

# RFP for Contract Security Guard Services

Albertsons, Safeway, Carrs – Seattle Division

## 1.0 – Introduction

This Request for Proposal (“RFP”) is intended to solicit information and proposals from qualified Security Guard Service Providers (“SERVICE PROVIDERS”) capable of meeting Safeway/Albertsons – Seattle Division (“CLIENT”) and/or its affiliates and subsidiaries needs for its various facilities outlined in Section 18, Pricing. The SERVICE PROVIDER (“SERVICE PROVIDER”) selected by CLIENT will have significant expertise in the areas necessary to meet the needs and requirements set forth in this RFP, including, without limitation, the ability to provide innovative solutions and introduce CLIENT to opportunities. Critical criteria in CLIENT’s evaluation process will include the Provider’s ability to share data and jointly develop and provide services that meet our mutual needs. Through this RFP process, CLIENT desires to enhance service efficiency and minimize costs and risk, while at the same time providing the SERVICE PROVIDER with the incentive to successfully perform based upon pricing, the operational parameters set forth herein, the negotiations between the parties and a formal written agreement documenting the parties’ relationship.

## 1.1 – CLIENT Company & Primary Contact Information

Safeway/Albertsons – Seattle Division  
1121 124<sup>th</sup> Ave NE  
Bellevue, WA 98005

### RFP Primary CLIENT Contact

Ryan Clevenger  
Director, Asset Protection  
Ryan.Clevenger@safeway.com  
(425) 201-6336

## 1.2 – Information & Data

SERVICE PROVIDERS are invited to submit proposals for **unarmed uniformed security guard services** to CLIENT in connection with its facilities as detailed in Section 18 within this RFP. This RFP is being provided to SERVICE PROVIDERS so that they may develop a comprehensive cost and performance proposal for meeting some or all of CLIENT’s needs but is not intended to limit proposal content. SERVICE PROVIDERS are encouraged to provide proposals which include alternative service methods or operations. The information provided by CLIENT in this RFP is the most accurate and quantifiable data presently available to us, it provided solely for the purpose of assisting you in submitting a proposal. In addition, all information contained in this RFP is strictly confidential and proprietary to CLIENT, and:

- i. shall not be used for any purpose other than in your preparation of a proposal
- ii. may only be disclosed to your company’s principals, directors, officers and employees on a need-to-know basis relating directly to your proposal, and only after they have been made aware of and agreed to the confidential nature and restrictions on such information
- iii. may not be disclosed to any third party for any reason, except as is provided for herein or as is approved by CLIENT in advance in writing

I agree to the above conditions in Section 1.2, “Information & Data”.

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

### **1.3 – Evaluation and Selection Process**

CLIENT will evaluate and analyze SERVICE PROVIDER responses to this RFP utilizing multiple criteria including, without limitation:

- 
- Experience and depth of organization
- Demonstrated successful experience in implementing services similar to those requested in this RFP
- Ability to meet the contractual requirements set forth in this RFP and Service Agreement sample in Section 3.6.1.
- Ability to meet all requested specifications
- Provisions of other value-added services
- Process improvement/cost savings ideas presented by SERVICE PROVIDER
- Required City, State Licensing
- Membership in industry related professional organizations
- Safety record
- Employee Training
- References
- The proposal's completeness, thoroughness, accuracy, compliance with instructions, timeliness, and the organization and conciseness of the text materials
- Any other criteria that CLIENT in its reasonable discretion deems applicable to the evaluation of proposals

In addition to the requirements and qualifications identified above, the evaluation process will include a review of the SERVICE PROVIDER's breadth of knowledge of the Security Guard Service industry, as well as their stability and organizational structure which will be demonstrated through their response to this RFP and the following information:

- Company history
- Company philosophy
- Overview of services
- Unique company strengths
- Major customers and services provided
- Organizational chart
- Management Strengths
- Technology Capabilities
- Personnel qualifications

### **1.4 – Key Deliverables**

SERVICE PROVIDERS shall provide CLIENT with a solution that addresses the following general areas, many of which may be discussed in greater detail elsewhere in this RFP:

- Ability to provide a full spectrum of services
- Solid results-oriented organizational structure
- Organizational abilities
- Relationship philosophy
- Competitive advantages
- Innovative programs
- Value added services
- Regional capacities/capabilities
- Customer service tools

### **1.5 – Rights of CLIENT**

CLIENT reserves the right to select the bid which we feel best meets our business requirements. This also means that we reserve the right to select or not to select any proposal, re-bid this business, negotiate with one (1) or more SERVICE PROVIDERS for services at a given facility before awarding the bid to a SERVICE PROVIDER, manage the security guard services internally, or award partial business to multiple SERVICE PROVIDERS who best meet the needs of the area serviced.

