



RFP TITLE: Alliance College-Ready Public Schools
Security Services

RFP #: SY1920-0004

DATE OF ISSUANCE: May 7, 2019

Please submit all proposals electronically via email to:

Alliance Procurement
Kelly Reilly
Alliance College-Ready Public Schools
procurement@laalliance.org

RFP Due Date: June 7, 2019 at 5PM PST



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1. INTRODUCTION AND BACKGROUND

Alliance College-Ready Public Schools (“Alliance”) is a nonprofit organization operating 27 public middle schools and high schools in Los Angeles, CA serving 13,000 students. Our mission is to open and operate a network of small, high-performing high schools and middle schools in low-income communities in California with historically underperforming schools that will annually demonstrate student academic achievement growth, and graduate students ready for success in college. Our schools are built upon five core values: 1) high expectations for all students, 2) small personalized learning environments, 3) increased instructional time, 4) highly qualified educators, and 5) parents as partners. Alliance seeks to recruit staff from diverse backgrounds who understand the lives of our students.

Alliance is seeking proposals from qualified Respondents who align with our core values to provide security services to the Alliance schools. The purpose of this Request for Proposal (RFP) is to solicit proposals from various qualified Respondents, conduct a fair and extensive evaluation based on criteria listed herein, and select the Respondents that can deliver the highest quality work product. We are evaluating our security vendor pool to identify companies with the most qualified and reliable security vendors for both day-to-day placements and longer-term, multi-week placements.

2. SUBMISSION INFORMATION

Alliance Proposal Reservations, Authorities and Options:

- Alliance will select all qualified security companies based on the criteria listed in this RFP. Each school will select which vendors they wish to work with for the duration of the year.
- Any proposal not providing the required information may be disqualified on that basis. Incomplete proposals or proposals submitted after the submission deadline may not be considered.
- Alliance reserves the right (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all proposals for any reason.
- Alliance reserves the right to make corrections or amendments due to errors identified in proposals by Alliance or the Respondent.
- Alliance reserves the right to modify and/or amend the final contract in negotiation with the Respondent.
- Any complaints or grievances concerning or arising out of this RFP shall be submitted in writing to: Attn: Chief Business Officer, 601 S. Figueroa Street, 4th floor, Los Angeles, CA 90017.



RFP Process Schedule:

Alliance reserves the right to modify the RFP timeline below by posting the change on the Alliance website: www.laalliance.org.

Activity	Expected Completion Date
Publication of RFP	May 7, 2019
Due Date for Respondents' Questions	May 17, 2019
Response to Questions	May 24, 2019
Proposal Due Date	June 7, 2019
Estimated Notification of Award	June 14, 2019
Estimated Contract Start Date	July 1, 2019

Proposal Submission Information:

Responses to questions from Respondents regarding this RFP will be posted on the Alliance website: www.laalliance.org. Proposals must be submitted in PDF format via email to Alliance Procurement at procurement@laalliance.org. Please include "Your Company Name - Security Services" in the subject line. No responses will be received via email after 5PM PST on June 7, 2019. The following actions will disqualify your proposal:

- Late submission of proposal
- Inquiries/questions regarding this RFP that are directed to any other Alliance representative, school, or agent other than Alliance Operations in writing.

3. SCOPE OF WORK

Alliance is looking for Respondents with a reliable staff to provide security services across Alliance's 25 schools. The scope of this RFP includes but is not limited to Safe Passage, Armed Guard. The contract will cover a school year period of time beginning in July 2019 and ending in June 2020. Proposals will be evaluated based on response to the items in the attachment section.

The term of the contract to be awarded Respondent to this Request for Proposal shall be for an entire School Year (SY) 2019-2020, ranging from July 1, 2019 and all contracts will end June 30, 2020. Vendors will have the opportunity to extend for additional school years dependent on performance. Performance will be evaluated in May of each school year with feedback from the school(s) the awarded Respondent(s) work.

4. MINIMUM REQUIREMENTS

Alliance desires to receive high-quality, security services. The general scope of these services is set forth in this RFP. Respondents must complete the Minimum Requirements form in Attachment #3.

Alliance's standard payment terms are net 30 days after receipt of a complete and accurate invoice. All contracts will be issued as a Purchase Order in Coupa, Alliance's Procure to Pay system, and all invoices must be submitted in Coupa.



5. EVALUATION CRITERIA

Proposals will be opened on or after the date specified in the RFP Process Schedule. During the evaluation process, Alliance may ask Respondents to clarify information in the proposals, but Respondents may not change their proposals.

A variety of criteria, given below, will be considered in evaluating the proposals. The evaluation will be made on information provided within the proposal, by the Respondent during the RFP process or negotiations, or obtained through outside sources including news articles, press releases, client references, industry references, vendors and any other source.

All submissions will be evaluated on the scoring rubric below.

