1. **Statement of the Project.** [Agency will to provide detailed narrative of the project]

Example: The Contractor will provide {Service Category(s)} Security Guards for the {Using Agency Name}. Security Guard services are to be performed at {Site Location Name and Address}, in accordance with the Security Guard Services ITQ 4400017336, and this Statement of Work.]

The Contractor shall provide {number} security guards on site to perform the services as described below. A sufficient number of backup guards must be available to provide replacements to cover all posts in the event of an absence during regularly scheduled shifts/hours. The security guard(s) primary function is to protect the personnel and property of the {Agency}, create a sense of security and safety for employees and customers, report hazardous or unsafe conditions on the premise and respond to suspicious activity.]

1. **Term of the Project.** The term of this Project shall commence upon issuance of a Contract or Purchase Order to the selected Contractor (“Effective Date”), and shall expire [specify number of years/months] after the Effective Date, unless it is terminated earlier pursuant to the terms of the Contract or Purchase Order. The term of this Project may be extended by and at the sole option of the Commonwealth for up to 90 days upon the same terms and conditions where a continued needed exists for the services of the selected Contractor and there has been no termination under the terms of the Contract or Purchase Order.
2. **Qualifications**.
3. **Requirements.** In response to this RFQ, contractor is required to upload all relative licensures, accreditations, narratives etc., specified below, under Supplier Documentation located in the JAGGAER. [Agency can build upon this criteria]
4. **Experience.** Contractor must provide three (3) detailed examples of projects that your company performed that are similar in nature and scope to the services stated in this RFQ. Contractor should provide a detailed narrative that includes the following:

A. Project Name;

B. Scope and Size of Project;

C. Project Start and End Dates;

D. Company Name;

E. Company Address;

F. Contact Person;

G. Contact Phone Number; and

H. Contact Email Address.

**Contractor Response**

1. **Subcontracting.** If applicable, Contractor shall provide a subcontracting plan for all subcontractors, including small and small diverse business subcontractors, who will be assigned to the Project. Subcontractors, under this RFQ, do not need to be a qualified ITQ Contractor since the prime contractor assumes responsibility for all services whether or not it provides them directly. A Contractor cannot sub-contract more than 49% of the services. Upon award of the contract resulting from this RFQ, subcontractors included in the quote submission are deemed approved. For each position to be subcontracted provide:
2. Name of subcontractor;
3. Primary contact name and email;
4. Address of subcontractor;
5. Description of services to be performed;
6. Number of employees by job category assigned to this project; and
7. Resumes (if appropriate and available).

**Contractor Response**

1. **Project Work Plan.** Contractor will be responsible for performing the following tasks. Contractor shall describe in narrative form its approach for accomplishing the tasks.

[Agencies shall list the tasks associated with the project]

