1) **General:** The Seattle Housing Authority (SHA) is seeking a qualified professional security firm (hereinafter "Service Provider" and/or "Proposer") to provide Intermittent Security Guard Services, On-going Guard Services, Patrol Checks, Lockout Services and Burglar Alarm Response for SHA properties throughout the City of Seattle.
- 2) **Seattle Housing Authority Background:** SHA is a public body corporate and politic that provides affordable housing to about 24,000 low-income people in Seattle. SHA operates according to the following Mission and Values:

***Our Mission***

*Our mission is to enhance the Seattle community by creating and sustaining decent, safe and affordable living environments that foster stability and increase self-sufficiency for people with low-income.*

***Our Values***

*As stewards of the public trust, we pursue our mission and responsibilities in a spirit of service, teamwork, and respect. We embrace the values of excellence, collaboration, innovation, and appreciation.*

SHA owns and operates approximately 5,400 conventional public housing units subsidized by the U.S. Department of Housing and Urban Development (HUD), nearly 1,100 additional units for seniors and people with disabilities as part of the Seattle Senior Housing Program, and almost 900 low- and mixed-income units developed and acquired primarily through the use of debt financing. Approximately 8,400 of the residents are children.

SHA owns and operates housing in neighborhoods throughout Seattle. These include the four large family communities of NewHolly and Rainier Vista in Southeast Seattle, High Point in West Seattle, and Yesler Terrace in Central Seattle. These four communities are not included in this RFP.

SHA was established by the City of Seattle under State of Washington enabling legislation in 1939. SHA is governed by a seven-member Board of Commissioners appointed by the Mayor of Seattle and confirmed by the Seattle City Council. The Executive Director is appointed by, and reports to, the Board and is responsible for staff hiring and direction.

SHA has approximately 600 employees and a total budget of \$227 million for Calendar Year 2009. In addition to the housing SHA owns, it serves as General and Managing Partner for thirteen Low Income Housing Tax Credit limited partnerships.

- 3) **Cooperative Purchasing:** RCW 39.34 allows cooperative purchasing between public agencies (political subdivisions) in the State of Washington. Public agencies that file an Interlocal Joint Purchasing Agreement with SHA may also wish to procure the services herein offered by the successful party. The successful party shall have the option of extending its offer to SHA to other agencies for the same cost, terms and conditions.

SHA does not accept any responsibility for agreements, contracts or purchase orders issued by other public agencies to the successful party. Each public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchase by or on behalf of the public agency. SHA accepts no responsibility for the performance of the successful party in providing services to other public agencies, nor any responsibility for the payment price to the successful party for other public-agency purchases.

**B. SUBMITTAL REQUIREMENTS**

**Schedule:**

Activity	Location	Day	Date	Time
Pre-Submittal Meeting	Board Room 120 Sixth Avenue N Seattle, WA 98109	Thursday	09/17/09	10:00 a.m. to 11:00 a.m.
Deadline for Questions	N/A	Friday	09/18/09	12:00 p.m.
<b>SUBMITTAL DEADLINE AND DELIVERY INFORMATION</b>				
<b>Mail To:</b> Seattle Housing Authority Attn: Don Tucker, Sr. Contract Administrator P.O. Box 19028 Seattle, WA 98109-1028	<b>OR Hand Deliver To:</b> Seattle Housing Authority Attn: Don Tucker, Sr. Contract Administrator 120 Sixth Avenue North Seattle, WA 98109	Monday	10/05/09	2:00 p.m.

**Addenda:** In the event there are changes or clarifications to this RFP, SHA will issue an addendum. Addenda will be published on SHA’s website at: <http://www.seattlehousing.org/business/consulting/requests/>. It is the responsibility of proposers to check this website prior to submission of a proposal to review and download any addenda issued. If you are unable to download the addenda, you may call the Sr. Contract Administrator, Don Tucker at 206-615-3475 to have a copy of the addenda mailed or e-mailed to you.

