

REQUEST FOR PROPOSAL
RFP-AM-2024-010
UNARMED SECURITY GUARD SERVICES – LIBRARIES

Introduction and Instructions

PGCMLS Background

The Prince George's County Memorial Library System (PGCMLS) is a nationally recognized, award-winning public library system that operates nineteen (19) branch libraries, a facility in the County Correctional Center and an administrative office. PGCMLS is a valued resource in the community with 69% of the county population registered as borrowers and almost 2.5 million visits last year. PGCMLS is a component unit of Prince George's County government with over 350 employees and governed by a 7-member Board of Library Trustees. This vibrant, diverse county is located in the heart of the Baltimore/Washington corridor borders Washington, DC and is just 37 miles south of the city of Baltimore.

1.01 **Return Mailing Address, Contract Person, Telephone, Fax Numbers
And Deadline for Receipt of Proposals**

Offeror must submit **five (5) copies** (one signed original and four copies) of their proposal in one sealed envelope. It must be addressed as follows:

**Prince George's County Memorial Library System
Finance Department
Attention: Tonya Smith-Cauthen
9601 Capital Lane
Largo, MD 20774**

Request for Proposal (RFP) Number: RFP-AM-2024-010
Project name: **Unarmed Security Guard Services**

- Proposals must be received no later than 5:00 P.M. EST on January 6, 2025. Oral, e-mail and fax proposals **are not** acceptable.

An offeror's failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be opened or accepted for evaluation.

Point of Contact: PROCUREMENT SPECIALIST: Tee Bones
E-MAIL: Procurement@pgcmls.info

1.02 **Contract Term and Work Schedule**

The contract term and work schedule set out herein represents the Prince George's County Memorial Library System's best estimate of the schedule that will be followed. If a component of the schedule, such as the opening date, is delayed, the rest of the schedule will be shifted by the same number of days.

The length of the contract will be the date of award for all Branches, will be for one year with the option to renew for four (4) additional year terms under the same terms and conditions as the original contract. Renewals are to be exercised at the sole discretion of the Library.

Unless otherwise provided in this RFP, the Library and the successful offeror/Contractor agree: (1) that any holding over of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect and (2) to provide written notice to the other party of the intent to cancel such month-to-month extension at least thirty (30) days before the desired date of cancellation.

The dates below represent the Library time frame. If there are any delays, the rest of the dates will be adjusted accordingly. The estimated schedule is as follows:

Request for Proposal Issued: November 25, 2024
Questions Deadline: December 09, 2024
Answers Posted (on PGCMLS website <https://ww1.pgcmlls.info/procurement-opportunities>)
Proposal due by 5:00 PM on January 06, 2025
Proposal Evaluation Committee complete evaluation by January 24, 2025
Library issues Notice of Intent to Award a Contract by January 31, 2025
Library issues contract January 31, 2025
Contract start February 2025

1.03 **PRE-PROPOSAL CONFERENCE:**
A pre-proposal conference will not be held

1.04 **Purpose of the RFP**
The Prince George’s County Memorial Library System (PGCMLS) is soliciting proposals for unarmed security guard services for thirteen (13) library branches located in Prince George’s County. A copy of the RFP is posted on our website <https://ww1.pgcmlls.info/procurement-opportunities>. Addenda and attachments are posted if issued. It is the offeror’s responsibility to ensure that the entire RFP and associated links, in its latest version, are reviewed prior to due date of the proposal.

Offerors shall carefully examine the Specifications and shall use whatever means may be necessary to completely satisfy themselves not only of the quantity of labor and the extent and requirements of work, but also, of the actual conditions under which the work specified shall be performed. It is prerequisite that all Offerors shall visit the branches of the work to determine actual conditions for themselves.