Criteria	Maximum Points
Guard Quality and Reliability	35
Customer Service	20
References and Prior Experience	20
Price	25
TOTAL	100

- **Guard Quality and Reliability (35%)** – Respondent has the ability to staff reliable and trustworthy security guards in all of the schools outlined within this RFP (Exhibit 4). Respondent provides clear information on the pool of security guards they plan to staff (Attachment #4). Respondent has a high fill rate. Guards are high-quality and have expertise working in the school environment and communities (Attachment # 4).
- **Customer Service (20%)** -- Respondent has a process in place to resolve issues. Respondent has processes in place to maintain clear lines of communication with schools and guards. Respondent prioritizes solving problems and helping the schools. The process for requesting a security guard is clear, simple, and efficient. Prioritizes communication and respect.
- **References and Prior Experiences (20%)** – Respondent has expertise in successfully implementing similar work with public charter school clients and provides positive references (Attachment #6). Respondent has a demonstrated track record of success in performing the requested services and working in the communities that Alliance serves.
- **Price (25 %)** – Respondent offers the requested services at a competitive price and all of the necessary factors that contribute to the price are accounted for (Attachment #6).

6. FORMAT OF THE PROPOSAL

To ensure that all proposals are evaluated in an equivalent manner, Respondents must submit a proposal that contains responses to all of the sections below. The proposal should correspond to the sequence and format outlined below. The proposal should clearly explain all issues and questions addressed in this section. In responding, it is at the discretion of the Respondent to expand upon topics.



Each Proposal Must Contain The Following Information:

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Attachments

Attachment 1 – Attachments Checklist

Respondent Company Name

Please complete this checklist to confirm that the items listed below have been included in your proposal. Place a checkmark or “x” next to each item submitted to Alliance. For your proposal to be considered, all required attachments must be returned, including this checklist. Submit one copy of your proposal in a sealed package.

<u>Attachment</u>	<u>Attachment Name</u>
_____	Cover Letter
_____	Company Background
_____	Contact Information
_____	Table of Contents
_____	Attachments Checklist
_____	Minimum Qualifications
_____	Proposal Questionnaire
_____	Respondent References
_____	Fee Proposal



Attachment 2 – Cover Letter

To demonstrate the Respondent’s experience with similar organizations and/or with similar work, include:

- Summary description of organization and its primary offerings
- Relevant experiences in K-12 education sector, particularly with charter management organizations and charter schools

Contact Information

Primary Contact Name	
Primary Contact Title	
Primary Contact Direct Phone Number	
Primary Contact Email Address	

Company Legal Name	
Company Address	
Company Phone Number	

Company Hours of Operation	
Company Website	
Year Founded	
Number of Clients	
Number of Employees	



Attachment 3 – Minimum Qualifications

A Respondent must meet all of the following minimum qualifications to the Alliance’s satisfaction to be given further consideration. Failure to satisfy any of the minimum qualifications may result in the immediate rejection of the proposal.

As of July 1, 2019, both the Respondent’s company and its key personnel meet all of the following minimum qualifications:

- 1. The Respondent has 5 Years experience with Security Services.**

Yes _____ No _____

- 2. The Respondent has professional references that demonstrate and evidence the ability to perform the required services.**

Yes _____ No _____

- 3. The Respondent is licensed to do business in the state of California.**

Yes _____ No _____



Attachment 4 – Proposal Questionnaire

This proposal questionnaire is intended to provide Alliance with specific information concerning the Respondent’s capability to provide services as described in the RFP. Please be as concise as possible. Type each question in the same order as listed in the questionnaire.

Guard Quality and Reliability

1. Provide an overview of the experience and qualifications of the security guards to be placed at an Alliance school.
 - a. Please include details on your interview process as well as sample interview questions used in the quality assessment process.
 - b. Provide details on any training that guards participate in while employed by your company.
2. How do you collect feedback to assess the performance of your guards?
3. What is the process of requesting a security guard?
 - a. Include the name of the point of contact (e.g., account representative) or any portals Alliance staff will be required to use.
 - b. How many people at Alliance can request a security guard?
 - c. Describe your customer service approach, norms, and expectations.
4. What is your process for resolving a complaint about a security guard?
 - a. How do you ensure problematic security guards are not staffed at another Alliance school?

Customer Service

5. Demonstrate how you will manage, supervise, and execute the work in alignment with Alliance’s core beliefs and mission. Responses must:
 - a. Describe your security guard placement process and logic. Please include your average fill rates.
 - b. Explain how you handle last minute requests.
 - c. Explain how you ensure security guards are placed in the right assignments.
 - d. How big is your pool of security guards in the Los Angeles area?



- e. Explain your approach to staffing hard-to-staff locations.
 - f. Include a breakdown of years of experience of your security guards.
 - g. Provide a breakdown of security guards that are in good standing with your company.
6. Are your security guards and staff independent contractors or full-time employees hired by your company? If neither, please describe.

