SECURITY SERVICES REQUEST FOR PROPOSALS (“RFP”)

Interested parties (“Vendors”) shall respond to this RFP by submitting proposals as soon as possible to: Ivy Preparatory Academy for Girls at Kirkwood (IPA). IPA reserves the right to reject any and all qualification statements, to cancel this solicitation, and to waive any informalities or irregularities in procedure.

Introduction

IPA is soliciting proposals from Companies having specific interest and qualifications in the areas identified in this solicitation. Qualification statements and proposals for consideration must contain evidence of the Vendor’s experience and abilities in the specified area and other disciplines directly related to the proposed work. Other information required by IPA includes the submission of profiles and resumes of the staff to be assigned to the projects, references, illustrative examples of similar work performed, and any other requested information which will clearly demonstrate the Vendor’s expertise in the area of this solicitation.

A selection committee will review and evaluate all qualification statements and may request Vendors to make oral presentations. The selection committee will rely on the qualification statements in selection of finalists and, therefore, Vendors should emphasize specific information considered pertinent to this solicitation and submit all information requested.

Background

IPA, located in DeKalb County, Georgia, is a single-gender girl’s public charter school serving families eligible for DeKalb County Schools and Atlanta Public Schools. IPA is a Title I school that serves 490 Students (“Scholars”) in grades kindergarten through 8. IPA occupies a property located at 1807 Memorial Drive Southeast, Atlanta, GA 30317. The one-story, 55,838 square-foot, brick and mortar building was constructed in 1955 and renovated in 1988 and 2014.

Project Description

Vendors should be able to provide school day time and special event security for the entire physical plant. Specifically,

Unlock and lock the back gate daily. Direct morning arrival and afternoon dismissal traffic. Greet staff, families, scholars, and visitors. Maintain visitor sign-in log, ensuring that visitors sign in at the kiosk and wear visitor badges at all times. Provides access to secure locations throughout IPA as instructed by management. Monitor all live security cameras and review saved footage as requested. Check IPA for problems including suspicious activities and/or
irregularities. Report and document any incidents to the IPA Director of Operations. Turn on lights throughout the building and, upon request, open classroom doors. Monitor front and back parking lots during regular hours of operation to ensure the safety of person and property. Make hourly patrols to ensure that no-parking areas such as fire lanes and space in front of the dumpsters are not blocked. Perform closing routine security checks to ensure that the school is empty. Turn off lights and arm IPA alarm. Perform other safety and security duties as assigned by the Head of Schools, Academy Leaders, and/or the IPA Director of Operations.

It is IPA’s belief that the presence of uniformed security officers will provide a noticeable increase in safety and security at IPA. The Vendor would be responsible for the protection of staff, scholars, visitors, and property at IPA. The contract would begin July 1, 2020 and conclude June 20, 2021. The first day of school is August 5, 2020 and the last day of school is May 25, 2021. Students (“Scholars”) will be present at school for 180 days. Services shall be performed between the hours of 7am and 4pm, unless otherwise noted by IPA. IPA may request security service for school professional learning days (i.e., days when scholars are not present) and after school special events during hours determined by IPA. To the extent possible, security officers will have experience working in school settings.

IPA is requesting an annual cost for services. IPA will divide this cost by 12 to determine the monthly cost. Additionally, IPA seeks pricing for security for:

- **A.** One uniformed **armed** security officer from 7:15 am to 3:45 pm (8.5 hours, excluding lunch and breaks), Monday through Friday, on scholar days for the entire duration of the contract, including rates for additional security service for professional learning days and special events.

- **B.** One uniformed **unarmed** security officer from 7:15 to 3:45 pm (8.5 hours, excluding lunch and breaks), Monday through Friday, on scholar days for the entire duration of the contract, including rates for additional security service for professional learning days and special events.

- **C.** Two uniformed security officers as noted (including rates for additional security service for professional learning days and special events):
  - One uniformed **armed** security officer from 7am to 8:30am (1.5 hours), Monday through Friday, on scholar days for the entire duration of the contract; and
IVY PREPARATORY ACADEMY FOR GIRLS
Security Services Request for Proposals

- One uniformed unarmed security officer from 7:15am to 4:15 pm (9 hours), Monday through Friday, on scholar days for the entire duration of the contract, and
- One uniformed armed security officer from 3pm to 6pm (3 hours), Monday through Friday, on scholar days for the entire duration of the contract; and
- Rates for additional security service for professional learning days and special events.

