

**City of West Haven**  
**Request for Proposal # 2026-35**  
**West Haven Board of Education**  
**Security Guard Services**

**PROJECT SUMMARY**

The West Haven Board of Education, through the City of West Haven Purchasing Department, is seeking a qualified, licensed security company to provide security services in the form of guards for (6) elementary schools, (1) intermediate school, (1) middle school, (1) high school, and after-school special events.

**SUBMISSION INSTRUCTIONS**

Pre-Bid Meeting Required	No
Pre-Bid Meeting Location	
Pre-Bid Meeting Date & Time	
Mandatory Walkthrough of Site	Yes
Site Location	Listed Below
Site Location Date & Time	7/9/2026 Time: 1:30PM
Information Period Closing Date and Time	Day 7/16/2026 Time: 12:00PM
Solicitation Closing Date	Day 7/23/2026 Time: 1:00 PM
Bid Opening Location	Procurement Office, 355 Main Street, 3 <sup>RD</sup> Floor, West Haven, CT 06516
Bid Location Time	1:00 PM
Advertising Location(s)	New Haven Register, City Website, Open Gov

## **MANDATORY WALK-THROUGH SCHEDULE AND LOCATIONS**

The mandatory walk-through scheduled for Thursday, July 9<sup>th</sup>, 2026, at 1:30 pm, will begin at the West Haven High School and continue to each of the six elementary schools, one intermediate school, and one middle school.

- West Haven High School - 1 McDonough Plz
- Bailey Middle School - 106 Morgan Lane
- Carrigan Intermediate - 2 Tetlow Street
- Haley Elementary - 146 South Street
- Mackrille Elementary - 806 Jones Hill Road
- Pagels Elementary - 26 Benham Road
- Molloy Elementary - 225 Meloy Road
- Savin Rock Elementary - 50 Park Street
- Forest Elementary - 95 Burwell Road

Respondents are required to submit One (1) original and three (4) copies in a sealed envelope. ***Proposals received after this time and date specified above will be rejected.*** No oral, telephonic, emailed, or faxed corrections, deletions, or additions to any response shall be accepted. The City reserves the right to reject any or all responses, and to waive any or all formalities in connection with this request. Proposals which do not incorporate our requested format, including quoting items as described, will not be considered. Unless otherwise stated in the solicitation. No alternate responses will be considered unless alternate responses are specifically requested by the City of West Haven Board of Education.

A response to this solicitation does not permit the Board of Education to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure the city contract for services, supplies or equipment. The City will not award to any contractor who is not qualified under applicable Federal, State and local laws and regulations.

Questions regarding this solicitation should be emailed to Kathy Chambers. Telephone or oral questions will not be accepted. ([kchambers@westhaven-ct.gov](mailto:kchambers@westhaven-ct.gov)).

An Affirmative Action/Equal Opportunity Employer, Minority/Women's Business Enterprises are encouraged to apply.

### **INQUIRIES FOR CLARIFICATION**

The Board of Education will not respond to the Respondent(s) request(s) for oral interpretation and/or clarification of the Solicitation Specifications for any reason. The city will respond to a Respondent(s) written request(s) for interpretation and/or clarification of the Solicitation Specifications. Questions regarding this solicitation should be emailed to Kathy Chambers. Telephone or oral questions will not be accepted. ([kchambers@westhaven-ct.gov](mailto:kchambers@westhaven-ct.gov)). The email should include in the subject line RFP (i.e. 2026-35 WH BOE Security Guard Services). The body of the email should contain the question or clarification. Every interpretation made to a Respondent will be in the form of an Addendum or Question & Answer to the Solicitation Documents.

### **ADDENDUMS TO THIS SOLICITATION**

Any Addendum(s) to this solicitation document shall become part of the solicitation. Respondents are required to check the city website for addendum(s). Each respondent shall be bound by such addenda whether received/viewed by the respondent.

### **SOLICITATION PROTEST**

Any Solicitation protest must be submitted in writing. Respondents may file a written protest of the Solicitation results with the City's Purchasing Department. Protest must be submitted via email, [kchambers@westhaven-ct.gov](mailto:kchambers@westhaven-ct.gov).

The West Haven Board of Education will acknowledge receipt of a written protest. If the Purchasing Department representative has not acknowledged receipt of the protest by the close of business on the following days, please contact Kathy at the above phone number listed.