1.05 **Location of Work**
Library Branches:

BLADENSBURG BRANCH
4820 Annapolis Rd.
Bladensburg MD 20710

BOWIE BRANCH
15210 Annapolis Rd.
Bowie MD 20715

**FAIRMOUNT HEIGHTS
BRANCH**
5904 Kolb St.
Fairmount Heights MD 20743

GLENARDEN BRANCH
8724 Glenarden Pkwy.

Glenarden MD 20706

**HILLCREST HEIGHTS
BRANCH**
2398 Iverson St.
Temple Hills MD 20748

HYATTSVILLE BRANCH
6530 Adelphi Rd.
Hyattsville MD 20782

LARGO-KETTERING BRANCH
960I Capital Lane
Largo MD 20774

LAUREL BRANCH
507 7th Street
Laurel MD 20707

OXON HILL BRANCH
6200 Oxon Hill Rd.
Oxon Hill MD 20745

MOUNT RAINIER BRANCH
3409 Rhode Island Ave.
Mount Rainier MD 20712

SOUTH BOWIE BRANCH
15301 Hall Rd.
Bowie MD 20721

NEW CARROLLTON BRANCH
7414 Riverdale Rd.
New Carrollton MD 20784

SPAULDINGS BRANCH
5811 Old Silver Hill Rd.
District Heights MD 20747

1.06 Questions Received Prior to Opening of Proposals/Addenda/ Alternate Proposal

All questions must be in writing and directed to the Procurement Specialist via email to Procurement@pgcmls.info by 5pm (EST) on December 09,2024. The answers will be posted on the PGCMLS website <https://ww1.pgcmls.info/procurement-opportunities> on December 11, 2024.

The Library shall not be responsible for any oral instructions given by any employees of the Library in regard to the proposal instructions, specifications or proposal documents as described in this RFP. Any changes will be in the form of an addendum, which will be posted for Vendors to view at <https://ww1.pgcmls.info/procurement-opportunities>. Vendors must routinely monitor RFP Notices of Updates and Addenda for changes.

1.06

Offerors can only submit one proposal for evaluation for all branches. Alternate proposals (proposals that offer something different than what is asked for) will be rejected.

1.07 Right of Rejection

Offerors must comply with all of the terms of the RFP and all applicable local, state, and federal laws, codes, and regulations. The Procurement Specialist may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

1.08 Library Not Responsible for Preparation Costs

The Library will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

1.09 Disclosure of Proposal Contents

All proposals and other material submitted become the property of the Library and may be returned only at Library's option. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued.

Any trade secrets and other proprietary data contained in proposals will be held.

1.10 Subcontractors

Subcontractors will not be allowed.

1.11 Joint Ventures

Joint ventures will not be allowed.

1.12 Conflict of Interest & Appendix B (Non-Collusion Statement)

Offeror shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest, (example, employed by the Prince George's County Memorial Library System) and, if so, the nature of that conflict. The Prince George's County Memorial Library System reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict cause speculation as to the objectivity of the program to be developed by the offeror. The Library's determination regarding any questions of conflict of interest shall be the final.

1.13 Federal Requirements

The offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.

Standard Proposal Information

2.01 Authorized Signature

All proposals must be signed by an individual authorized to bind the offeror to the provisions of the RFP. Proposal must remain open and valid for at least sixty (60) days from the opening date.

2.02 Amendments to Proposal

Amendments to or withdrawals by an individual of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline.

2.03 Clarification of Offers

In order to determine if a proposal is reasonably susceptible for award, communications by the Procurement Specialist or the proposal evaluation committee are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the Procurement Specialist or the proposal evaluation committee may be adjusted as a result of a clarification under this section.

2.04 Discussion with Offeror

The library may conduct discussions with offerors. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the Procurement Specialist or the evaluation committee. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the Procurement Specialist. Discussions, if held, will be after initial evaluation of proposals by the evaluation committee. If modifications are made as a result of these discussions they will be put in writing. Following discussions, the Procurement Specialist may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposal may be evaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

2.05 Prior Experience

The Contractor and all potential guards assigned to this contract are required to be trained and licensed in accordance with Prince George's County and the State of Maryland laws.

