



PROPOSAL KIT SAMPLE

Security Guard Services Sample Proposal

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Gerald Whitworth
City Administrator
City of Copperville
100 Main Street
Suite 201
Copperville, NC 27000

Mr. Whitworth,

Please find enclosed our proposal for providing security services for City of Copperville. We have reviewed the requirements and standards set by the City of Copperville and the State of NC, and are prepared to meet all conditions and abide by the terms set forth in the Request for Proposal (RFP).

We believe you will see that TopMarx Security Services has the appropriate experience and can provide outstanding service for this project. If you have any questions about the content of this proposal, please call us for clarification or additional details. We hope to meet with you to sign the City of Copperville Security Services Contract at your earliest convenience.

Sincerely,

Damien Davies
Director of Contract Services
TopMarx Security Services
555-555-5555
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PROPOSAL

Security Services for Copperville Centre

Prepared for: Gerald Whitworth
City Administrator

Prepared by: Damien Davies
Director of Contract Services



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EXECUTIVE SUMMARY

TopMarx Security Services is perfectly positioned to provide trained security personnel who can meet the needs and goals of City of Copperville.

The Objective...

City of Copperville, a mixed-use tourist and public attraction, requires security services.

- Need #1: Adequate numbers of security personnel are needed to protect the public and property within City of Copperville 24 hours a day, seven days a week.
- Need #2: Additional security personnel are needed on occasion to handle large festivals and sporting events held at City of Copperville.
- Need #3: Because City of Copperville is a tourist attraction, security personnel working there should be able to assist and instruct visitors in a courteous manner.

The Opportunity...

Contracting with TopMarx Security Services to provide security services will meet the following goals of City of Copperville management:

- Goal #1: Keep City of Copperville a safe, pleasant place for the local public and for tourists to visit.
- Goal #2: Protect the property and interests of the business owners within City of Copperville.
- Goal #3: Gain the flexibility to expand and contract security staff as needed to handle a variety of seasonal events.



The Solution...

TopMarx Security Services is the leading supplier of security services within our region of NC. We have a well-established training program for security guards that can be customized to meet the needs of City of Copperville. TopMarx Security Services consistently maintains a large pool of qualified security guards, and so we possess the capability of scheduling security personnel as needed to handle a variety of situations and events.

- Recommendation #1: City of Copperville management should meet with TopMarx Security Services to discuss event schedules and address any special personnel requirements City of Copperville may have.

- Recommendation #2: City of Copperville management should finalize a one-year contract with TopMarx Security Services, with options to renew for future years.

- Recommendation #3: After signing the contract, TopMarx Security Services will immediately review available candidates, develop training materials as needed, and train and place guards in new assignments at City of Copperville.

Summary

TopMarx Security Services is ready to fulfill all the needs and meet all the requirements described for the City of Copperville project in their Request for Proposal.





COST SUMMARY

Hourly Costs for Unarmed Security	Price
From 7:00 a.m. to 7:00 p.m.	\$20/hour
From 7:00 p.m. to 7:00 a.m.	\$25/hour
Holidays	\$30/hour

Hourly Costs for Armed Security:	Price
From 7:00 a.m. to 7:00 p.m.	\$30/hour
From 7:00 p.m. to 7:00 a.m.	\$35/hour
Holidays	\$40/hour

Standard Disclaimer: The prices shown above are valid for one year from the time of contract agreement. New costs will be determined each year and a new contract must be signed each year.

TopMarx Security Services pays for all training, supervision, employee benefits, and insurance costs for its workforce.





TRAINING PLAN

After conferring with City of Copperville management and vendors, our staff will develop and provide specialized training for our security guards. We are staffed and equipped to handle a variety of training needs.

■ On-Site Training

All security guards will be thoroughly oriented on-site as to the specific locations and building layouts and potential security issues of the different venues included within City of Copperville.