### **1.6 – Formal Agreement**

SERVICE PROVIDER will be required to enter into an Agreement with CLIENT which incorporates the terms specified in the RFP and any other normal and customary or additional terms at CLIENT's discretion. As such, this RFP is not an offer capable of being accepted

### **1.7 – Costs Incurred**

This RFP does not commit CLIENT to pay any costs incurred in the preparation or submission of any proposal or any costs incurred by a Potential SERVICE PROVIDER in connection with the negotiation and execution of a contract with CLIENT

### **1.8 – Ownership**

All proposals submitted in response to this RFP will become the sole property of CLIENT and shall not be returned to the SERVICE PROVIDER. All supporting material and other documentation submitted with any proposal will also become the property of CLIENT, unless otherwise requested by the SERVICE PROVIDER in writing at the time of proposal submission. All information not already known to CLIENT, or not considered to be in the public domain, will be considered confidential.

### **1.9 – Business Objectives:**

CLIENT is seeking a SERVICE PROVIDER who will:

- Make recommendations concerning aspects of the business within their sphere of its expertise and help CLIENT stay up to date in regard to changes in Security Guard Services
- Provide technical expertise taking into account CLIENT's unique needs
- Provide business expertise that will bring additional value-added services to CLIENT
- Gain knowledge of CLIENT's operations so that operational and cost saving opportunities can be explored to the mutual benefit of both companies and demonstrates Process Efficiencies: Delivery of Security Guard Services in the most efficient manner to meet CLIENT's needs and requirements
- Cost Reduction: Best Practices and efficiencies to maintain the lowest possible cost at the highest possible quality of services Innovation: that provides CLIENT with an edge to better serve its customers
- Continuous Improvement: Improvement in quality and consistency for the services through collaboration, innovation and continuous improvement processes

## **2.0 - General Procedures**

### **2.1 – RFP Administration**

Your Company's proposal, any questions and/or communications pertaining to this RFP, must be directed via email to the RFP Primary CLIENT Contact. All questions or requests for clarification are to be submitted to the RFP Primary CLIENT Contact. All questions will be addressed and sent to the originating email / Service Provide Contact. SERVICE PROVIDERS may not contact any other CLIENT employee or representative to discuss this RFP or any information relating thereto. Such contact may subject your Company to disqualification from this RFP process. SERVICE PROVIDERS will be informed of the status of their submitted proposal upon the completion of CLIENT evaluation and selection process.

### **2.2 – Frequently Asked Questions**

All questions, requests for additional information or clarification should be sent via email to the RFP Primary CLIENT contact.

**2.3 – RFP Schedule**

SERVICE PROVIDER responses to this RFP must be sent electronically to be received by CLIENT before **5:00PM PST on October 30<sup>th</sup>, 2019**. Any proposals that are received late or are not in compliance with the instructions and/or requested elements found in this RFP may be rejected and eliminated from consideration. In addition, SERVICE PROVIDERS may be required to present their proposal to CLIENT personnel. You may be contacted concerning such presentations once your proposal has been received and reviewed. We request that you review the RFP and submit your initial questions by, **October 23<sup>rd</sup>, 2019**. Additional questions will be accepted and responded to throughout the RFP schedule. The following is a planned schedule of activities related to this RFP and selection of a SERVICE PROVIDER:

**October 10 – 17, 2019** – Issue RFP to SERVICE PROVIDERS

**October 23, 2019** – Initial Questions must be submitted by Time

**October 30, 2019** – Receipt of electronic proposals from SERVICE PROVIDERS

- If SERVICE PROVIDER requests an extension for Proposal Submission, the request must be submitted to RFP Primary CLIENT Contact before **5:00PM PST on October 30<sup>th</sup>, 2019**

**November 20, 2019** – Projected commencement of service date

\*All dates are subject to change at CLIENT' sole discretion.