In addition to the minimum licensing requirements, in order for offers to be considered responsive, offerors must assign guards that meet these minimum prior experience requirements:

- Each guard must have a minimum of 12 months experience as a licensed guard of which six (6) months must include experience working with the public.

An offeror's failure to meet these minimum prior experience requirements will cause their proposal to be considered non-responsive and their proposal will be rejected.

2.06 **Evaluation of Proposal**

The Procurement Specialist, or an evaluation committee made up of at least four (4) library employees or public officials, will evaluate the proposals. The evaluation will be based solely on the evaluation factors set out in this RFP.

After receipt of the proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

2.07 **Vendor Tax ID**

A valid Federal Vendor ID must be submitted to the issuing office with the proposal.

2.08 **Maryland/Prince George's County Business License**

At the time the proposals are opened, all offerors must hold a valid Maryland business license and any necessary applicable professional licenses required by Maryland Statute. Offerors must submit evidence of a valid Maryland business license with the proposal. An offeror's failure to submit this evidence with the proposal will cause their proposal to be determined non-responsive.

2.09 **Contract Negotiation**

After final evaluation, the Procurement Specialist may negotiate with the offeror of the highest-ranked proposal. Negotiations, if held, shall be within the scope of the request for proposals and limited to those items which would not have an effect on the ranking of proposals. If the highest ranked offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the library may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal. If contract negotiations are commenced, they will be held in the Library Administrative Offices, 9601 Capital Lane, Largo, Maryland 20774.

If the contract negotiations take place, the offeror will be responsible for their travel and per diem expenses.

2.10 **Failure to Negotiate**

If the selected offeror

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or
- if the offeror and the library, after a good faith effort, simply cannot come to terms,

The library may terminate negotiations with the offeror initially selected and commence negotiation with the next highest ranked offeror.

2.10 **Notice of Intent to Award (NIA)**

After the completion of contract negotiation, the Procurement Specialist will issue a written Notice of Intent to Award (NIA) and send copies to all offerors. The NIA will set out the names of all offerors and identify the proposal selected for award.

Contract Type

3.01 Fixed Price Contract

Fixed Price

- Contract prices are to remain firm through the first twelve (12) months of the contract.
- Annually at the renewal time, if the Library exercises its option to renew, the Contractor may request a price adjustment.
- Request must be in writing and if approved, take effect 60 days from the receipt of the written request.
- Retroactive contract price adjustments will not be allowed

The adjustment shall be made in accordance with the percentage change in the U.S. Department of Labor Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W), all items, Anchorage semiannual 2nd half index. The purpose of such adjustment is to compensate the Contractor for any and all changes in operating costs.

The pricing policy that you choose to submit must address the following concerns:

- a. The structure must be clear, accountable and auditable.
- b. It must cover the full spectrum of services required.

Costs and compensation must be consistent with the rates established or negotiated as a result of this RFP issued based on this contract.

3.02 Insurance Requirement

- a) The successful offeror must provide proof of workers' compensation and general liability insurance during the notice of intent to award period.
 1. Worker's Compensation Insurance – covering the selected offeror's employees as required by Maryland Law.
 2. Comprehensive Liability – Up to one million dollars (\$1,000,000) single limit per occurrence including:
 - a. Bodily injury liability – All sums which the selected offeror shall become legally obligated to pay as damage because at any time resulting there from, sustained by any person other than its employees and caused by occurrence.
 - b. Property Damage Liability – All sums which the selected offeror shall become legally obligated to pay as damages because of injury to or destruction of property, caused by occurrence.
 - c. Contractual liability, premises and operations, and product liability.
 3. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury or death, and \$100,000 as to property damage.