## SCOPE OF SERVICES

The West Haven Board of Education is seeking proposals from a qualified security services provider for West Haven Board of Education locations. This document is a Request For Proposal (RFP) for the services described below and does not obligate the West Haven Board of Education to accept responses from eligible security companies. The RFP establishes minimum requirements a bidder must meet in order to be eligible for consideration as well as information to be included in the company security's bid response.

The Board of Education seeks proposals to provide staffing and management services for ten (10) designated locations, plus coverage for special events, all within a total annual budget of **\$1,350,000.00**.

To be considered responsive, proposers must clearly demonstrate how they will deliver services at each of the ten locations through a location-specific staffing model. Each staffing model must identify the staffing approach (e.g., positions, hours/days of coverage, and any scheduling methodology) and explain how staffing levels will meet the City's operational expectations at that location.

Finally, proposers must include coverage for all special events identified by the City during the contract year, including after-hours coverage and all sporting events. The proposed approach must ensure that event coverage is fully accounted for in the overall staffing plan and that the total cost of providing services, including special events, can be accomplished without exceeding the yearly budget.

- Billing should be ONE INCLUSIVE hourly RATE – to include a dedicated account manager, ALL TRAINING, and management oversight
- Currently there is ONE RATE – no overtime billing, no weekend billing, no holiday billing issued by the current provider.
- Include detail request from Assistant Superintendent Raffaella Fronc on invoicing specifics
- GPS documentation monthly to support invoice submission (audit support)

### **Training Programs**

All applicants must have a valid CT guard card. **Pre-Assignment Training** shall include a minimum of 32 hours training provided by the contractor, and shall include at a minimum:

- 8 hrs CPR and first aid/AED
- 8 hrs formal training of "IPC Skills"
- 8 hrs formal training of "conflict de-escalation techniques"
- 4 hrs formal training on metal detector (passthrough and metal detectors) training, as well as the performance of proper bag search
- 4 hrs formal training in "effective security performance within a school environment" – focusing on maintaining boundaries, age specific interactions, mandated reporter enforcement etc.

## **Computer Management System**

- Each guard must be tracked via GPS, with applied geo fence
- Each shift must be able to be supported via GPS tracking system to support payroll and billing

## **Value Added Features**

- Display a consistent pattern of Community engagement with clients or other charitable sponsorships. Explain how that may help the student body within the West Haven school district, as well as the city itself.
- Vendor provides facility walkthroughs at the request of the Superintendent, generating a full report with recommendations of any facility deficiencies and suggested upgrades. This is provided at no additional cost to the Board of Ed.

## **Insurance**

The successful bidder shall carry and maintain, with respect to any work or service to be performed at West Haven Board of Education facilities, insurance written by a responsible insurance company.

## **Benefits Program**

Describe in detail all benefits offered to employees. Include health care insurance, life insurance, holiday pay, vacations, and any other benefits offered.

## **Employee Recognition Programs**

Outline any specific incentive and recognition programs made available to employees and explain how these programs are managed and if charges to the West Haven Board of Education will be incurred as a result of the security company implementing these programs.

## **Transition Plan**

Submit a projected Transition Plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers, and email addresses.

## **References**

Provide at least three (3) client references whose facilities are comparable in size, profile, and security service hours to the West Haven Board of Education. Include each reference's name, address, contact person, and contact number.

## **Submission of Proposals**

All written proposals are due on **July 23, 2026, by 1:00 pm.**

## **Contract Term**

The term of this contract will be for (3) years, beginning August 1, 2026. Either party may terminate the contract with (60) days' notice.

## **Scope of Services**

- The Security company shall provide unarmed uniformed security services in and around West Haven Board of Education properties during the hours as indicated on the final contract.
- Security companies shall provide a handbook with the rules and policies that govern the security guards.
- Security companies shall provide a written description of how security guards communicate with each other, as well as with the administration.
- Security companies shall provide monthly reports detailing the guards responses to various situations.
- A monthly meeting shall be held between the West Haven Board of Education and the security company's administration to review and discuss monthly reports.
- Security companies shall propose a plan to properly implement the use of metal detectors at (3) of the schools.
- Security companies shall develop a policy for providing security guards for after-school events.
- Contract security personnel will provide a variety of services, implementing West Haven Board of Education's security objectives according to policies and procedures, which may include but are not limited to the following general tasks:
  - Entry and egress access control.
  - Patrols of interior and exterior building areas.
  - Visitor and building employee identification verification.
  - Incident and daily operating reports.
  - Monitoring and responding to base building intrusion detection systems, alarms, and fire detection equipment.
  - Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.
  - Random, unannounced inspections by security company management

## **CERTIFICATIONS AND LICENSES**

Respondents must have a valid Connecticut business license throughout the solicitation process. The awarded Respondent must maintain an active Connecticut business license. Failure to reinstate an expired license within 14 days of notice may result in contract termination.