**2.4 – RFP Terms and Conditions Applied to the Agreement**

The terms and conditions of the RFP, including any specifications and the completed proposal, may become, at CLIENT's sole discretion, part of the Agreement. If you fail to object to any term or condition in this RFP, it shall conclusively mean you agree with and will comply with all such terms and conditions. All objections must be submitted to CLIENT in writing as a part of your response to this RFP. SERVICE PROVIDERS must clearly set forth any restriction within their proposals where they are unable to meet the CLIENT specification. Unless expressly indicated, CLIENT will assume that the SERVICE PROVIDER's proposal meets the required specifications. Any restrictions will be considered during the evaluation phase and may influence the RFP awards.

**2.5 – Indemnification**

The SERVICE PROVIDER agrees to indemnify, defend and hold harmless Albertsons Companies, its affiliates, officers, directors, employees, and agents (each an "Indemnified Party" from and against any losses, costs, damages, actions, suits, demands, fines penalties, judgments, and expenses (including reasonable attorneys' fees and costs) arising out of (i) a breach or alleged breach of this Agreement; (ii) death, personal injury or property damage cause, directly or indirectly, by [SERVICE PROVIDER] and any subcontractor, if applicable, and any of their respective officers, employees or representatives, or (iii) any matter that [SERVICE PROVIDER] is required to insure against under this Agreement. Upon receipt by an Indemnified Party of notice of a claim, action or proceeding in respect of which indemnity may be sought hereunder; CLIENT shall within a commercially reasonable time notify the [SERVICE PROVIDER] in writing with respect thereto. [SERVICE PROVIDER] shall assume and control the defense of any litigation or proceeding in respect of which indemnity is sought hereunder with counsel reasonably acceptable to CLIENT.

**I have read the Indemnification language and my company agrees.**

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

## **2.6 – Confidentiality**

"Confidential Information" shall mean all non-public information of CLIENT or its affiliates, subsidiaries, customers, SERVICE PROVIDERS, and contractors (whether oral, written or electronic), including any analyses, compilations, studies, notes or other documents which contain or otherwise reflect such information. Confidential Information includes but is not limited to financial, commercial, and technical data, analysis and information; strategies, projections, forecasts, assumptions and results; inventory; procurement practices; customer, SERVICE PROVIDER, SERVICE PROVIDER, contractor and pricing lists and information; management structure and organizational needs; methods of production, distribution, or operation; technology in any stage of development, trade secrets, techniques, processes, concepts, ideas, inventions, know-how, and all copies, compilations and derivative works thereof and any visual observations or conversations overheard by the Company or its Personnel.

## **2.7 – Codes and Compliance**

SERVICE PROVIDER shall be responsible for performing all work in accordance with all applicable federal, state and local laws, regulations, codes, ordinances and other applicable governmental requirements, including obtaining applicable permits (hereinafter "Legal Requirements"). In addition to the Legal Requirements described above, SERVICE PROVIDER shall comply with all applicable CLIENT safety requirements while on CLIENT premises. SERVICE PROVIDER shall manage, transport and dispose of any hazardous or universal waste generated in performing the work, in accordance with all Legal Requirements. SERVICE PROVIDER shall ensure that all materials utilized in performing the work similarly meet all Legal Requirements. SERVICE PROVIDER shall ensure that any third party utilized to perform the services described in this RFP, if such use of third parties is allowed and approved in advance by CLIENT, shall similarly meet all Legal Requirements in performing the work and in the materials utilized in performing such work.

## **2.8 – Assignment**

SERVICE PROVIDER shall not assign or subcontract any portion of its obligations under the Agreement without the prior written consent of CLIENT. Assignment or subcontracting shall in no way relieve the SERVICE PROVIDER of any of its obligations under this Agreement