- b) Prince George's County Memorial Library System (PGCMLS) shall be named as an additional insured party.
- c) The selected offeror shall, prior to contract award, and for extension of the contract, furnish to the library certificates of insurance as evidence of such insurance coverage stated above. Such insurance certificates shall provide that the library be notified by the insurer at least thirty (30) days prior to cancellation or material change of any such coverage.

Certificate of insurance should be sent to:

Prince George's County Memorial Library System
Attn: Finance Department
9601 Capital Lane
Largo, MD 20774

3.03 Contract Approval

This RFP does not, by itself, obligate the library. The library's obligation will commence when a contract award is issued by the CEO of PGCMLS. The library will not be responsible for any work done by the Contractor, even work done in good faith, if it occurs prior to the contract start date specified on the contract award.

3.04 Proposal as a Part of the Contract

Part or all of this RFP and the successful proposal may be incorporated into the contract.

3.05 Contract Funding

Payment for the contract is subject to funds already appropriated and identified.

3.06 Standard Contract Provisions

A Contract Award document will be issued to the winner. The Contractor must comply with the contract provisions in the RFP. No alteration of these provisions will be permitted without prior written approval from the Procurement Specialist. Objections to any of the provisions the terms and conditions must be set out in the offeror's proposal.

3.07 Proposed Payment Procedures

The Library will pay the Contractor on a monthly cycle after the services have been rendered. Invoices must be submitted to the attention of the Accounts Payable Department in a format acceptable to the library. All invoices should be submitted with a copy of employees' weekly employee timesheet signed by the employees and the Librarian-in-Charge.

The library will make payment only after verifying that the services have been provided in accordance with the requirements of this RFP. Modifications to the Contractor's invoice, resulting from defective work or improper billing procedures, shall only be made following written notice to the Contractor's questions or disputes concerning the Contractor's payment must be presented in writing to the Safety & Security Supervisor.

3.08 Contract Payment

The library is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

3.09 Contract Personnel

Prior to commencing any work under this contract, the Library requires all contractor's employees performing under this contract to undergo a security check including fingerprinting and Driver's License Criminal Background Check. The Contractor shall ensure this requirement

is met and pay all costs associated with obtaining the check. This requirement must be conducted and results turned in by the successful Offeror during the fifteen-day notice of intent to award period.

Any change of the assigned security guards named in the proposal must be approved, in advance and in writing, by the Safety & Security Supervisor or the Executive Director for Support Services. License and criminal background check result must be submitted prior to any new guards assigned. Replacement guards must meet the minimum work experience as described in Section 2.05 Prior Experience and pass a criminal background check, Personnel changes that are not approved by the library may be grounds for the library to terminate the contract.

3.10 **Inspection – Unacceptable Deliverable**

The Contractor is responsible for ensuring the guards perform the duties set out in the contract. The library may employ all reasonable means to ensure that the duties are being performed in compliance with the contract. Should the Safety & Security Supervisor determine that corrections or modifications are necessary in order to accomplish its intent; the Safety & Security Supervisor may direct the Contractor to make such changes. The Contractor will not unreasonably withhold such changes.

Substantial failure of the security guards to perform the contract duties may cause the library to terminate the contract.

Substantial failure is defined as one guard receiving three (3) or more of the following discrepancies occurring in a contract month period:

- Fails to perform a required duty
- Displays bad behavior

If the above discrepancies happen the Safety & Security Supervisor will notify the guard, Procurement Specialist and the Contractor of the contract violation. After the third incidence, the Safety & Security Supervisor will notify the guard and the Procurement Specialist, and the Contractor of the violation and issue a written Valid Deficiency Notice. A copy of the Notice will be sent to the Procurement Specialist.

A guard is considered tardy if he/she arrives more than 15 minutes late. Besides deducting the amount of time missed from the monthly invoice, a Valid Deficiency Notice will be issued after the third tardy in a contract month.

