



# PROPOSAL KIT SAMPLE

## Security Guard Services Sample Proposal

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Cover Letter, Title Page, Table of Contents, Executive Summary, Cost Summary, Training Plan, Coordination, Supervision, Background Check, Venue, Tourism, Qualifications, Company History

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January 12, 20xx

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

Dear Mr. Whitworth,

Please find enclosed our proposal for providing security services for Copperville Centre. We have reviewed the requirements and standards set by the City of Copperville and the State of North Carolina, 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 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 Copperville Centre Security Services Contract at your earliest convenience.

Sincerely,

Damien Davies  
Director of Contract Services  
TopMarx Security Services  
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# PROPOSAL

January 12, 20xx

## Security Services for Copperville Centre

Prepared for: Gerald Whitworth  
City Administrator

Prepared by: Damien Davies  
Director of Contract Services

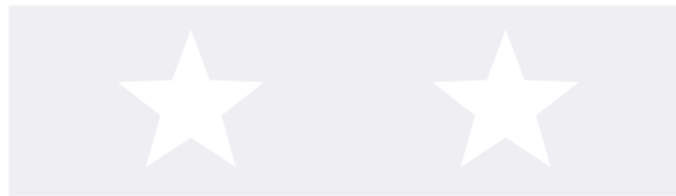
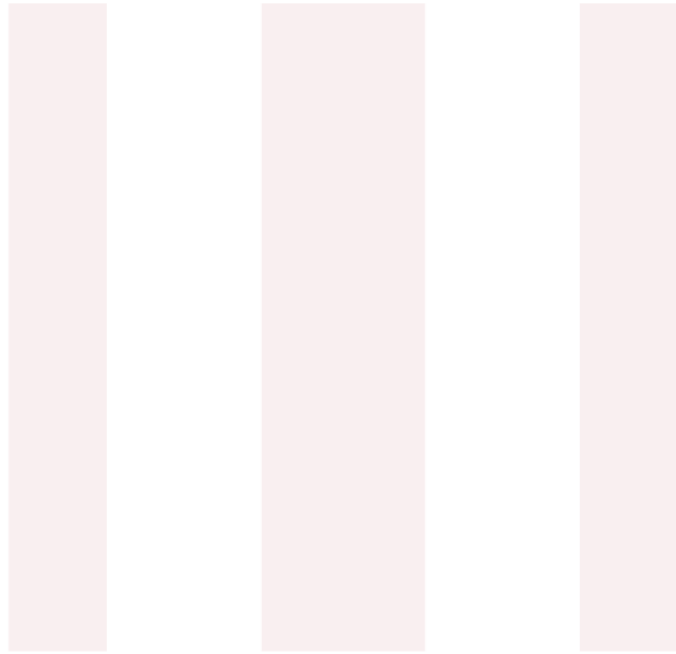
### DESCRIPTION

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

TopMarx Security has the appropriate experience and can provide outstanding service for this project.

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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 Copperville Centre.

## The Objective...

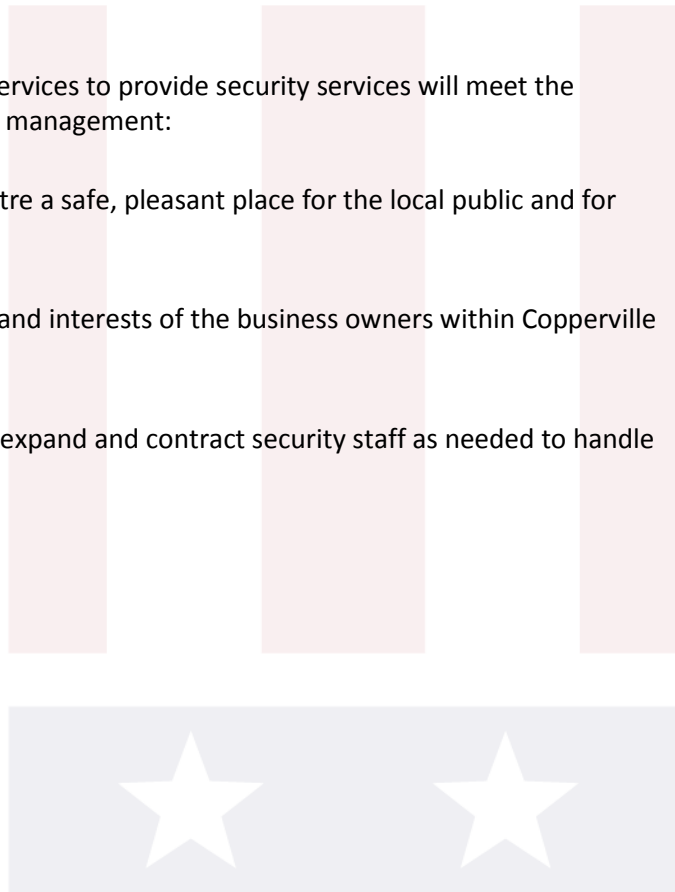
Copperville Centre, a mixed-use tourist and public attraction, requires security services.

- ★ **Need #1:** Adequate numbers of security personnel are needed to protect the public and property within Copperville Centre 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 Copperville Centre.
- ★ **Need #3:** Because Copperville Centre 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 Copperville Centre management:

- ★ **Goal #1:** Keep Copperville Centre 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 Copperville Centre.
- ★ **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 North Carolina. We have a well established training program for security guards that can be customized to meet the needs of Copperville Centre. TopMarx 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:** Copperville Centre management should meet with TopMarx Security Services to discuss event schedules and address any special personnel requirements Copperville Centre may have.
- ★ **Recommendation #2:** Copperville Centre 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 will immediately review available candidates, develop training materials as needed, and train and place guards in new assignments at Copperville Centre.

