



CENTRO DE SALUD DE LA COMUNIDAD DE SAN YSIDRO, INC.
DBA. SAN YSIDRO HEALTH CENTER.

August 23, 2011

REQUEST FOR PROPOSALS

UN-ARMED CONSTRUCTION SECURITY GUARD SERVICES

Centro De Salud De La Comunidad De San Ysidro, Inc. DBA. San Ysidro Health Center, Inc. (SYHC) is seeking to engage a qualified Construction Security Guard Firm to assist SYHC with the security during the construction of a three-story 25,100 square feet health care facility encompassing Family Practice, Women's health, Dental and WIC services. This facility is to be located at 950 S. Euclid Ave., San Diego, CA 92114.

I. DEADLINE FOR SUBMITTING PROPOSALS

Date: Friday, September 23rd, 2011.
Time: By 10 a.m., Pacific Standard Time.
Location: San Ysidro Health Center
Corporate Office
1275 30th St.
San Diego, CA 92154
Attention: Kevin Mattson, Sr. VP

There will be a Bidder's Conference/Walk Through at the jobsite on Wednesday, September 7th, at 10:00 a.m.

II. INTRODUCTION/BACKGROUND

- SYHC is a non-profit community clinic organized under the laws of the State of California, engaged in providing medical services within the County of San Diego.
- SYHC's mission is to improve the health and well-being of the community's traditionally underserved and culturally diverse people by providing comprehensive primary care services and primary dental services.
- SYHC has been recognized by Federal, State and Local entities as a leader in the creation and development of many of the more creative and successful forces in Health Care Prevention nationwide. Among these has been the leadership in the development of a locally managed care system, a comprehensive mental health program incorporated into the traditional primary care service matrix, and a series of joint and collaborative health

education and promotion programs which have reached across the border into Mexico. These programs were among the first to acknowledge that the border is a porous one, that diseases and disease states do not stop at the check point, and that they must be addressed in a bi-national, cooperative manner.

- SYHC has been awarded federal funds under the American Recovery and Reinvestment Act (ARRA) of 2009 Funding Opportunity for the Facility Investment Program (FIP).

III. SCOPE OF SERVICES

1. REVIEW OF POST ORDERS, PROCEDURES & PERFORMANCE:

Contractor shall review the security guard post orders, operating procedures, and performance of security guards with an SYHC supervisor on a quarterly basis (sooner if required by the SYHC site supervisor). Post orders and operating procedures shall be updated as necessary to ensure an optimum level of service and documentation of post orders and procedures. Any revisions shall also be clearly conveyed to assigned personnel, and they shall each receive a revised written copy. An SYHC supervisor shall also receive a revised written copy.

2. APPEARANCE AND GROOMING:

Assigned personnel shall arrive at work well groomed, in a professional manner, and in the appropriate uniform of the company - complete with badge, company designation patch, nametag, and required communications equipment.

Uniforms shall be in respectable condition, fitted properly, cleaned, pressed, and present a professional appearance. Assigned personnel shall not "accessorize" their uniforms. Assigned personnel shall wear their shirts tucked inside their slacks. Assigned personnel shall not lean against walls, stand with their hands in their pockets, or adopt an unprofessional conduct or posture.

Note: SYHC's site supervisor may dismiss any security guard reporting to duty not properly dressed and equipped for the duration of the shift. Contractor shall immediately replace the dismissed security guard with another guard who is properly dressed and equipped. In such event, Contractor shall provide a "Service Credit" to SYHC for the subject shift. ("Refer to Section III # 17. below about "Service Credit.")

3. RESPONDING AND REPORTING:

Assigned personnel shall respond to emergencies of every variety requiring immediate action or assistance. Assigned personnel shall call for assistance (911) when necessary. Assigned personnel shall report all emergencies to the designated emergency responder(s) as instructed by SYHC. Assigned personnel shall be required to maintain a "job log" for each shift that sets forth the time each inspection round.

4. INCIDENT REPORTS:

Contractor shall furnish a written report for each incident of injury, security or law violation. Contractor shall furnish a written report within one day of the incident to the SYHC's site supervisor where the incident occurred.