**Pre-Submittal Meeting:** Proposers are strongly encouraged to attend a Pre-Submittal Meeting at the date and time indicated above.

**Submittal:** The deadlines given above are firm as to place, date, and time. SHA will not consider any proposal received after the deadline and will return all such proposals unopened.

All proposals should be clearly marked when delivered or mailed to avoid any confusion about recording arrival dates and times. Proposers should take this practice into account and submit their materials early to avoid any risk of ineligibility caused by unanticipated delays or other delivery problems. *NOTE: A faxed or e-mailed proposal is not acceptable.*

Upon receipt of each proposal, SHA’s Purchasing Division will date-stamp it to show the exact time and date of receipt. Upon request, Purchasing will provide the Proposer with an acknowledgment of receipt. All proposals received will become the property of the Seattle Housing Authority and will not be returned to the Proposer.

**Proposals should be limited to a total of 15 pages in no smaller than 11 point font on 8½” by 11” sheets.** Your cover letter, resumes, Section 3 forms and other required attachments are not included in the page limitation. Your **cover letter** must state why you believe your firm or your firm plus sub-contractors is uniquely qualified to perform the breadth of potential services. A principal or officer of

the firm authorized to execute contracts or other similar documents on the firm's behalf must sign the letter.

- 1) **Required number of copies:** Proposers responding to this RFP shall submit **one original and 4 copies of their proposal** to the address indicated above. **The following items/forms are to be submitted with the one original proposal only.** Do not include these items/forms with the proposal copies.

- Cost Proposal form (see Attachment 4)
- Section 3, Business Certification Form
- Section 3, Resident Employment Plan

- 2) **Proprietary Proposal Material:**

Any records or materials submitted to SHA in response to this RFP becomes public records under Washington State law (see RCW Chapter 42.56, the Public Disclosure Act, at <http://www1.leg.wa.gov/LawsAndAgencyRules>). Public records must be promptly disclosed upon request unless a statute exempts disclosure. Exemptions from disclosure include trade secrets and valuable formulas (see RFW 42.56.540 and RCW Ch. 19.108); however, public disclosure exemptions are narrow and specific. Proposers are expected to be familiar with any potentially-applicable exemptions, and the limits of those exemptions.

Proposers are obligated to separately bind and clearly mark as "proprietary" information any proposal records they believe are exempted from disclosure. The body of the proposal may refer to these separately-bound records. Proposers should mark as "proprietary" only that information they believe legitimately fits within a public-disclosure exemption. SHA may reject solicitation responses that are marked proprietary in their entirety.

If SHA receives a public disclosure request for records that a Proposer has marked as "proprietary information," SHA may notify the Proposer of this request and postpone disclosure briefly to allow the Proposer to file a lawsuit under RCW 42.17.330 to enjoin disclosure; however, this is a courtesy of SHA and not an obligation.

SHA has no obligation to assert an exemption from disclosure. If the Proposer believes that its records are exempt from disclosure, the Proposer is obligated to seek an injunction under RCW 42.56. By submitting a proposal, the Proposer acknowledges this obligation; the Proposer also acknowledges that SHA will have no obligation or liability to the Proposer if the records are disclosed.

- 3) **Cost of Preparing Proposals:** SHA will not be liable for any costs incurred by the Proposer in the preparation and presentation of proposals submitted in response to this RFP including, but not limited to, costs incurred in connection with the Proposer's participation in demonstrations and the pre-proposal conference.
- 4) **Rights Reserved by SHA:** SHA reserves the right to waive as an informality any irregularities in submittals and/or to reject any or all proposals. SHA requests that companies refrain from requesting public disclosure of selection information until a contract has been executed as a measure to best protect the solicitation process, particularly in the event of a cancellation or re-solicitation. With this preference stated, SHA shall continue to properly fulfill all public disclosure requests for such information as required by State Law.