After 15 minutes, if a guard fails to appear for duty, the Librarian-in-Charge will call for a replacement. This will constitute a Valid Deficiency Notice and the Contractor will be notified,

Issuance of more than 3 Valid Deficiency Notices per guard in a 6-month period or a total of 5 Deficiency Notices in a 12-month period will be grounds for the Procurement Specialist to declare the Contractor in default and cancel the contract.

A copy of the Valid Deficiency Notice will be sent to the Procurement Specialist. The notice shall describe each item of work that is deficient, or any attendance issues and reference the applicable contractual requirements and denote the amount of time allowed to correct each deficiency, in addition, it shall notify the Contractor of the dates of all Valid Deficiency Notices and Discrepancies issued under the contract and describe the consequences should additional Valid Deficiency Notices be issued.

3.11 **Contract Cancellation**

The Library reserves the right to cancel a contract at its convenience upon thirty (30) calendar days written notice to the Contractor. The Library is liable only for payment in accordance with the payment provisions of this contract for services or supplies provided before the effective date of termination.

3.12 **Termination for Default**

Failure to provide any of the duties described herein or attendance issues will result in termination of the contract. If the Safety & Security Supervisor or Area Manager determines that the guard has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the library may, by providing written notice to the Contractor, terminate the contract.

3.13 **Protest**

Any person, who has an objection to the awarding of the Services Agreement to any Vendor by the Library, shall lodge that protest, in writing, with the Library no later than 4:00 p.m. local time of the fifth (5th) calendar day, following release of the Library's Notification of Award letter. The Library retains the right to reject all protests not filed within this time, those found to be without merit, or those requesting confidential information regarding other bidders.

PROTEST DEPOSIT: A deposit is required from the protester to compensate the library for the expenses of administering the protest. If the protest is decided in the protester's favor, the entire deposit shall be returned to the protester. If the protester is determined to be without merit, the deposit shall be forfeited to the library. The deposit shall be in the form of cash or a cashier's check and shall be in the amount of \$1,000.00 or 1% of the amount of the pending award, whichever is greater, up to the maximum of \$8,000.00.

SCOPE OF WORK

4.01 **Scope of Work**

The Prince George's County Memorial Library System is soliciting proposals for unarmed security guard services for thirteen (13) library branches located in Prince George's County. The expectations of the assigned Security Guards are listed in Appendix D, which is listed in the PGCMLS Safety Manual. Appendix A contains the current guard schedule; this schedule is tentative and subject to changes once the contract has been awarded. The total contracted hours will remain unchanged, the location hours will vary depending upon renovations and various branch needs.

4.02 **Guard Assignment: The Contractor will assign a permanent, primary unarmed security guard for the duration of this contract for each location.**

- The same guard will arrive daily on time and in the proper uniform to provide the services described in this proposal.
 - This will allow the guard to become familiar with the building staff and work environment, helping to create rapport with staff, visitors and general public.
 - The Contractor must coordinate all planned absences of the primary guard with the Safety & Security Supervisor.
- In the event of vacation, illness, or termination of the guard's employment by either the guard or the Contractor, **a secondary permanent unarmed security guard will be assigned during the interim period.** The secondary guard will be trained and oriented to the post by the Contractor prior to beginning the interim assignment.
- In the event of unscheduled absence, the Safety & Security Supervisor, or his/her designated representative, will contact the Contractor to report the incident.
 - The Contractor will have one hour from notification to provide a qualified interim unarmed security guard.
 - A persistent pattern of guard tardiness or unscheduled absences will result in the issuance of a Valid Deficiency Notice, "Persistent" means after the third tardy per contract month per location or when a guard is a "no show" after the first 15 minutes, a

Valid Deficiency Notice will be issued.

- The Contractor or security guard supervisor will ensure the guard is present, ready for duty and on time each morning, afternoon, or evening at all locations.