■ Off-Site Training

All security guards will be trained in proper procedures and expected behavior standards during the six-week TopMarx Security Services training course.

■ Printed Manuals

With assistance from City of Copperville management and merchants, TopMarx Security Services will develop a training manual for all guards assigned to City of Copperville.

■ Fast Track Training

Experienced TopMarx Security Services security guards will receive concentrated training and orientation so that they may assume their responsibilities at City of Copperville as soon as possible.

■ Ongoing Training

TopMarx Security Services will provide ongoing training for its staff as needed to handle new situations and correct any deficiencies that may be noted during the course of our contract with City of Copperville.

Summary

TopMarx Security Services can handle all the training needs for security personnel at City of Copperville.





COORDINATION

Unarmed security guards cannot handle every situation on their own. TopMarx Security Services will put in place procedures with other agencies and train all personnel to coordinate with other city and county agencies as described below.

Law Enforcement Issues

- Upon observing criminal activity, TopMarx Security Services guards will immediately call the Wilmington Police Department for assistance.
- If necessary, TopMarx Security Services guards may stop and question a suspect, but only law enforcement officers can arrest suspects.
- During sporting events or international events, TopMarx Security Services guards may be called upon to interact with federal authorities as well as local police. In these cases, TopMarx Security Services guards will obey all instructions of the law enforcement authorities.

Medical Issues

- All TopMarx Security Services guards will be certified in First Aid and CPR procedures to render emergency assistance as needed.
- In the case of minor injury or illness (no broken bones, bleeding, unconsciousness, or breathing difficulties), TopMarx Security Services guards will be instructed to call the Wilmington Fire Department and request Emergency Medical Technician assistance.
- In the case of major injury or severe illness (obvious broken bones, bleeding, periods of unconsciousness or breathing difficulties), TopMarx Security Services guards will call the Wilmington Fire Department and request a Paramedic Unit. Should the sole Wilmington Paramedic Unit be unavailable, TopMarx Security Services guards will call Wilmington Hospital and request an ambulance.



Tourism Issues

- Because City of Copperville is an international tourist attraction, there may be times when emergency translation services are needed. In cases where a guard cannot communicate with a distressed visitor, the TopMarx Security Services guard will call the Wilmington Police Department and request translation services, which can generally be provided over the phone within a short period of time.

Issues with Transients

- Because the central park area is not fenced, people may enter 24 hours a day. This presents potential problems with homeless who may want to camp out within the City of Copperville grounds after dark. TopMarx Security Services guards will be instructed to urge homeless persons to leave and hand them information cards from the local shelter. If they refuse to leave, guards will be instructed to call police for assistance.

Summary

Periodic drills will be held in conjunction with appropriate agencies to ensure that all parties know how to respond in an efficient, appropriate manner to keep the public, business owners, and employees safe.





SUPERVISION

Effective security services depend on adequate supervision and performance reviews for security personnel. Your contract with TopMarx Security Services guarantees the following:

- **Random checks by TopMarx Security Services supervisors of the City of Copperville to ensure that our guards there are performing as expected.**

A surprise drop-in inspection by our supervisory staff can happen at any time and during the course of any event. During a check like this, all guards will be observed and evaluated.

- **Availability and willingness of TopMarx Security Services management to take comments and complaints on our service.**

In the event that any of our guards behave in an unsatisfactory manner, we want to hear about it immediately. Supervisors are available 24 hours a day, seven days a week.

- **Immediate correction of all service problems.**

If an issue is determined to be a lack of training or a misunderstanding, guards will be instructed in correct behavior and put on probation. A repetition of problem behavior will result in immediate replacement of that guard.

- **Availability of TopMarx Security Services management to handle scheduling issues, including emergency situations.**

A supervisor from TopMarx Security Services is on call 24 hours a day, seven days a week, to coordinate with City of Copperville management and handle any situation.

Summary

TopMarx Security Services is dedicated to training and supervising our staff to provide superior service to our clients.



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