5. GUARD DUTIES:

Typical duties of the security guards at SYHC include, but are not limited to, the following:

- Monitoring admittance of personnel and authorized visitors to SYHC jobsite.
- Making rounds of inspection to determine that fences, gates, doors and windows are properly closed and/or locked or otherwise properly secured.
- Turning lights ON and OFF
- Turning alarm systems ON and OFF
- Investigating unusual or suspicious conditions
- Preventing trespass on, damage to, or theft of SYHC property.
- Inspecting parking areas
- Enforcing security regulations
- Interacting in a professional manner with the public
- Assist Clients with directions
- Be a visible presence thru out the jobsite.
- Operating telephones and transmitter/receiver radios, cameras, and automated security system equipment.
- Responding to emergencies and/or alarms
- Escorting SYHC personnel to or from their automobiles at darkness - early morning, evening or night
- Screening and documenting SYHC property leaving or entering SYHC premises as directed by SYHC site supervisor
- Notifying appropriate SYHC personnel and local authorities when emergencies occur
- Reporting any dishonest or criminal act committed on SYHC premises by construction personnel or other persons
- Enforcing " No Smoking" ordinance
- Observing employees arriving or leaving the facility at darkness - early morning, evening, or night
- Traffic-control duties may be included at some assignments
- Respond to requests by SYHC site supervisor.
- Maintain a visitors log & distribute visitor passes
- Report any unsafe or dangerous conditions or circumstance to the Construction Manager

6. SITE INSPECTION:

Proposers shall have examined the work sites, and shall be responsible for having acquired full knowledge of the job and of all issues affecting it. No variations or allowances from the contract sum will be made because of lack of such examination.

7. NON-EXCLUSIVE AGREEMENT:

This RFP does not establish an exclusive arrangement between SYHC and the Proposer. SYHC reserves, among others, the following rights:

- The right to use others to perform work and services described in the RFP.
- The right to request proposals from other Contractors for work described in this

RFP without requesting a proposal from the Contractor.

- The unrestricted right to bid any work or services described herein

8. LICENSE AND PERMITS:

Contractor and assigned personnel shall possess all licenses and permits required by the California Department of Consumer Affairs, Bureau of Security and Investigative Services. Furthermore Contractor shall possess a business license, and a private Patrol Permit from the City of San Diego. A copy of the following shall be submitted with Contractor's proposal:

- Private Patrol Operator's License/State of California
- Private Patrol Permit/City of San Diego

9. 24-HOUR COMMUNICATIONS CAPABILITY:

Contractor shall maintain a 24-hour communications center. Contractor shall be responsible for the proper operation and security of its pages, radios, cellular phones and chargers.

10. UNIFORMS AND EQUIPMENT:

Contractor shall provide uniforms to employees who are assigned to work on the contract at no additional expense to those employees or SYHC. Uniforms shall include winter jackets and rain gear. Uniforms shall bear a patch identifying the Contractor. Uniforms are subject to SYHC's approval. Pictures of Contractor uniforms are to accompany Contractors RFP response.

Contractor shall be able to provide communication equipment, i.e., pagers, 2-way radios and/or cellular phones, to employees who are assigned to work on the contract at no additional expense to those employees. Such equipment shall permit employees to communicate with the 24-hour communications center at all times. SYHC will determine its requirement for communication equipment. Contractors are required to submit a detailed listing of equipment available to employees. Security guards must wear nametags or identification cards with picture. Contractor shall provide the nametags or identification cards at its expense. Contractor shall ensure that nametags or identification cards are properly worn and displayed. A sample nametag is to be provided with Contractors proposal Response.

11. BACKGROUND CHECK:

Contractor shall certify that all personnel have successfully passed a criminal background check prior to assignment to SYHC. All security guards shall pass a fingerprint check conducted by California Department of Justice (DOJ) as a minimum. Contractor is prohibited from allowing any person from working on SYHC's jobsite who has a previous criminal history of any kind whatsoever; including felony and/or misdemeanor offenses. SYHC reserves the right to review the personal background and conduct further security clearances on the Contractor's assigned personnel. In such cases, the Contractor shall cooperate with SYHC authorities and furnish the name of persons who may be assigned for completing a more thorough detailed check. The following information shall be provided with each name provided SYHC:

- date of birth,
- Social Security number,
- California driver's license number,
- current address,
- all background information required by SYHC

Any person or persons not acceptable to SYHC shall be prohibited from working under this contract.