4.03 GENERAL TASKS FOR ALL GUARDS:

- Complete periodic rounds of all areas throughout the library per assigned location and resolve security issues
- Provide security for parking area, within assigned location
 - Enforce parking restrictions to include the handicap parking area
 - Ensure there is no double or triple parking in parking lots
- Immediately respond to any disturbances and respond accordingly to provide for safe resolution
- Provide security for staff requesting assistance during confrontational situations
- Respond appropriately to any identified safety issues
- Report any security violations to the Librarian-in-Charge before responding to such violations (unless it is an emergency situation)

4.04 POLICY AND OPERATING PROCEDURES HANDBOOK:

Upon award, and prior to the starting date of the contract, the Contractor shall meet with the Safety & Security Supervisor to review and outline agreed policy and operating procedures including but not limited to the following items and/or potential events:

- An overview of the contract and communications protocols
- Patrol routes within the building and interaction with the public
- Required report/record keeping
- Specific procedures for responding to emergency situations, bomb threats, discovery of medical related incidents, intervening in minor disturbances, observation of illegal activities, detection of unsecured doors and windows, interaction with individuals displaying inappropriate behavior, and other miscellaneous situations
- Evacuation routes
- Lost and Found procedures

4.05 RECORD KEEPING: The on-duty security guards shall maintain a daily duty log noting all activities and incidents that occurred during each shift as well as confirmation that the security guard completed the required tasks itemized in the section headed General and Specific Tasks and followed all operating procedures. The report shall make note any observances of repeated incidents or if there are any situations occurring that might be forming patterns.

The duty log must be compiled into a monthly report that is submitted to the Safety & Security Supervisor. Monthly reports are due by the 3rd workday of the month following the month in which services were rendered. Acceptable report types include hard copy, fax, or email (electronic reports must be in Adobe Acrobat pdf format). The Contractor must maintain copies of all the duty logs and weekly reports for the entire term of the contract.

4.06 SECURITY GUARD GENERAL REQUIREMENTS:

- Security guards must be licensed
- The security guard on duty must have a valid Maryland Driver's License or Maryland Non-Driver's ID
- The security guard on duty must have earned a high-school diploma or its equivalent
- All supervising officers must be licensed as security guards

4.07 SERVICES AND EQUIPMENT TO BE PROVIDED BY THE CONTRACTOR:

- Provide trained and licensed guards who are physically capable of de-escalating a situation that has the potential to become dangerous to Library employees or customers,
- Ensure that security guards are **unarmed**,
- Use of any private or company owned personal firearm or knife, or carrying of a concealed firearm or knife is prohibited under a contract resulting from this proposal. This applies even if the person is otherwise legally licensed to carry a concealed weapon,
- Ensure that security guards assigned to this contract meet the training, experience, and licensing requirements set out in this RFP,
- Provide supervision and scheduling of security guards,
- Provide security guards with uniforms with the designation "Security" clearly visible on the uniform, flashlights, and any other equipment required to perform the contract. The guards must respond immediately to requests for assistance, Guards shall not be allowed to use the cell phone for personal use while on duty.

4.08 PERSONAL APPEARANCE: Because the contract involves daily contact with the public, the contract guards selected for performing under a contract resulting from this RFP must maintain a neat, well-groomed appearance while on duty at the branches. Their personal appearance should be equivalent to that of a professional law enforcement officer. The uniform shall clearly identify the guard as private security and present a clean and neat appearance at all times. The uniform must be worn during duty; civilian apparel will not be allowed.

4.09 CONTRACTOR'S RESPONSIBILITIES: The Contractor shall be responsible for employee performance and maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to their employees as may be necessary. Each employee of the Contractor is expected to adhere to standards of behavior that reflect on him/herself, his/her employer, library and the Prince George's County government

The Contractor shall also be responsible for ensuring that his/her employees do not use Library owned equipment except when specifically authorized.

The Contractor must provide general daily supervision of security guards, schedule the work shifts for the security guards and ensure they are on post at the scheduled time.

4.10 REQUIRED CRIMINAL BACKGROUND CHECK ON EVERY GUARD ASSIGNED TO WORK ON THIS CONTRACT: See section 3.09 Contract Personnel.