## **2.9 – Representations and Warranties of SERVICE PROVIDER**

The SERVICE PROVIDER represents and warrants the following in connection with the Services: it and its employees possess the requisite skill, knowledge, background, and experience to perform the Services in a good and workmanlike manner; (ii) it shall and it shall cause its employees to perform the Services in accordance with all applicable federal, state, and local laws, rules, codes, and regulations; (iii) it has and it shall maintain in good standing during the term any and all necessary licenses, permits and permissions required (if any) to perform the Services; (iv) it has verified and will verify on an on-going basis that all employees used to perform the Services are United States citizens or legally authorized to work in the United States; and (v) it shall and it shall cause its employees to comply with any and all security, health, safety, and other operational policies or procedures of CLIENT, which are made known to the SERVICE PROVIDER, while on the premises of CLIENT or any of its affiliates or subsidiaries

## **2.10 – News Release**

The SERVICE PROVIDER shall not issue any press release, publicity statement or other public notice relating to this RFP and shall not use the CLIENT name, logo, or service marks without the prior written approval of CLIENT.

## **2.11 – Contract**

SERVICE PROVIDER shall be required to sign a Services Agreement with CLIENT in substantially the same form as is attached. SERVICE PROVIDER must clearly set forth any specific objections to the terms and conditions of the Agreement as a redlined agreement. CLIENT shall assume that the SERVICE PROVIDER agrees to the terms and conditions of the Agreement

### **2.12 – RFP Certification**

All proposals must include a cover letter on company stationery that is signed by an officer, managing member or partner authorized to bind the SERVICE PROVIDER.

## **3.0 – Service Specifications**

### **3.1 – General Service Specifications**

All Contract Guards will be for officer level guards. SERVICE PROVIDER will provide supervision for all guards and will serve as a liaison between the SERVICE PROVIDER and CLIENT with respect to any and all issues, concerns, and relevant information including communicating CLIENT policies and procedures to the other guards and enforcing those policies and procedures with respect to its guards.

- Guards will need to be equipped with uniforms that foster a professional consistent appearance
- Uniforms will be provided by the SERVICE PROVIDER
- CLIENT will reserve the right, at its sole discretion, to require the SERVICE PROVIDER to remove any guard for any lawful reason and request a suitable replacement from the SERVICE PROVIDER.
- SERVICE PROVIDER will be responsible for the hiring and training of all guards, including any replacement of existing guards
- CLIENT will not pay for training costs
- To the extent permitted by law, and at SERVICE PROVIDER's sole cost and expense, SERVICE PROVIDER shall be responsible for conducting criminal background checks on all guards used to perform any services for CLIENT and for certifying to CLIENT that there is nothing revealed by such background checks of said guards that would create a reasonable doubt about the utilization of same for the services in a safe manner and with proper regard for the security of CLIENT and its employees, affiliates, subsidiaries, customers, SERVICE PROVIDERS and other third parties.
- SERVICE PROVIDER shall be responsible for certifying that any and all guards whose background checks indicate the following convictions shall not be assigned to CLIENT or any of its affiliates or subsidiaries:
  - Any felony conviction
  - Any conviction resulting in time spent in jail
  - More than one misdemeanor of any kind (excluding traffic violations)
  - Any sex offense
  - Any offense involving a weapon
  - Any offense involving violence
  - Any crime against a previous employer
  - Any crime or discharge involving fraud, theft, deception, etc.
  - SERVICE PROVIDER shall be responsible for ensuring that its guards strictly comply with CLIENT's drug-free workplace policies, as the same may be amended by CLIENT in its sole discretion

### **3.2 – Guard Responsibilities / Duties**

The responsibilities and duties of the guard may include but are not limited to:

- Provide assistance, directions, answer questions and otherwise serve as a central or visible source of information for employees, customers, visitors and SERVICE PROVIDERS.
- The inspection of personal vehicles as they are entering and exiting the CLIENT facilities according to CLIENT' procedures.
- The inspection of trucks and trailers to verify the security of incoming cargo by the condition of lockout tags and confirming that trailers leaving the yard after deliveries are empty.
- Capturing and maintaining accurate data on all trailer traffic and their related contents per the bills of lading being entered into the CLIENT provided software systems.
- The inspection of people and property when deemed necessary according to CLIENT' procedures.
- Notify the CLIENT of any hazards, safety violations or other conditions that warrant an unsafe condition.
- Perform additional duties unique to specific posts as required by CLIENT.
- A majority of the duties will be stationary, but occasionally walking and/or driving may be required.
- Guards will not carry weapons of any kind.