12. DRUG SCREENING:

Prior to assignment at the jobsite, all prospective guards must pass a drug test administered at the Contractor's expense. At the minimum, the screen shall include testing of urine samples for marijuana, amphetamines, methamphetamines, cocaine and opiates.

13. SUPERVISION:

Supervision of assigned personnel shall be provided on a daily basis, 24 hours per day, 7 days a week. Supervisors shall be available to SYHC site supervisors. Supervisors shall conduct on-site inspections of assigned personnel by at least twice per week.

Supervisors shall have prior security experience, know and understand the operational aspect of the security business, be an appropriate role model, and have an ability to teach, guide and direct effectively. Supervisors shall employ measurable performance criteria in their evaluation of employees. It is desirable to have supervisors emerge from within the ranks of those assigned to the contract. This achieves continuity and assures that experienced security guards are at the forefront of protecting SYHC's employees, clients and assets.

14. POST ORDERS (DUTIES) AND OPERATING PROCEDURES:

Prior to staffing an account, Contractor shall provide the following at no additional expense to SYHC:

- Meet with the facility site supervisor and review current security guard post orders (duties) and operating procedures;
- Amend current post orders and operating procedures, as necessary, to the mutual agreement of both parties, in writing;
- Hold an orientation/training meeting with assigned personnel, at which time they shall be given a written copy; and;
- Provide a written copy to the SYHC supervisor.

Contractor shall establish a specific set of post orders and operating procedures for The jobsite. These post orders and operating procedures shall be completed within ten (10) days following the contract start date. Contractor shall not seek additional monies from SYHC for establishing the post orders and operating procedures.

15. REVIEW OF POST ORDERS, PROCEDURES & PERFORMANCE:

Contractor shall review the security guard post orders, operating procedures, and performance of security guards with each facility site supervisor on a quarterly basis

(sooner if required by the SYHC site supervisor). Post orders and operating procedures shall be updated as necessary to ensure an optimum level of service and documentation of post orders and procedures. Any revisions shall also be clearly conveyed to assigned personnel, and they shall each receive a revised written copy. The facility site supervisor shall also receive a revised written copy.

16. PERFORMANCE:

Poor performance will not be tolerated. SYHC reserves the right to refuse or reject any person assigned under the contract either with or without cause. If a person is removed from the jobsite at the request of SYHC, that person is not to be return to the jobsite without first advising the SYHC site supervisor of the person's previous assignment and the reasons for his/her removal.

17. SERVICE CREDIT:

Contractor guarantees that security guards assigned to SYHC site will report on time, fit for duty, in proper uniform, and properly instructed, oriented, and supervised. Contractor guarantees that service requirements will be identified and will receive proper response. Contractor will communicate regularly (at least once a month) with each facility site supervisor. If at any time Contractor fails to provide any service as agreed, Contractor shall issue a "service credit" to SYHC. A "service credit" for each incident of failure shall be a minimum of one (1) complete security guard work shift or eight (8) times the hourly rate charged by the Contractor. Such credit shall be issued in the form of a credit memo to the facility site supervisor, which will be redeemed at SYHC's discretion. Service Credit is to be paid in addition to any deduction for hours not worked.

18. LICENSING

By submission of a proposal, Proposer attests to having possession of a duly issued valid business license issued by the State of California. Such license authorizes a proposer to contract to perform type of work required by the specifications. Should the Proposer fail to provide below, the number and classification of Proposer's State of California License, Private Patrol Permit from the City of San Diego, SYHC may reject this proposal.