If the service(s) that the respondent is providing requires a license, certification, or other form of qualification, documentation must be provided at the time of submission. It is the responsibility of the respondent to maintain a license through the entirety of the project. Failure to maintain a required license, certification, or other form of qualification will result in an automatic void of the contract.

## **METHOD OF SELECTION**

### **Scoring Breakdown**

- 1. Management approach – 35%**
- 2. Staffing/deployment plan – 30%**
- 3. School security experience – 20%**
- 4. Hourly cost – 15%**

The following specific criteria will be evaluated and must be addressed in the proposal:

### **1. Company History and Organization**

- Seeking CT based company with senior management residing in the state
- Senior Management should have STRONG facility-based security experience
- Prefer experience with the district or city within the past 5 years

### **2. Management Approach**

In addition, proposers must designate an Account Manager who will serve as the primary point of contact for the City. The Account Manager shall be responsible for overall contract performance, coordination across all locations, communication with City staff, responsiveness to operational needs, and ensuring services are delivered in a consistent and compliant manner.

- The awarded firm to provide a dedicated, full-time, on-site account manager, at no additional cost to the district. Account manager must have a minimum of 10 years' experience on "superintendent" or equal level management experience.
- Account manager is expected to be on location M-F during school hours
- Include resume of the Account Manager dedicated to the account
- Any supervisors will require former Supervisory experience within military or law enforcement settings. Currently all have L.T. or above experience in corrections.

**2.1** – The school district operates on a fixed time schedule. It is the expectation for the vendor to be able to usher students into school ON TIME – consistently.

- High school - 2,300 students in under 40 minutes.
- Carrigan – 840 students in under 20 minutes
- Bailey – 890 students in under 30 minutes

### **3. Personnel Selection Process**

Describe how recruitment and selection of security officers is accomplished. All personnel and supervision provided under the RFP must be thoroughly trained, experience and qualified to perform the work to which they are assigned. Bidder shall have a documented employment process which shall include application, interview, and drug testing and background check phases. A written description of the Bidder’s employment process and qualifications is to be included in the response. Personnel must hold a valid security guard certification and must successfully complete all necessary background checks.

### **4. Development and Retention of Personnel**

- Establish how the vendor will cross train its staff to perform consistently no matter what school they are working in.

### **5. Total Quality Management Program**

Everything below is expected to be billed as part of the ALL INCLUSIVE price and not subject to additional billing.

- Requirement of Senior COMPANY (not area) management audit each school 3 times during the school year
- Requirement that VP or Executive leadership meet with the superintendent on request, as well as with principles on 3 times throughout the school year.
- At least two members of senior management on site at any high-profile sports events, including all home football games and graduations
- Direct contact with at least one member of senior management

### **6. Cost Proposal and Invoicing**

**The city is utilizing a “Budget Cap Service Model” for this RFP.**

### **COMMENCEMENT OF WORK-NO PURCHASE ORDER NO PAY**

The Board of Education will not be responsible for payment of any work services performed or material(s) supplied by the successful respondent; before the Contractor receives a fully executed agreement and purchase order. Unless an emergency has been declared by the Mayor or Finance Director, who is duly empowered to do so, and the vendor receives written authorization from this individual to proceed. Note: Responsibility for payment shall be limited to only that work deemed necessary by the City to alleviate the immediate emergency.

The respondent(s) awarded shall not begin any work until:

1. An executed contract is signed by the Board of Education and the awarded respondent(s)

- a. In executing the Agreement, the Awardee will be required to reaffirm and restate all representations made in its solicitation submission.
  - b. The failure of the Awardee to execute such Agreement, pay any taxes due, to supply the required bonds or submit the Certificate of Insurance, (10) days after the prescribed forms are presented for signature, or within such extended period as the City grants based upon reasons determined sufficient by the City, shall constitute a default and the City reserves the right to any remedies available at law or in equity including pursuit of solicitation bond. The City may either award the Contract to the next responsible respondent or re-advertise the solicitation.
  - c. Once a contract is executed the City department responsible for requesting the work will issue Notice to Proceed.
2. A Purchase order is issued for the work
    - a. The PO Number must be listed on all invoices associated with the project.