Only single level subcontracting is allowed, and all subcontractors must be equally qualified and completely understand the scope and terms of the contract. All subcontractors must be approved by IPA prior to starting work under this contract.

All special circumstances requiring additional/revised hours must be pre-approved by the IPA Director of Operations and the Chief Financial Officer.

All work performed by the Vendor and its personnel will, at all times, be subject to review and acceptance by IPA who reserves the right to modify these specifications at any time during the terms of the agreement and negotiate cost changes, if any.

**Insurance Requirements**

Vendors are required to submit proof of insurance with proposals. The certificate of insurance must list IPA as the additional insured. In addition to the insurance requirements, the approved Vendor must also have Crime Insurance in the amount of not less than $100,000 per occurrence to include Employee Theft of client Property coverage during the term of the contract.

**Licensing**

The Vendor shall be licensed and bonded in accordance with the State of Georgia Private Detectives Security Agencies Act, Sections §43-38-1 through §43-38-16. The Vendor shall have been in the business a minimum two years with experience in providing Armed and Unarmed Security Guard services.

The Vendor shall have current licenses and permits for all security personnel as mandated by local, state, and federal requirements. The Vendor must submit satisfactory proof of licensing and bonding with Request for Proposal. The Vendor shall provide proof that the Vendor is in good standing with the Georgia Board of Private Detectives and Private Security Agencies with the Request for Proposal. The Vendor shall provide a copy of the current license with the Request for Proposal.

**Honesty Bond**

Do not distribute this RFP in any form, for any purpose other than to respond to this request without the permission of IPA.
Each security officer assigned to IPA shall be covered by a separate bond (sometimes known as an “honesty bond”) in the minimum amount of $5,000. The honesty bond is in addition to the other bonds and insurance. Proof of bonding shall be provided and maintained with a current and updated roster of security officers.

**State of Georgia Permit to Carry a Handgun**
Armed security officers shall obtain and possess in good order a State of Georgia Permit to Carry a Handgun. Such firearm permits are not to be transferable from one armed security officer to another. Proof of valid permit shall be made available upon request or onsite at IPA.

Firearms shall be carried by the armed security officer at all times while on duty. At no time is the firearm to be concealed. The firearm is not to be unholstered unless there is a need to do so in the performance of the security officer’s duties.

**Personnel Matters**
Services shall be performed under the immediate supervision of the IPA Director of Operations. Vendors will be required to be available to speak with IPA 24/7 should IPA have any questions or concerns about the safety and security of person and property.

The Vendor is solely responsible for all matters concerning the recruitment, performance, and retention of their employees. The Vendor must fully comply with all federal, state and local laws and regulations regarding employment and immigration, including nondiscrimination, compensation, taxation, benefits, etc.

Vendors must complete and submit with their proposal the applicable documentation related to Georgia House Bill 87 (commonly known as the “Illegal Immigration Reform and Enforcement Act of 2011”). Failure to provide the required Georgia House Bill 87 documentation may result in the Vendor’s response to the solicitation being deemed non-responsive and ineligible for evaluation.

The Vendor shall only assign duties under this contract to persons who have received the proper screening and training prior to deployment to IPA.

The Vendor must staff the buildings in a manner to meet all expectations outlined in this document. IPA must be given a five business day notice of any staffing changes in order to activate badges, provide security codes, and provide site specific keys.

The Vendor shall designate a primary company contact within 24 hours of notice of award. This representative should be someone other than the job supervisor. They
shall be available to attend in person or virtual meetings as designated by the IPA Director of Operations. These meetings will be attended without any extra costs to IPA.

**Training and Professional Development**

All personnel employed by the Vendor must be trained by the Vendor. The Vendor will establish a thorough and comprehensive training program for all security officers. Armed security officers shall be certified in the use of firearms by the Police Training Commission of Georgia and written proof shall be provided to IPA that the armed security officer has successfully completed a handgun safety course for proficiency with handguns. A training course can also be accepted if it is determined to be *substantially* equivalent to the one that has been approved by the Georgia Police Training Commission.