4.11 REMOVAL OF CERTAIN SECURITY GUARDS: The Library reserves the right to request dismissal from performing security service under this contract, any security guard found in violation of the Security Guard Procedures in the RFP or acting in a manner the Library considers unacceptable or inappropriate for their duties. No advanced notification is required.

The Library may dismiss the security guard from performing under the contract for attendance problems.

4.12 Safety & Security Supervisor: Upon award Safety & Security Supervisor will be named and contact information provided for all locations, The Safety & Security Supervisor will monitor the performance of the security guards.

The Contractor will be advised in writing by the Library, if there is a change in the Safety & Security Supervisor. The Safety & Security Supervisor will inform the Contractor if changes in work schedules, assignments, unusual requirements, and specific needs are required.

Upon arrival to their assigned post, guards are to check in with the Librarian-in-Charge or

his/her designee.

4.13 DUTY HOURS FOR BRANCH LOCATIONS: See Appendix A

Excluding State/County Holidays, Contractor will be contacted in advance if Guard(s) is/are to be scheduled to work. **For four (4) or more hour schedule, guard will take fifteen (15) minutes break that will be arranged by Librarian-in-Charge and Contractor. The Library reserves the right to increase or decrease hours according to the need of the branch, upon doing so the Safety & Security Supervisor will notify the Contractor in writing. Guards need to report to duty on-time and if they are going to be tardy then a Rover expected to start the assigned shift or Safety & Security Supervisor needs to be informed and options discussed. When a guard is out with Covid-19, the Contractor is expected to contact the Library's Talent & Culture department and then contact the Safety & Security Supervisor to discuss guard replacement. The Contractor should provide the Safety & Security Supervisor with a monthly roster of guard's schedule and then contact Safety & Security Supervisor immediately with any schedule changes.**

PROPOSAL FORMAT AND CONTENT

5.01 Proposal Format and Content

The Library discourages overly lengthy and costly proposals, however, in order for the library to evaluate proposals fairly and completely, offerors must follow the format set out in this RFP and provide all information requested.

Proposals must include:

Cover Letter: Signed by company representative authorized to bind the proposing firm contractually.

Proposal shall consist of six parts - Introduction, Ability to Deliver, Management Plan for the Project, Experience and Qualifications, Procedures/Reporting and Contract Cost (Contract Cost shall be submitted sealed and under separate cover).

5.02 Introduction

Proposals must include the complete name and address of offeror's company and the name, mailing address, and telephone number of the person the library should contact regarding the proposal. The proposal must be signed by a company officer empowered to bind the company

Proposals must confirm that the offeror

- o will comply with all provisions in this RFP

Additionally, the offeror is required to submit a copy of their security guard agency certificate of license issued by the Department of Public Safety with their proposal.

An offeror's failure to include these items in the proposals may cause the proposal to be determined to be nonresponsive and the proposal may be rejected.

5.03 Ability to Deliver

- o Offeror must supply evidence that sufficient staff is available to supply guards for each Branch for the duration of the contract.
- o Describe how planned and unexpected absence will be covered.
- o The offeror must provide a detailed listing of other offices or businesses currently under contract.

5.04 Management Plan for the Project

- o Offerors must provide comprehensive narrative statements that set out the management structure, style, and method of operation they intend to follow and illustrate how the plan will serve to accomplish the work and meet the library's daily requirements,

- Offeror must provide a narrative description of the organization and an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP
 - illustrate the lines of authority
 - designate the individual responsible and accountable for the execution of the daily duties specified in this RFP.