1. **EXAMPLE: Security Guard Service:** The guard(s) will perform the following functions while on duty:
   1. Guard(s) will maintain continuous, visible and stationary presence at the employee/visitor entrance reception desk for building access and exit.
   2. The guard(s) is responsible for monitoring camera surveillance covering the exterior of the building and parking area to ensure employee and visitor safety when entering and exiting the building.
   3. The guard(s) is responsible for signing visitors in and out on a visitor log, and issuing a visitor badge.
   4. The guard(s) must ensure only authorized persons enter the building through the employee lobby, and that all such persons are visibly wearing the appropriate identification when entering the building.
   5. Incidents involving Commonwealth employees are to be immediately reported to the agency contact designee identified herein. If an incident involves a Commonwealth employee(s), the employee should not be detained.
   6. Guard(s) must patrol assigned sites as directed and accompany employees to parking area(s) upon request.
   7. The guard(s) must thoroughly check all identification to ascertain that the person present is truly the person being represented (photo i.d.),
   8. Guard(s) is required to contact agency representatives for forwarding of visitors (Commonwealth employee and others) to the agency floors, ensure visitor log is completed, determine where the visitor is going, etc.
2. **Hours of Service**. {Describe hours of service} Example: The security guard(s) shall perform services in eight (8) hour shifts, seven (7) days per week, twenty-four (24) hours a day. Hours are estimated to be one hundred sixty-eight (168) per week. This number is an estimate and may increase or decrease based on the need of the agency.
3. **Additional Guards**. (Optional Clause) Contractor shall provide additional guard service upon request. If the additional guard service is known in advance, the {agency name} shall provide at least {five} (5) Commonwealth business days’ notice to the Contractor. These additional guard services shall be within the same general scope of service, but may increase quantity of guards required to satisfactorily maintain the safety and security of the agency/facility.
4. **Emergency Call-out.** The Contractor shall maintain the capacity to respond to an emergency call-out within four (4) hours and provide additional guards.
5. **Suspicious/Emergency Activity.** Suspicious activity, illegal incidents, vandalism, smoke, fire and other such activity should immediately be reported to the Capitol Police and/or the local police or fire departments as appropriate. All emergency situations shall be reported to {Agency designee} within {one} (1) hours of occurrence. A copy of the Contractor’s emergency policy shall be posted for Guards and provided to {Agency designee} upon request.
6. **Appearance**. Security guards shall maintain a clean personal appearance, proper hygiene, and outstanding appearance at all times. Lateness, profanity, sexual harassment, intoxication, drug use, lack of professionalism, sleeping on the job and fraternization with others shall be grounds for the removal of the guard from the site and/or termination of the contract. Any officer arrested for a misdemeanor, a felony, or having a Protection from Abuse (PFA) order levied against him/her shall be immediately removed from duty.
7. **Shift Reports/Time Sheets.** A shift report must be submitted daily/weekly. This report must include: Dates of service, hours of service, name of guard, and description of any incidents that may have occurred. Incident descriptions must be detailed and include: Names of individuals involved, date and time of incident, offenses committed, name of fire/police department involved, names of officers, and attach any fire/police reports.
8. **Agency Policy.** All guards shall enforce all Commonwealth policies including Management Directives, Administrative Circulars, Executive Orders, and site-specific policies (i.e. smoking, security badges, visitors), as required.
9. **Required Training.** Security guards shall be trained and prepared to respond to a variety of situations that may occur in the fulfillment of their duties. All guards, prior to being posted at the site, shall have completed training in the following categories: customer service, diversity and sensitivity training, workplace violence, responding to emergencies including terroristic threats, loss prevention, fire safety and prevention, traffic control, weapons/explosive scanning devices and other security technology as may be utilized on site. Personnel shall also be trained in First Aid, CPR as administered by the American Red Cross, and Automatic External Defibrillation (AED). The Agency reserves the right to request proof of any of the above training if deemed appropriate.
10. **Incident Control.** In the event of a breach of security by person(s), Officers should use only that force that is reasonable and necessary to effectively bring an incident under control while protecting the property, staff, and others.
11. **Uniforms**. {May be tweaked if agency executive management (Agency Head) determines uniform requirements are otherwise.} Security Guards are required to be in uniform and wear a name tag, identifiable with the Contractor name, while on duty at all times.
12. **Equipment Requirements**: {Optional} Contractor shall provide for use by the Guards, during their duty, the following equipment.
    1. **Communication Equipment.** {Optional, adjust as necessary.} Contractor shall provide devices capable of maintaining communications between all guards and shift supervisor(s) while on duty, at all times. Contractor shall also provide devices for communications between guards, agency designee, Contractor supervisor, and the appropriate police/fire station or medical emergency personnel.
    2. **Vehicles.** {Optional} Contractor shall provide a patrol vehicle to be used for patrolling the facility. {Describe specific requirements for use of patrol vehicle.}
    3. **Temporary Shelter.** {Optional} Contractor shall provide {one (1)} temporary shelter to be used by the Contractor’s security guard(s) while on duty. This temporary shelter shall be placed {define location}. The shelter shall be used {describe how and when the guards are expected to use the shelter.}
    4. **Miscellaneous Equipment.** {Optional} The Contractor shall provide {identify miscellaneous required equipment, i.e. batons} for use by the security guards while on duty at the site. {Provide additional description of requirements on use of equipment.}
13. Contractor shall ensure continuous coverage is maintained and provide documentation monthly of each shift’s actual start and end times. This report, submitted with the invoice will also indicate the first and last name of each guard and the shift worked.
14. {Optional}After receiving notice to proceed, Contractor shall meet with appropriate Agency(s) Representatives and discuss policy, existing security system(s), transition and expectations.
15. **Backgrounds Checks**: All personnel assigned to this Contract shall be screened in accordance with the background check requirements identified in the Contract Terms and Conditions, see Section V.44 CONTRACT-036.1 Background Checks (February 2016). The Contractor shall provide written confirmation that the background checks have been conducted for all personnel assigned to the site or other Commonwealth property prior to access. Compliance with the above terms is expected with regard to violations and behavior. Notification to the Commonwealth must be immediate to ensure any access privileges can be removed. Stringent controls by the contractor shall be demonstrated to ensure that pre-employment screening, including drug screening, for all guards appointed to serve at {Location} has taken place.
16. Performance: Contractor must be prepared to respond immediately to any complaints about guards made by {Agency}, Facility Managers of other agencies in the building, or the public. Incidents involving Commonwealth employees are to be immediately reported to the agency contract personnel. If an incident involves a Commonwealth employee, the employee should not be detained. The Contractor may be required to meet and discuss any issues if there are complaints. Appropriate action must be taken to resolve problem situations within 24 hours of notification.
17. Contractor shall provide a copy of the company’s operating and policy manual for the {Location}to the designated {Agency} official within 15 days of notice to proceed. All post orders including the use of force must be approved by {Agency} prior to implementation.
18. {Agency} reserves the right to change the areas and times when security coverage is required.]

**Contractor Response**

1. **Travel. [**Include if travel is to be invoiced separately; otherwise delete**]** Approved travel shall be reimbursed in accordance with [Management Directive 230.10](http://www.oa.pa.gov/Policies/md/Documents/230_10.pdf) as amended.
2. **Funds Commitment.** [Agencies shall remove if not applicable]

In the event an agency receives approval to make payment for services via a Funds Commitment rather than an agency PO, all references to “purchase order” or “purchase orders” in the CONTRACT TERMS and CONDITIONS shall be replaced with the term “Contract.” A formal written notice to proceed issued by the agency will constitute the Contractor’s authority to make delivery, and shall evidence the existence of an executed contract.