### **C. SCOPE OF WORK**

SHA is seeking a qualified security firm to provide Intermittent Security Guard Services, On-going Guard Services, Patrol Checks, Lockout Services and Burglar Alarm Response as further described in ATTACHMENT 1 – SCOPE OF WORK for SHA Properties, as shown in ATTACHMENT 2 – SHA PROPERTIES. Procedures to be followed for these services are described in ATTACHMENT 3 – SECURITY SERVICES PROCEDURES FOR SHA PROPERTIES.

### **D. INFORMATION TO BE PROVIDED IN YOUR PROPOSAL**

**Response / Proposal Content:** To facilitate evaluation, proposals should address and be organized in the order of the outline given below and include the following information:

- **Cover Letter** – Give a brief summary of your qualifications. The cover letter should be signed by the person that will be authorized to sign a Contract for this work.
- **Address each of the evaluation criteria below:**
  - **Relating to Criterion 1, Company Qualifications:**
    - a. Describe your business as it relates to providing security services as a legal entity, which may include status as a corporation, partnership, or sole-proprietorship, and any permits or licenses held that are required by local, state and federal government.
    - b. Provide resumes for the owners and key management personnel of the Security Company demonstrating their experiences in managing similar security services to those described in this RFP.
    - c. Give at least one example of a project your firm has provided security services on that would be similar in size and scope as this project.
    - d. Describe how your firm would be able to perform the required services throughout the entire city of Seattle.
    - e. Describe how your firm will ensure continuity of Security Officers assigned and dedicated to work at SHA's facilities.
  - **Relating to Criterion 2, Security Officers' Performance and Training:**
    - a. Describe your company's internal security procedures for ensuring that Security Officers are hired in accordance with the requirements of State Law (RCW 18.170), including your understanding of the requirements of the law. Describe your recruitment procedures to ensure that Security Officers you would assign to this contract have the appropriate experience.
    - b. Provide a copy of your company's Employee Handbook detailing the company's practices and procedures and expectations of Security Officers.
    - c. Describe the training program provided for Security Officers employed by your company, specifying how the training program is in compliance with State Law (RCW 18.170). This must also include the name(s) and qualifications of those who will provide the training, plus a copy of the training program and materials your company uses to train its Security Officers in compliance with State Law.
    - d. Describe the training provided to your Security Officers to ensure their sensitivity to working with diverse populations, to developing mediation skills, and communicating effectively with the community. Describe the qualifications of those individuals who provide or will provide this training to your Security Officers who would be assigned to this contract. Also describe the internal management and supervisory controls in place in your company that ensure that Security Officers assigned to this contract will interact with SHA residents in a manner that will promote a respect for property and a sense of safety for all residents.
  - **Relating to Criterion 3, Cost Proposal:**

Provide a completed Cost Proposal (must use the form included herein as ATTACHMENT 5) which shows a detailed list of the fees and rates charged for services and any special fees and rates that may be applicable.

- Include a list of at least three references for whom the firm or team members have performed similar work in the last five years (including agency or business name of client, contact person, address, telephone number and e-mail address if available.)

**E. SERVICE PROVIDER EVALUATION CRITERIA**

Service Providers' submittals will be evaluated based on the criteria listed in this section and further described in Section D above. In preparing the submittal to SHA, it is important for proposers to clearly demonstrate their expertise in the areas described in this document. Because multiple areas of expertise are required for successfully performing this project, the Service Provider, either through in-house staff or sub-contractors, must demonstrate expertise and have available adequate numbers of experienced personnel in all of the areas described.

Service Providers are encouraged to identify and clearly label in their submittal how each criterion is being fully addressed. Evaluation of responses to this RFP will be based only on the information provided in the submittal package, and if applicable, interviews, and reference responses. SHA reserves the right to request additional information or documentation from the firm regarding its submittal documents, personnel, financial viability, or other items in order to complete the selection process. If a responding firm chooses to provide additional materials in their proposal beyond those requested, those materials should be identified as such and included in a separate section of the proposal. In submitting a proposal, the Service Provider and any sub-contractors agree that any costs, prices, hourly rates proposed shall be valid for a minimum of 90 days from the proposal due date.