Unarmed security officers must complete a 24-hour classroom training program accredited by the Georgia Board of Private Detectives & Security Agencies. No security officer will be assigned to IPA until a comprehensive initial training has been satisfactorily completed. The course of instruction shall include instruction in each of the following general subject areas:

- Conflict de-escalation
- Homeland security and counter-terrorism
- Communications/emergency response
- Theft prevention
- Limits on the use of force
- Detention of suspects
- Ethics and professional conduct
- First aid/CPR/AED
- Any other subject areas determined as necessary

**Security Officer Interaction**

The Vendor’s employees are expected to exhibit professional, courteous conduct and an appropriate appearance at all times. Any conduct or appearance deemed inappropriate by the IPA Head of Schools and the Chief Financial Officer will be grounds for removal from the IPA property. Vendor employees are to be respectful to faculty, scholars, and visitors and are prohibited from fraternizing with these groups. Flirtatious behavior, soliciting monies, names, addresses and other such inquiries will be cause for the Vendor’s employee to be removed from the premises.

Security officers assigned to IPA shall be expected to recognize that they are the first person with whom a visitor comes in contact and should be pleasant and helpful. Each security officer assigned to IPA is an ambassador to the community and as such a high
level of performance shall be expected. Friends, associates or relatives are not to visit the school officer’s workplace.

Security officers shall be required to provide general information to clients and to maintain order. Security officers shall be required to deal and interact with the public in a courteous and professional manner, and as such must be personable and capable of dealing with minor public relations during an emergency. Security officers shall exercise tact and diplomacy in their daily contact with the public and staff.

Security officers are required to be able to read and clearly/fluently speak English in order to communicate/interact with IPA staff, scholars, and visitors during an emergency situation and/or when giving routine information. The security officer must be able to write legibly, and able to read and interpret.

**Uniforms, Equipment, and Resources**
The Vendor shall furnish all necessary services, management, personnel, training, materials, equipment, uniforms, licenses, guns, gun permits, forms, printing, phone charges, cell phones, reimbursable expenses, overhead, and administrative costs, and all things necessary for the performance of professional uniformed security officer services, in accordance with this RFP. The Vendor shall provide a detailed listing of equipment available to security officers.

All personnel shall be dressed in a manner authorized by the Vendor, unless otherwise indicated by IPA in writing. A uniform that identifies the person as an employee of the Vendor and identification badge shall be worn at all times while working at IPA. The uniform should identify the Vendor’s name. Vendors, at their cost, shall provide uniforms to its employees. The Vendor shall provide employee’s equipment as outlined herein and in compliance with all law and code. IPA shall not provide any uniforms or standard equipment.

**Work Hours**
The Vendor shall provide uniformed security services during hours as specified or as requested by IPA. The Vendor shall have some mechanism in place to verify the attendance and punctuality of the security officers when reporting to and from IPA. The Vendor shall provide safety and security services in accordance with the schedules issued by IPA. The exception will be for days declared as official IPA holidays. In the event schools are not opened, or in the event schools are closed early, due to inclement weather or emergency conditions, the IPA Director of Operations will notify the Vendor of any needed adjustments. It is expected that the Vendor shall resume their regular schedule on the next available workday. The Vendor must notify IPA if they are not able to complete any duties due to circumstances beyond their control.

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The Vendor may not work weekend or extended evening hours without written consent from the IPA Director of Operations or Chief Financial Officer.

The Vendor’s employees shall not perform any services not specified in this proposal for the faculty and scholars, which are outside the scope of this contract. At no time, during the work shift, shall the Vendor’s employees leave the facility premises on behalf of any IPA scholar or visitor.

The Vendor’s site supervisor, after confirming that all daily requirements have been met. The Vendor assumes full responsibility in the event the school is not properly secured upon exiting from the facility. Furthermore, the Vendor is totally responsible if the building is left in an unsecured position, including but not limited to, all doors and windows being left unlocked, failure to set alarms, failure to immediately notify the IPA Director of Operations if a problem is encountered, or failure to receive confirmation of “building secure” status. Vendor or site supervisor shall coordinate with the IPA Director of Operation as to the appropriate times for these actions.