CONTRACTOR:

BY:

TITLE:

MAILING ADDRESS:

(City) (State) (Zip)

TELEPHONE NUMBER:

STATE OF CALIFORNIA LICENSE NO.:

(Private Patrol Operators License)

Private Patrol Permit (City of San Diego):

Contractor's Signature Date

SECTION IV. COST PROPOSAL

3.0 COST PROPOSAL:

Proposers are to provide rates in the format below. Furthermore Proposers are to submit, with their cost proposal, a summary of benefits offered to their employees.

Supervisor

Pay Rate \$ _____/hr

Billing Rate \$ _____/hr

Overtime Rate \$ _____/hr

Security Officer

Pay Rate \$ _____/hr

Billing Rate \$ _____/hr

Overtime Rate \$ _____/hr

Patrol Rate (including vehicle)

Pay Rate \$ _____/hr

Billing Rate \$ _____/hr

Overtime Rate \$ _____/hr

Alarm Response

Response Rate \$ _____/hr

COMMUNICATION EQUIPMENT

2-Way Radio Rate \$ _____ /hr

Cellular Phone Rate \$ _____ /hr

Pager Rate \$ _____ /hr

Nextel (cell/radio) \$ _____ /hr

SECTION V. RFP RESPONSE CONTENT

1. RESPONSE:

Proposers are to respond to all information requested in this RFP. Brochures and advertisements will not be accepted as a substitute for these requirements. A qualified proposal must address all items.

2. CONTENT:

Proposals shall be organized and submitted in the format prescribed below. When replying to a particular paragraph or question, ensure that your response references the section and paragraph that asks that question. Proposers are required to submit two (2) copies and one (1) original of their proposal. The original must be labeled "Original". Original and copies must be in separate three ring binders.

Proposals submitted must contain the following information to be considered:

- a. A brief cover letter.
- b. Identification Sheet
- c. Licensing Form
- d. W-9 Form
- e. References Form
- f. Cost Proposal

- g. Public Contract Code Section and Non-Collusion Affidavit
- h. Proposal Authorization Signature Page
- i. RFP Content Requirements (read carefully)
- j. Brochures, Pamphlets
- k. One (1) copy of proposal clearly marked “original” and two (2) copies clearly marked “COPY”

3. Proposers should provide references including contact person’s name and telephone numbers.
4. Location of Security Guard Firm. Priority will be given to firms located within the South Bay Region of San Diego.
5. Describe the firm’s history of supporting non-profit organizations (i.e. donations of goods/services, staff volunteers, financial contributions, etc...). List the non-profit organizations the firm has supported within the last five years and include the following: 1) Name of non-profit organization and 1-2 sentence description of the agency; 2) time period, and; 3) brief description of the type of support.
6. The proposal should include the total cost of services broken down by task and subtasks, and a cost summary of the total expected costs of the project. Indicate the number of meetings and workshops the consultant will be expected to attend within each task. Provide a list of hourly salary rates and the burdened rate (itemized by individual burden component) for each level of professional staff member to be employed on this project. This proposal shall be all-inclusive. No reimbursable will be accepted for consideration at a later date.
7. Three (3) complete copies of the RFP/Proposal shall be submitted to San Ysidro Health Center attention Kevin Mattson, Sr. VP, at the address listed in Section 1 of this RFP.

VI. EVALUATION OF PROPOSALS

SYHC will screen all proposals for compliance with this Request for Proposals, and reserves the right to determine the suitability of proposals on the basis of a proposal’s meeting administrative requirements, technical requirements, the review team’s assessment of the quality, services proposed and cost.

This Request for Proposal does not commit SYHC to awarding a Contract. Bidders shall bear all cost incurred in the preparation of the Proposal and participating in the Proposal evaluation process. SYHC reserves the right to reject any and all Proposals, to accept the Proposal it considers most favorable to its interest in its sole discretion, and to waive any irregularities. Consultants/bidders do not have any appeal rights under this RFP.

VII. DISPOSITION OF PROPOSALS

All responses become the property of SYHC. One copy of the proposal shall be retained for SYHC's files. Additional copies of the materials will be returned only if requested and at the bidder's expense.

VIII. REQUESTS FOR INFORMATION

Questions regarding this RFP should be directed to Francisco Garcia, Construction Manager, San Ysidro Health Center via e-mail (fgarcia@syhc.org).