MERCY HOUSE
Request for Proposal Information

Program: Buena Park Navigation Center

Vendor: Security Service Vendor

To whom it may concern,

Mercy House Living Centers is a 501(c)(3) non-profit organization which serves the homeless in Southern and Central California and Arizona. We specialize in housing and homeless shelter options with a focus on housing and dignified, trauma-informed programs. The agency currently operates 11 year-round homeless shelters and navigation centers in Orange, Los Angeles, Kern, Riverside and Ventura County, as well as Maricopa County in Arizona, and was the operator for the OC Armory Emergency Shelter Program with the County of Orange from 2008 until 2020.

Although pricing is only one quality considered in vendor selection, much of the funding for these programs is made up of public dollars, and so Mercy House must constantly pursue updated bids and quotes for any vendor services required at these programs. All vendors that Mercy House partner with are held to public scrutiny along with Mercy House itself, as each of our programs tend to be extremely high-profile in nature.

Buena Park Navigation Center

The Buena Park Navigation Center Program consists of a shelter facility in the City of Buena Park, CA. The program is an extremely closely-coordinated collaboration between Mercy House, the County and City of Buena Park, the vendors, and neighboring businesses and residents.

The address of the shelter is:

6494 Cabarello Blvd, Buena Park, CA 90620

The facility will provide a safe place to sleep for up to 149 men and women at this location. In addition to a safe and secure place to sleep, each client is provided the opportunity to shower, case management services, laundry, and three meals each day: a hot dinner, a lunch and a simple breakfast.

Clients of this program are required to utilize either a personal vehicle or a complimentary shuttle when accessing the facility. No walk ups are permitted.

Service Required: Security Service Vendor

Because the programs we operate are highly watched and monitored, and are often funded by public dollars, it is an absolute must that we partner with security service vendors of the highest caliber to guarantee that our operations run as safely and smoothly as possible.

What sets our programs apart from most security assignments is the need for compassion and the ability to professionally serve a uniquely challenging and often-changing population. The individuals we work to serve are also some of the most vulnerable in the county, and it is impossible to operate a successful security detail unless the guards chosen to work are aware of the challenges that come with working with the homeless. Our clients come from all walks of life, and we find them at all stages of sobriety and mental health as well, and so compassion and the patience to serve with dignity is of the utmost importance. Whereas most security posts might be concerned with keeping the wrong people out of a facility or helping to remove people from a program, a post at a Mercy House shelter is more concerned with how we can keep the guests *in* the facility and help them from being removed.

Vendor Responsibilities:

Currently, we require a team of (2 per shift) un-armed (handcuffs and pepper-gel spray only), radio equipped uniformed officers to work 8-hour shifts, 7 days a week, 365 days a year, including holidays and weekends. The security team would need to be able to perform quick searches of personal property and metal detection, including both the use of Metal Detection Wands as well as a Walk-Thru Metal Detector. We also require one female security officer and one male security officer scheduled on each shift.

- The Vendor must provide their own equipment (wands and radios) and uniforms. Body cameras are allowed but not required.

- The Vendor must provide a copy of their schedule and rosters, along with photo of security officers and up-to-date guard-card information.

- Mercy House reserves the right to pick and choose which officers remain on post at our shelters. If the decision is made that an officer should be removed, that officer must be replaced immediately by another more appropriate officer.

- Copies of training schedules and Certificates in Homelessness Engagement, Mental Health Awareness, Substance Use Sensitivity, Sexual Harassment Prevention, and De-escalation trainings must be carried out and maintained regularly by the vendor, and a copy of materials/sign-in sheets must be made available for review at any time.

*Please provide a breakdown based on an hourly rate per guard and indicate any holidays that need to be included.

The Vendor *must* agree to a 60-day net billing cycle. Itemized invoices will be required to be submitted for confirmation of service and approval by program staff before being processed by Mercy House's accounting team. The 60-day billing will begin on the day of, or on the soonest regular business day after the invoice is submitted to Mercy House. If any errors or irregularities are found on an invoice, it may be sent back to the Vendor for correction, and the 60-day billing cycle will begin again.

Additional Vendor Requirements:

- Copy of current and accurate IRS W-9 Request for Taxpayer Identification Number Certificate
- Copy of current and accurate Certificate of Insurance. Insurance requirements will need to meet the standards established by our funder. See below:
- General Liability $5M/$10M
- Workers Compensation $3M
- Sexual Abuse/Molestation $2M/$3M
- Professional Liability/Errors & Omissions $2M/$3M
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Response Instructions:

Please respond with your company's qualifications to complete the work described in this RFP, current COI demonstrating insurance coverage. Please submit proposals to: bids@mercyhouse.net