The following criteria with a point system of relative importance with an aggregate total of one hundred points will be utilized to evaluate the qualifications of each proposer:

<b>Evaluation Criteria - Qualifications</b>		<b>Weighting (Max. Points)</b>
1	<u>Company Qualifications</u> Companies that demonstrate the optimal capacity to meet SHA's needs will receive the most points. Points are based upon company's strengths and experiences (see Section D above for a complete description of this Criterion.)	35
2	<u>Security Officers' Performance and Training</u> Companies that demonstrate effective hiring, training and internal policies and procedures most appropriate and applicable for performing the scope of work of this RFP (as described in Section D above) shall receive the most points.	35
<b>MAXIMUM TOTAL POINTS FOR QUALIFICATIONS</b>		<b>70</b>

The following criterion with a point system of relative importance will be evaluated by using a Ratio of Cost process where the Proposer with the lowest price receives all the possible points, and all other proposers receive a smaller number of points based on the ratio of their price to the lowest price proposal. Points for Price/Rates will then be added to the Points Assigned for Qualifications by each evaluator.

<b>Evaluation Criterion - Price/Rates</b>		
3	<u>Cost Proposal</u> (See Section D above for a complete description of this Criterion.)	30

**Section 3 Preference Points:** All proposing individuals and businesses that are qualified as a Section 3 Business [see Section H. 2) herein] at the time of submittal of their proposal shall receive an additional 20 points to be added to their total of all the evaluators scores. SHA encourages interested individuals and businesses to begin the certification process upon receipt of this solicitation. Please see the Section 3 Business Certification form at the end of this solicitation. To be considered for Section 3 Business certification and eligibility of the 20 additional points, proposers must also complete the Application for Section 3 Certification and Affidavit on Family Size and Income forms attached to the back of this solicitation and submit them in a sealed envelope before, but no later than, the deadline for proposals, to the Sr. Contract Administrator named in Section B herein.

## **F. SELECTION PROCESS**

An evaluation panel will rate all responses to this RFP that are received on or before the stated deadline, according to the criteria listed above. Based on its initial evaluation, the panel may:

1. Make a recommendation to SHA's Executive Director and request authority to negotiate a Contract with one or more proposers; or
2. Request additional information from the proposer whose responses appear to have the greatest likelihood of success; and/or
3. Invite one or more proposer whose responses appear to have the greatest likelihood of success to attend an interview/presentation to discuss their proposal; and then make a recommendation to SHA's Executive Director and request authority to negotiate a contract with one or more proposers.

SHA reserves the right to conduct reference checks, at either or at both of the following two points of the evaluation process:

1. After proposals are evaluated, for the proposer with the highest-scoring proposal;
2. In the event that interviews are held, for the proposer with the highest-scoring proposal and interview.

In the event that information obtained from the reference checks reveals concerns about the proposer's past performance and their ability to successfully perform the contract to be executed based on this RFP, SHA may, at its sole discretion, determine that the Proposer is not a responsible proposer and may select the next highest-ranked Proposer whose reference checks validate the ability of the Proposer to successfully perform the contract to be executed based on this RFP. In conducting reference checks, SHA may include itself as a reference if the Proposer has performed work for SHA, even if the Proposer did not identify SHA as a reference.

By submitting its proposal in response to this RFP, the Service Provider accepts the procurement method used and acknowledges and accepts that the evaluation process will require subjective judgments by SHA and the evaluation panel.

Any protest of the selection process shall be resolved in accordance with SHA's Procurement Policies, which may be reviewed at the following web site address:

[http://www.seattlehousing.org/business/guidelines/pdf/Procurement\\_Policies.pdf](http://www.seattlehousing.org/business/guidelines/pdf/Procurement_Policies.pdf)