### **3.3 – Employment Requirements**

In addition to ensuring strict compliance with all applicable State and Local laws governing the hours of work and wages, no guard shall:

- Work longer than a 12-hour shift without at least an 8 hour break
- Work more than 12 hours in any 24-hour period

### **3.4 – Security Guard – Officer**

**Shift:** Multiple **Percent of Travel:** Zero **Weekly Hours: Average** 40 hours **Recommended Education:** GED or High School Diploma required. **Recommended Experience:** 6 - 12 Months **Required Certificates:** Where applicable by law, must maintain security certifications and/or valid driver's license

#### **Position Summary – To include but not limited to (depending on site):**

- Following specific post orders as assigned for Security Patrols and services for the assigned site/retail location.
- Secure and protect all company property including buildings, equipment and product inventory as well as all associates by maintaining control of traffic flow and access to the facility.
- Respond to emergency situations with a sense of urgency and maintain open communication flow with management staff.
- Essential duties following other duties may be assigned.
- Log inbound deliveries and direct trucks to proper receiving door.
- Record all vehicles entering and leaving facility. Verify seals and sign off on trip sheet of all fleet vehicles.
- Inspect SERVICE PROVIDER trucks exiting facility for product or pallets and sign off on gate pass.
- Inspect trunks on all vehicles before exiting
- Check employee ID's before allowing access to facility and check all packages or coolers before employees exit the facility.
- Log in all visitors and notify department before access is given to visitor.
- Deny access of unauthorized individuals/vehicles Perform facility rounds, door seal checks, pilferage checks, and temperature checks
- Complete all paperwork and reports as necessary Other duties as assigned

#### **3.4.1 – Physical Requirements:**

- Constant- Seeing and hearing; frequent- feeling, standing, walking, and sitting
- Occasional- reaching, stooping, climbing, balancing, driving, bending, twisting, handling of paperwork. Carrying, lifting, pushing, pulling and gripping of objects ranging in weight from under 20 lbs. to over 60 lbs.

**3.5 – Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**3.6 – Competencies:** Communication Skills, Quick thinking, Interpersonal Understanding, Team Player, Adaptability, Self-Driven, Use of technology

## **4.0 – SERVICE PROVIDER Proposal Requirements**

### **4.1 – Additional Proposal Elements**

If you wish to provide any additional information or propose alternative solutions, you may do so in the form of materials submitted "IN ADDITION TO THE REQUIRED DOCUMENTS". Additional materials are not required but will be considered in the proposal evaluation. **Please attach additional proposal elements to the electronically submitted proposal.**



**4.2 – Insurance Requirements**

SERVICE PROVIDER, at its sole cost and expense, shall at all times during the term of the Agreement, carry and maintain the following required insurance coverage with insurance companies authorized to do business within the States of Washington, Alaska & Idaho.

Before commencing work, SERVICE PROVIDER shall furnish CLIENT with certificate(s) of said insurance policy or policies and shall assume responsibility for placement and renewal of all such policies.

- a) Commercial General Liability including but not limited to (i) injury to person, (ii) damage to property, (iii) contractual liability coverage, and (iv) personal injury liability (including but not limited to false arrest, malicious prosecution, detention, or imprisonment, defamation of character, infliction of emotional distress, assault, invasion of privacy, libel, and slander), in an amount not less than \$2,000,000 for each occurrence listing ALBERTSONS COMPANIES, INC. and its affiliates and wholly-owned subsidiaries as additional insured;
- b) Business automobile liability insurance for owned or non-owned vehicles in the amount of \$2,000,000 combined single limit for losses resulting from operation of vehicles owned or non-owned by Contractor and used in providing the Services contemplated by this Agreement, listing ALBERTSONS COMPANIES, INC. and its affiliates and wholly-owned subsidiaries as additional insured under such policy;
- c) Third Party Crime insurance in an amount not less than \$500,000;
- d) Workers Compensation at statutory limits; and
- e) Employer’s Liability at limits not less than \$1,000,000.

This insurance shall be issued by one or more insurance carriers licensed to do business in the state where Services are rendered and with an AM Best rating of at least A-VII. PRIOR to execution of this Agreement, Contractor shall provide Albertsons with a Certificate of Insurance which shall indicate all insurance coverage required by the provisions herein and that Albertsons will be provided with thirty (30) days’ written notice prior to substantial modification or cancellation of such policy. Upon awarding of Service from CLIENT, such Certificate of Insurance shall be sent to: ALBERTSONS COMPANIES, INC., Attn: Records Center, 250 Parkcenter Blvd., Boise, ID 83706, and an electronic copy sent to RFP Primary CLIENT Contact.