**Periodic Inspection of Facilities**
The Vendor shall provide security service during specified hours and shall include periodic inspection of IPA. Periodic inspection of IPA shall include, but is not limited to:

- Fire and fire hazards
- Safety hazards
- Thefts or attempted thefts
- Unnecessary lights burning
- Doors or windows left open or unlocked
- Violations of facility rules and regulations
- Water damage
- Property damage
- Machines left running
- Unlocked safe or vaults
- Property left unsecured
- Leaking gas, water, or other liquids
- Suspicious activities
- Accidents
- Evidence of smoking, drinking or unlawful use of drugs or property

Any unsatisfactory condition shall be reported on the *Security Officer Daily Report* which is submitted daily to the IPA Director of Operations.

**Damage, Theft, Illegal or Inappropriate Conduct**

Do not distribute this RFP in any form, for any purpose other than to respond to this request without the permission of IPA.
The Vendor shall be responsible for reimbursing, repairing or replacing, to the satisfaction of IPA, any damage caused by any willful or negligent act of its employees or subcontractors. The Vendor is also liable for any theft proven to be either committed by its employees or subcontractors made possible by willful or negligent action of its employees.

The Vendor must reimburse any costs incurred by IPA due to illegal or inappropriate conduct by the Vendor’s employees. Such costs shall include, but are not limited to the following:

- Re-keying or restoring of locks;
- Service charges levied by security alarm vendors or law enforcement agencies in response to false alarms;
- Payments to law enforcement agencies or security companies for investigations of conduct that prove an employee’s inappropriate or illegal conduct;
- Replacement, repair or reimbursement costs of items missing or property damaged, due to an employee’s misuse or conduct.

IPA reserves the right to remove the Vendor from IPA based on the severity of the acts committed by the Vendor’s staff.

**Security Officer Termination**

The Vendor should, within 24 hours after termination of an employee, inform the IPA Director of Operations in writing that the employee has been terminated. The Vendor should collect all keys and/or access keycards upon termination of an employee and return them to the IPA Director of Operations. When the Vendor hires a new employee, the Vendor or responsible representative of the company shall meet the new employee at IPA. The new employee is to be instructed as to what the Contract provisions are and is to be given a list of these provisions.

**Parking**

The Vendor’s employees may use the Front Park lot, when on duty, in spaces so identified by the IPA Director of Operations. The Front Parking lot shall not be used for periods of time other than the work shift. The Vendor, nor its employees or subcontractors should obstruct parking of regular employees and visitors of IPA.

**Inspection and Evaluation Documentation**

The Vendors must have a written inspection and corrective action program included with all proposals submitted.
The Vendors must state the inspections frequency and time table to ensure corrective actions are complete.

IPA will take the following steps for corrective action when conducting (scheduled and unscheduled) Vendor Performance Reviews. The frequency of the Vendor performance reviews will be determined by IPA.

- Performance Review 1 - below IPA standard of safety and security, written warning and request for plan of action from the Vendor to comply with IPA standards.
- Performance Review 2 – below IPA standard of safety and security, written warning and request for plan of action from the Vendor to comply with IPA standards.
- Performance Review 3 - below IPA standard of safety and security, contract termination with the Vendor.

**Vendor Performance Indicators**

The Vendor will be evaluated based on the random vendor performance reviews conducted by IPA in adherence to the IPA schedule and security standards. An average grade of B must be obtained during these random vendor performance reviews for the Vendor to be in compliance with the contract. These Vendor performance reviews will evaluate how well a company performs in key areas such as communication with IPA, quality control and following procedures according to the contract. How well a Vendor performs in these key areas are to be tracked and rated on a quarterly basis using A to F grades for scoring (Grade A being superior quality; Grade F being inferior quality).

The Vendor’s supervisor shall meet, at a minimum, once a month with the IPA Director of Operations to discuss service level being provided. In addition to monthly meetings, authorized IPA personnel shall make a written “negative performance report” each time the Vendor’s work performance falls below acceptable standards, as determined by IPA. The negative performance report shall detail each area in which the Vendor’s performance is deficient. After each negative performance report is issued, the Vendor will have an allotted time to demonstrate marked improvement.