## Summary

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



# ★ COST SUMMARY

## Hourly Costs for Unarmed Security

From 7:00 a.m. to 7:00 p.m.  
From 7:00 p.m. to 7:00 a.m.  
Holidays

## Price

\$20/hour  
\$25/hour  
\$30/hour

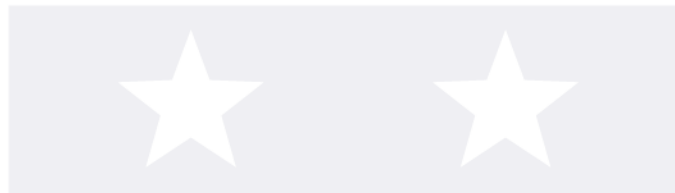
## Hourly Costs for Armed Security:

From 7:00 a.m. to 7:00 p.m.  
From 7:00 p.m. to 7:00 a.m.  
Holidays

\$30/hour  
\$35/hour  
\$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 pays for all training, supervision, employee benefits, and insurance costs for its workforce.



# TRAINING PLAN

After conferring with Copperville Centre 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 Copperville Centre.

## ★ **Off-Site Training**

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

## ★ **Printed Manuals**

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

## ★ **Fast Track Training**

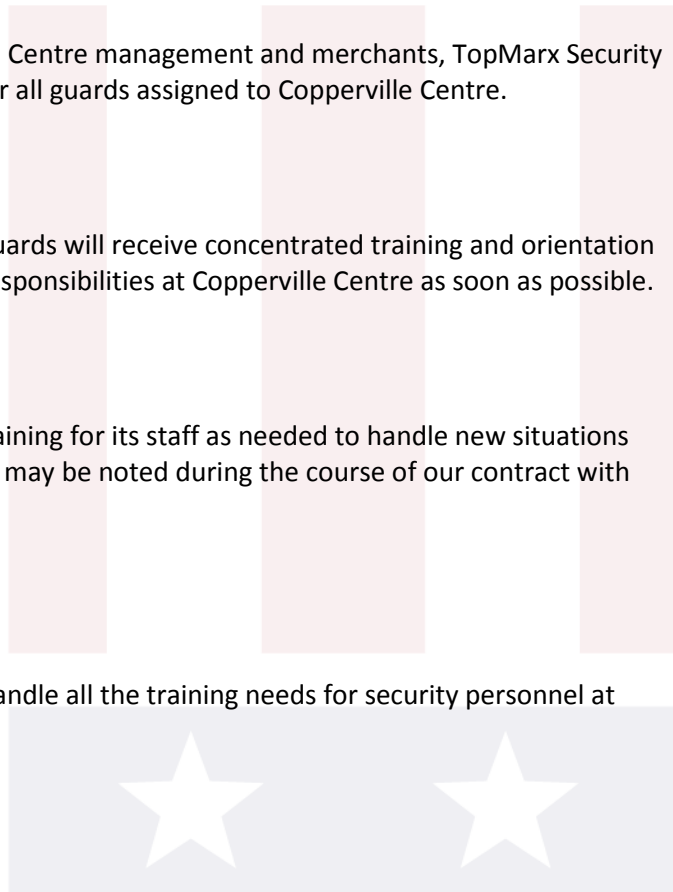
Experienced TopMarx security guards will receive concentrated training and orientation so that they may assume their responsibilities at Copperville Centre as soon as possible.

## ★ **Ongoing Training**

TopMarx 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 Copperville Centre.

## **Summary**

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





## COORDINATION

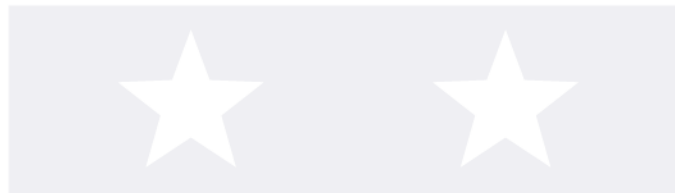
Unarmed security guards cannot handle every situation on their own. TopMarx Security will put in place procedures with other agencies and train all personnel to coordinate with other city and county agencies as described below.

### **Law Enforcement Issues**

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

### **Medical Issues**

- ★ All TopMarx 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 guards will be instructed to call the Copperville 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 guards will call the Copperville Fire Department and request a Paramedic Unit. Should the sole Copperville Paramedic Unit be unavailable, TopMarx guards will call Copperville Hospital and request an ambulance.



## Tourism Issues

- ★ Because Copperville Centre 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 guard will call the Copperville 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 Centre after dark. TopMarx 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 guarantees the following:

★ **Random checks by TopMarx supervisors of the Copperville Centre 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 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.**

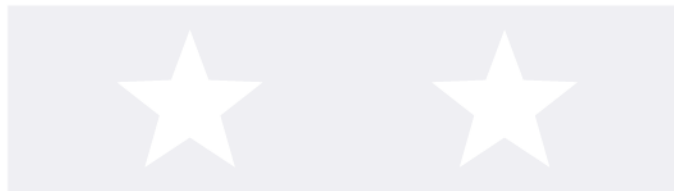
If an issue is determined to be a lack of training or a misunderstanding, guards will be instructed in correct behavior and put on probation. A repetition of problem behavior will result in immediate replacement of that guard.

★ **Availability of TopMarx management to handle scheduling issues, including emergency situations.**

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

### Summary

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



This sample is included in the [Proposal Kit Professional](#) and [Proposal Pack](#) products.

This sample has been truncated to only show the first few pages. The complete version of this sample including an editable Word version is included with all Proposal Kit Professional and Proposal Pack products found at:

[ProposalKit.com/htm/proposal-software-products.htm](http://ProposalKit.com/htm/proposal-software-products.htm)