**I have read the insurance requirements and will provide insurance at the level designated by CLIENT.**

**I agree to the above conditions in Section 4.2, “Insurance Requirements”.**

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature



<b>5.0 – SERVICE PROVIDER Overview – Please answer all questions below</b>
General Information
Company Information
Legal Company Name
Parent Company Name
Street Address
City
State
Zip Code
Country
Are visits to your site/office available by appointment
Primary Contact Name: Phone & Email
Secondary Contact Name: Phone & Email
Senior Management Contact Name: Phone & Email
Legal Contact Name: Phone & Email
Accounting Contact Name: Phone & Email
Senior Management Contact Name: Phone & Email
Please give a brief overview of your company including commodities and / or services provided
Which year was your company established?
What is your web URL?
Provide SIC/NASIC#
DUNS/DB#
Federal Tax ID#
<b>Ownership Information</b>
If public, where does your company trade, and under what stock symbol?
If private, who are the top three principle owners, and what is the related ownership percentage of each?
<b>Customer References</b>
Please provide 5 customer references and the following information:
Has your company provided product or services to CLIENT or its affiliates in the past 5 years?
If previously, when?
If yes, what companies, locations and dates.
CLIENT shall have the right to audit SERVICE PROVIDER, providing reasonable prior notice, to inspect pertinent records to confirm compliance with its agreed obligations at time of business award. Do you agree to allow CLIENT to inspect those records?
<b>Legal</b>
Completion of RFP process and awarding of all or partial business will be subject to full legal review by Albertsons Companies, to include service agreements, addendums and provided documentation from RFP process. Please provide answers to the following:
Has your company ever filed bankruptcy?
If "Yes", when?
Is your company currently contemplating mergers or acquisitions?
Are you currently going through any litigation that may impact services?
Do you have a formal/written safety program? If yes, please attach.
Do you have a disaster recovery plan in place? If yes, please attach policy plan

<b>Human Resources</b>
Outline the recruiting procedures used to meet the qualifications for each position being staffed at CLIENT.
Describe how you establish compensation and benefit levels for geographic areas where you are placing employees.
<b>BACKGROUND CHECK: SERVICE PROVIDER shall be responsible for conducting background checks on all guards deployed to perform services for CLIENT and for certifying to CLIENT that guards whose background checks reveal/indicate the following convictions shall not be assigned to CLIENT or any of its affiliates or subsidiaries: felony conviction, any conviction resulting in time spent in jail, more than one misdemeanor of any kind (excluding traffic violations), any sex offense, offense involving a weapon, offense involving violating a crime against a previous employer, or any crime involving fraud, theft, etc. I have read and understand this requirement.</b>
<b>Tenure</b>
What is your company turn-over rate?
Describe the performance measurement methods, compensation system and incentive programs to reward and retain competent employees
How many of your current guard service employees have been employed by your company longer than twelve months?
<b>Benefits</b>
How soon after employment is an employee eligible for vacation?
How soon after employment is an employee eligible for paid holidays?
How soon after employment is an employee eligible for medical / dental coverage?
Are employees charged for uniforms? If yes, describe.
Are employees charged for uniform maintenance? If yes, describe.
<b>DRUG TESTING:</b> The company shall perform drug testing on all employees being placed at a CLIENT or any of its affiliates or subsidiaries
<b>Customer Relationship / Account Management</b>
Describe your new client account set-up process
Describe your processes for escalating issues to your clients
What provisions does your organization have in place to supervise your employees at the client's location? (Supervision includes but is not limited to performance management, conduct, schedules, hours worked, etc.)
How does your company define, measure and improve customer satisfaction?
<b>Customer Service Center</b>
Does your company maintain a 24/7 customer service center?
If your company does not maintain 24/7 availability, provide the hours below that it maintains for its customer service center
If your company does not maintain 24/7 availability, describe how you would handle issues after hours.
Do you have a call center?
If you have a call center, what are the hours of operation?
<b>Quality &amp; Training Program</b>
Describe your management and internal control processes for assuring quality security service delivery
Can your company customize training programs based on CLIENT requirements?
Does your organization provide any training in the following areas to potential guards? (Please check all that apply)
Please provide details on the certification/licensing of your employees and any state specific requirements for any of the locations you are including in your proposal. You may attach copies of certifications or license samples here.
Please provide details on training (or attach training documents to this section) that you provide to your employees to prepare them to be placed on a customer's site.
<b>Issue Resolution</b>
Outline your training program for each level of employees, including pre-placement and on-site