### **BID PREFERENCE FOR LOCAL VENDORS**

For the purpose of this section, "city-based business" shall mean a business with a principal place of business located within the City of West Haven. A business shall not be considered a "city-based business" unless evidence satisfactory with the purchasing agent has been submitted with each bid submitted by said business to establish that said business has a bona fide principal place of business in West Haven.

Such evidence may include evidence of ownership of or a long-term lease of the real estate from which the principal place of business is operated or payment of property taxes on the personal property of the business to be used in the performance of the solicitation.

To be considered a City Based Business you must submit satisfactory proof to the Purchasing Agent of your current City of West Haven address. Some examples of proof include are, but not limited to:

1. Proof of payment of City of West Haven Real Estate tax bill(s)
2. A current, long-term lease in the City of West Haven
3. Proof of payment of City of West Haven Personal Property tax bill(s)

The Local Preference ordinance can be found in Section 42-8 [Award of Contract], B2 “ Bid preference for local vendors.”. Please review for further details.

### **INSURANCE REQUIREMENTS**

Contractor/Vendor shall agree to maintain in force at all times during the contract the following minimum coverages and shall name City of West Haven an Additional Insured on a primary and non-contributory basis to all policies, except Workers Compensation. All policies should also include a Waiver of Subrogation. Insurance shall be written with Carriers approved in the State of Connecticut and with a minimum AM Best’s rating of “A-“VIII.

		(Minimum Limits)
General Liability	Each Occurrence	\$1,000,000
	General Aggregate	\$2,000,000
	Products/Completed Operations	\$2,000,000
	Aggregate Including Assault & Battery	
Auto Liability	Combined Single Limit	\$1,000,000
	Each Accident	
Professional Liability	Each Claim or Each Occurrence	\$2,000,000
	Aggregate	\$2,000,000
Umbrella (Excess Liability)	Each Occurrence	\$2,000,000
	Aggregate	\$2,000,000

If any policy is written on a "Claims Made" basis, the policy must be continually renewed for a minimum of two (2) years from the completion date of this contract. If the policy is replaced and/or the retroactive date is changed, then the expiring policy must be endorsed to extend the reporting period for claims for the policy in effect during the contract for two (2) years from the completion date.

Workers' Compensation and Employers' Liability	WC Statutory Limits	
	EL Each Accident	\$1,000,000
	EL Disease Each Employee	\$1,000,000
	EL Disease Policy Limit	\$1,000,000

Original, completed Certificates of Insurance must be presented to the West Haven Board of Education prior to contract issuance. Contractor/Vendor agrees to provide replacement/renewal certificates at least 30 days prior to the expiration date of the policies. Should any of the above described policies be cancelled, limits reduced or coverage altered, 30 days written notice must be given to the City of West Haven and the Board of Education.

### **NO LIMITATION ON LIABILITY**

With regard to any/all claims made against the Additional Insured by any employee of the Contractor, any subcontractor or anyone directly or indirectly employed by the Contractor or any subcontractor, or anyone for whose acts the Contractor or any subcontractor might be liable, the indemnification obligation shall not be limited by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any subcontractor under Workers Compensation acts, disability benefits acts or other employee benefit acts.

### **INDEMNIFICATION**

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the Owner, and all of its elected or appointed directors, officers, officials, agents, employees and members of all of its boards and commissions, as well as the State of Connecticut, from and against any/all claims, actions, damages, losses and expenses, including but not limited to

attorney's fees, for any actual or alleged injury to any person or persons, including death, or any damage to or destruction of property, arising out of or in connection with the project.

#### **OTHER TERMS AND CONDITIONS**

1. Respondents are responsible for all the costs incurred in preparing their submissions.
2. The city will make all interpretations and supplementary instructions, in the form of an addendum posted on the city website.
3. Within three (3) days of the published date for a bid opening, the City will not issue any solicitation addendums, except if it needs to extend the date of the bid opening.
4. Respondents must complete and sign all bid forms in their entirety (including signature and notarization) by an authorized person.
5. Please also note that, if the City decides to award this RFP to a particular respondent, the City will require that respondent to follow relevant standard contract documents.
6. The City may reject a bid if the Bidder's historical performance, in the City's sole opinion, has been unsatisfactory in any manner, or if the Bidder has disregarded, habitually or otherwise, its obligations to subcontractors, suppliers, or employees.
7. The city will maintain all records of this RFP selection process as required by state and local law and make them available if and as requested.

#### **ATTACHMENTS TO THIS SOLICITATION**

1. City Disclosure form
2. City Vendor Form and W-9