It shall be noted as a warning when performance is showing deterioration from the standard. Where the latter is noted, the Vendor is required to take corrective action. It is the Vendor’s responsibility to correct the noted deficiencies within the allotted time frame. After the issuance of a negative performance report for substandard performance, IPA has the option to:
Wait for a reasonable amount of time for Vendor’s cure; or
• Terminate the Vendor’s contract with IPA.

Vendor must provide IPA with written documentation regarding all inspections (Time table to be determined by IPA);

IPA reserves the right to adjust the time table regarding written inspections and corrective actions to be taken as required.

In Case of Emergency
Security officers will immediately notify 911 in case of emergency. Security officers shall be trained how to handle a bomb threat. Security officers shall assist IPA in implementing other emergency and/or evacuation procedures as required.

Safety / Security / Criminal History Background Checks
IPA policy requires that all contractors, consultants, or vendors providing services on IPA premises be fingerprinted and submit to a criminal record check. The payment of this fee is the sole responsibility of the contractor, consultant, vendor or the employing company. Any contract awarded pursuant to this solicitation is contingent upon compliance with this requirement and a satisfactory background check as determined by IPA.

The Vendor shall comply with the following:

• The Vendor shall not employ for the services of IPA, any person who does not pass the criminal history background check. No person, who has been convicted of a crime of moral turpitude, may be assigned duties under this contract.
• The Vendor is responsible for ensuring that all workers have the correct immigration status.

The Vendor shall provide to the Human Resources Department, the names of all personnel assigned to perform services for IPA schools, prior to the start of work. Employees and their personal items (i.e. Purses, lunch bags, etc.) may be subject to a security inspection upon entering or leaving an IPA facility.

Lunches and breaks are to be taken only in designated areas.
Use of IPA property and equipment (phones, computers, copy machines, etc.) by employees is prohibited. The consumption of food, drinks, candy, etc. on the property that was not purchased or brought from home by employees is also prohibited. Employees are not allowed to remove any items from buildings. This includes food, trashed items, etc.

**Badges**

All Vendor employees deemed eligible to perform services for IPA shall wear photo ID badges and clothing identifying the name of the company. Contract employees shall not report to any IPA school or facility at any time to perform services without an ID badge and identifiable clothing. If so, the employee will not be allowed to enter the building to perform services. Badges and identifiable clothing shall be worn at all times when on property. The Vendor must enforce the badge policy throughout the term of the awarded contract.

All Vendor employees are required to badge in upon arrival for work at IPA site and badge out upon leaving IPA site after work.

All Vendor employees must display IPA issued credentials at all times when working on a IPA site.

Upon termination of a contract employee, the Vendor shall immediately retrieve the badge and identifiable clothing from the ex-employee, inform the IPA Director of Operations immediately. Any property belonging to the IPA must be returned immediately.

**Keys**

Upon award of a contract, IPA may provide keys and an access code to the non-working supervisor, to allow entrance to and exit from the school. If keys and codes are provided, they shall be given ONLY to the non-working supervisor.

Neither the keys nor the access codes shall be duplicated, not given to other contracted employees in the non-working supervisor’s absence, unless the contractor has obtained written permission to do so from the IPA Director of Operations. Any vendor’s employee or supervisor found to have duplicated a key will be immediately removed from IPA property and this contract.

The Vendor is fully responsible for the cost of replacing lost keys, and the cost of replacing the facility locks, if this becomes necessary. Upon termination of a non-working supervisor or other management staff, the Vendor shall immediately retrieve
the keys from the ex-employee and inform and provide the keys to the IPA Director of Operations.

The keys shall be formally reassigned and a new access code shall be given to the new non-working supervisor by the IPA Director of Operations.

**Buildings**

The Vendor shall be responsible for communicating with their employees on the security requirements of IPA. The Vendor is also responsible for enforcing these requirements.

The Vendor shall secure the building after completion of work or other activities. All rooms are to remain locked at all times, unless in use or being cleaned at that time. This includes locking all doors and windows as designed by the IPA Director of Operations.