How are requests/feedback handled at the local level and then communicated to the corporate level within your organization?
<b>Accounting / Invoicing</b>
Do you offer electronic billing and remittance processing capability?
CLIENT requires weekly invoicing for proceeding week, does your organization agree to comply with this requirement?
CLIENT minimum invoice requirements include, but are not limited to:
Location Serviced
Name of Guard
Rate Charged
Type of Pay (Regular, Holiday, Overtime)
Date of Service Number of Hours Worked
Does your organization agree to comply with this requirement?
<b>Reporting / Technology / Client Dashboard</b>
Describe and outline all technologies and reporting provided to CLIENT as part of normal or additional services
<b>Security Guard Service – Questions</b>
Describe the processes/agreements necessary to deliver additional emergency staffing when provided with a 24-hour notice
Are you capable of providing more than 10 staff members on a 24-hour notice, for emergency response?

## Appendix A

### RFP Estimated Uniformed Guard Service Locations/Hours – Request For Proposal

- **Safeway / Albertsons – Retail Locations** (Western, WA)
  - Approximately **1,000 billable service hours** per week
  - Hours allocated to Western Washington Safeway/Albertsons retail locations
  - Primary service location cities:
    - Arlington, Everett, Lynnwood, Seattle, Bellevue, Renton, SeaTac, Burien, Des Moines, Kent, Federal Way, Tacoma
- **Safeway / Albertsons – Distribution Center** (Auburn, WA)
  - Approximately **420 billable service hours** per week
  - Hours allocated across 24-hour Distribution operating times
  - Positions to include Site Supervisor, guard gate, roving patrol, etc.
- **Safeway / Albertsons – Distribution Center** (Spokane, WA)
  - Approximately **160 billable service hours** per week
  - Hours allocated across 24-hour Distribution operating times
  - Positions to include Site Supervisor, guard gate, roving patrol, etc.
- **Safeway / Albertsons – Division Office & Manufacturing Plants** (Bellevue, WA)
  - Approximately **376 billable service hours** per week
  - Hours allocated across 24-hour Division Office & Manufacturing Plant operating times
  - Positions to include Site Supervisor, Division Office receptionist, guard gate, roving patrol, etc.
- **Account Manager**
  - Full-time **40 hour per week** position dedicated overseeing the Safeway / Albertsons Uniformed Security areas of service as outlined above.
  - The position will focus on administrative oversight, billing, reporting, prepare regular status account updates for Safeway Asset Protection.
  - The position will work equally in the field, Division Office and between all Western Washington areas of service.
- **Vehicle Patrol Services (Various locations, Western & Eastern WA)**
  - Marked security vehicle, with Uniformed Security Officer to provide patrol services at specific locations
  - Follow specific Post Orders for Vehicle Patrol Services

### Uniform & Equipment

- CLIENT retains the right to require specific design elements of the uniform utilized for the Safeway / Albertsons Contract Security Program. These elements are to be determined based on the Guard assignment location. CLIENT and selected SERVICE PROVIDER will work closely to finalize all custom uniform & equipment selections for each service location. This includes, but is not limited to:
  - Shirt, Pants, Shoes
    - Shirt Style – To include, but not limited to polo, traditional security button down, etc.
    - Pants Style – To include, but not limited to, traditional officer trouser, BDU, etc.
    - Colors –
    - Badge – Depending on location, some officers may have a metal badge, embroidered, or no badge on the selected uniform
  - Equipment
    - All pieces of SERVICE PROVIDER issued equipment to be agreed upon by CLIENT and SERVICE PROVIDER for each service location as listed above
    - To include, but not limited to handcuffs, ASP, OC/pepper spray or any electronic incapacitation devices, etc.