References and Prior Experience

- 7. Describe your company’s experience working with public charter schools serving grades 6-12 and your demonstrated alignment with the Alliance mission to serve low-income communities in California with historically underperforming schools and graduate students ready for success in college.
- 8. Describe your company’s experience working in the communities that Alliance schools serve.
- 9. Have you worked with Alliance schools in the past? If so, please include the following:
 - a. Which schools and duration of work.
 - b. A short statement describing the Respondent’s professional relationship with Alliance staff.
 - c. A short statement describing the Respondent’s relationship with Alliance scholars.

Financials

- 10. How many days of operating expenses does your company keep on hand?
- 11. Are you able to abide by the Alliance payment terms of net 30 days from invoice submission?
- 12. Please complete Attachment #6

Other

- 13. Please include any information that you believe sets your organization apart from others in this sector?



Attachment 5 – Respondent References

List three callable references to which the your company has provided Security services within the past 3 year(s)- preference will be given to references from charter management organizations in the Los Angeles area.

Reference 1		
Reference Organization Name		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Fill Rate		
Reference 2		
Reference Organization Name		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		



Fill Rate		
Reference 3		
Reference Organization Name		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Fill Rates		

Attachment 6 – Fee Proposal

Service Type	Number of Employees available to provide this service	Hourly Rate	Overtime Rate	Other Charges
Unarmed Guard				
Armed Guard				
Unarmed Patrol				
Armed Patrol				
Other- Please describe				
Automobile/ Bike				
Check in/ Check out				
Electronic Patrol System				



Exhibits

Exhibit 1 – List of Alliance Schools

School Legal Name	Address
Alliance Virgil Roberts Middle Academy	2941 West 70th Street, Los Angeles, CA 90043
Alliance Alice M. Baxter College-Ready High School	461 9th Street, San Pedro, CA 90731
Alliance Margaret M. Bloomfield Technology Academy High School	7907 Santa Fe Ave, Huntington Park, CA 90255
Alliance Judy Ivie Burton Technology Academy High School	10101 S Broadway, Los Angeles, CA 90003
Alliance Collins Family College-Ready High School	2071 Saturn Avenue, Huntington Park, CA 90255
Alliance College-Ready Middle Academy 12	131 E. 50th Street, Los Angeles, CA 90011
Alliance Marine - Innovation and Technology 6-12 Complex	11933 Allegheny Street, Sun Valley CA 91352
Alliance College-Ready Middle Academy 4	9719 S Main Street, Los Angeles, CA 90003
Alliance College-Ready Middle Academy 5	211 South Avenue 20, Los Angeles, CA 90031
Alliance College-Ready Middle Academy 8	113 S. Rowan Avenue, Los Angeles, CA 90063
Alliance Gertz-Ressler Richard Merkin 6-12 Complex (Merkin MS - grades 6-8)	2023 South Union Avenue, Los Angeles, CA 90007
Alliance Gertz-Ressler Richard Merkin 6-12 Complex (Gertz HS - grades 9-12)	2023 South Union Avenue, Los Angeles, CA 90007
Alliance Kory Hunter Middle School	5886 Compton Ave, Los Angeles, CA 90001
Alliance Leichtman-Levine Family Foundation Environmental Science High School	2930 Fletcher Drive, Los Angeles, CA 90065
Alliance Renee & Meyer Luskin Academy High School	2941 West 70th Street, Los Angeles, CA 90043
Alliance Morgan McKinzie High School	110 S. Townsend Ave., Los Angeles, CA 90063
Alliance Dr. Olga Mohan High School	644 West 17th Street, Los Angeles, CA 90015
Alliance Patti & Peter Neuwirth Leadership Academy	4610 S. Main Street, Los Angeles, CA 90037
Alliance Ouchi-O'Donovan 6-12 Complex (O'Donovan MS - grades 6-8)	5355 4th Avenue, Los Angeles, CA 90043
Alliance Ouchi-O'Donovan 6-12 Complex (Ouchi HS - grades 9-12)	5356 South 5th Avenue, Los Angeles, CA 90043
Alliance Piera Barbaglia Shaheen Health Services Academy	8515 Kansas Avenue, Los Angeles CA 90044
Alliance Cindy and Bill Simon Technology High School	10720 Wilmington Avenue, Los Angeles, CA 90059
Alliance Jack H. Skirball Middle School	603 E. 115th Street, Los Angeles, CA 90059



Alliance Susan and Eric Smidt Technology High School	211 South Avenue 20, Los Angeles, CA 90031
Alliance Marc and Eva Stern Math and Science School	5151 State University Drive, Los Angeles, CA 90032
Alliance Ted K. Tajima High School	1552 Rockwood St, Los Angeles, CA 90026
Alliance Tennenbaum Family Technology High School	2050 N. San Fernando Road, Los Angeles, CA 90065