The building shall be locked, if left unattended; the security alarm shall be set, before leaving the school campus or administrative facility. In the event the school is occupied and the alarm cannot be set, the Vendor’s supervisor must notify the IPA Director of Operations prior to leaving IPA.

**Alcohol & Drugs**

Possession and/or use of alcohol, tobacco or illegal drugs are prohibited on IPA property. Being under the influence of illegal drugs and alcohol, while on IPA property or grounds, is prohibited. Violation of this provision shall be cause for the immediate removal of the employee from IPA property and from any further work under this contract.

Use or possession of legally prescribed or over-the-counter medication is not prohibited. However, the Vendor is cautioned to closely monitor and supervise employees taking medication, such that they will not endanger themselves or others by being unable to work effectively and safely, while under the medication. IPA maintains a smoke-free environment. Smoking is not permitted on IPA property at any time.

**Accessing Desks & Furnishings**

The Vendor’s employees shall not read, view, photograph, video tape, record, capture, or disturb papers on desks or on other office furnishings. They shall not open drawers
of desks, furnishings, or cabinets, under any circumstances, unless otherwise directed by the IPA Director of Operations.

Visitations
The Vendor’s employees shall not be assisted, accompanied, or visited by family, friends, or associates, during their work shift, unless specific, written authorization has been granted by the IPA Director of Operations.

Qualification Statement Requirements
The Vendor shall provide the following information organized as follows in their qualification statement:
1. A brief discussion of the firm, its organization, and services offered;
2. Information which demonstrates experience and history of providing said service as identified in this solicitation;
3. Description of staff training programs; and
4. Proposed team and qualifications and experience of team members

Proposal Requirements
Vendors shall submit the following in addition to qualifications:
1. Proposed scope of services.
2. Proposed fee and fee structure.
3. Example certificate of insurance

Timeline
May 5, 2020: Release RFP
May 8-15, 2020: IPA in person and virtual campus visits
May 18, 2020: Written questions due to RFP@ivyprepacademy.org by 12pm Eastern
May 20, 2020: Responses to questions posted to IPA by 5pm Eastern
May 22, 2020: Proposals due by 12pm Eastern
June 1, 2020: Proposal Review and Evaluation
June 3-5, 2020: Vendor Presentation and Virtual or In Person Interview
June 9, 2020: Recommendations to the Ivy Preparatory Academy for Girls at Kirkwood Governance Board

Submission Requirements
Proposals are due by 12pm Eastern on May 22, 2020. The Vendor must mail four complete hardcopy sets of the proposal and a current State of Georgia business license (i.e., one original and three copies) to:

Ivy Preparatory Academy for Girls at Kirkwood

Do not distribute this RFP in any form, for any purpose other than to respond to this request without the permission of IPA.
Attention: Security Services RFP
1807 Memorial Drive Southeast
Atlanta, GA 30317

Vendor must also email one electronic version of the proposal to RFP@ivyprepacademy.org.

Proposal Review, Evaluation, and Recommendation
It is the intent of IPA to accept the proposal that will best promote the public interest and is most advantageous to IPA, its scholars, and the school environment.

A review team will examine and evaluate each proposal using comparative criteria:

- **30 Points** | Technical Plan and Response to RFP - Knowledge and experience in the industry
- **20 Points** | Track Record and Qualifications - Proven ability to provide timely, quality, and effective services
- **20 Points** | Employees - Management and Staff
- **20 Points** | Client References - Reputation in the industry
- **10 Points** | Cost (10 points)

100 Points

The review team will make recommendations to the IPA Governance Board. IPA Governing Board must select a vendor and approve their proposal and contract. The contract would begin on July 1, 2020 and conclude on June 30 2021. Any extensions of the contract shall be executed prior to expiration of the preceding contract period. Any such extension shall not extend the contract period more than one year beyond the original contact period.

Additional Information
IPA reserves the right to reject any and all proposals and to waive any “informalities” in the proposals received whenever such action, rejection, or waiver is in its best interests.

IPA will accept no claims of ignorance regarding any item in this RFP or the Agreement as a basis for any claim by the Vendor for extra charges or fees.

For further information regarding this request for proposal, please contact RFP@ivyprepacademy.org.