5.05 Experience and Qualifications

- Offeror must supply evidence that minimal training has been provided to the guards assigned to this contract.
- Offeror must describe the training requirements of the Contractor for regular, full-time employees.
 - Describe how those requirements meet the Library's requirements in this RFP.
- Offerors must provide three reference names and telephone numbers for similar contracts that your business has performed. One or more of the references provided by each offeror may be contacted. Each reference contacted will be asked the same questions regarding services, including but not limited to:
 - Quality of service
 - Performance of assigned duties
 - How well did the Contractor meet the terms of the contract?
 - Whether the reference would choose to contract with the offeror again
- For items 1-3 above, the reference will be asked to rate the offeror's performance on a scale of 1 (lowest) to 5 (highest) based on the following:
 - For items 1-3:
 - A response of 5 = three points
 - A response of 4 = two points
 - A response of 3 = one point
 - A response of 2 or less = zero points
 - For items #4 (whether the reference would contract with the offeror again), no points will be added, however, a negative response will result in a deficit of ten points.

5.06 Procedures/Reporting

- Offerors must describe the firm's methods for handling:
 - bomb threats
 - discovery of medical related incidents
 - intervening in minor disturbances
 - observance of illegal activities
 - detection of unsecured doors and windows
 - interaction with vagrants and emotionally hostile individuals
- Offerors must describe the firm's general patrol procedures
- Offerors must describe the firm's procedures for the recognition and use of "the force necessary in relation to the crime."
- Offerors must describe the firm's general patrol procedures.
- Offerors must provide a copy of a sample daily duty log and a sample weekly report that notes all activities that occurred during each shift.

5.07 Cost Proposal

Cost proposals must include all direct and indirect costs associated with the performance of the contract.

Cost proposals shall state the hourly rate per guard in dollars and cents.

Cost proposals shall be put in a sealed envelope, separate from the proposal. Only one copy of the Cost Proposal is required.

5.08 Evaluation Criteria

All proposals will be reviewed to determine if they are responsive. They will then be evaluated using the criterion that is set the Evaluation Criteria and Contractor Selection

An evaluation may not be based on discrimination due to race, religion, color, national origin, sex, age, marital status, or political affiliation of the offeror.

A proposal shall be evaluated to determine whether the offeror responds to the provisions, including goals and financial incentives, established in the request for proposals in order to eliminate and prevent discrimination in library contracting because of race, religion, color, national origin, sex, age, or marital status.

EVALUATION CRITERIA AND CONTRACTOR SELECTION

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS CONTRACT IS 100

6.01 Ability to Deliver (15 Percent)

Proposals will be evaluated against the questions set out below:

- Did the offeror demonstrate how their company will have sufficient staff to provide the services outlined in this RFP over the extended term of this contract?
- Does the offeror illustrate how planned and unexpected absences are managed?
- Did the offeror submit a list of businesses currently under contract?

6.02 Management Plan for the Project (15 Percent)

Proposals will be evaluated against the questions set out below:

- Does the management plan illustrate the lines of authority and show the individuals responsible for the execution of the specified duties?
- Does the management plan support all of the contract requirements and logically lead to the services required in the RFP?
- Does the management plan illustrate how the offeror plans to have sufficient trained and licensed personnel to perform the tasks required in this RFP by the effective start date of this RFP?
- Does the management plan describe how the personnel will be supervised?

6.03 Experience and Qualifications (15 Percent)

Proposals will be evaluated against the questions set out below:

- Did the offeror provide evidence to support the minimum requirement of each guard having 12 months experience working as a guard, and 6 months of public contact?
- Does the offeror explain their training requirements and do they meet the requirements of this RFP? Did the offeror provide resumes for the individuals assigned to the contract and do they demonstrate backgrounds and experience that would be desirable for individuals engaged in the work the service requires?
- Does the offeror explain how their experience and qualifications qualify them to provide the needed services?
- Has the offeror provided letters of reference or contact names from previous/current clients or substantial evidence that the Offeror's business possesses the level of experience to perform the tasks outlined in this RFP?
- Do the offeror's references confirm timely and successful completion of contracts?

6.04 Procedures/Reporting (5 Percent)

Proposals will be evaluated against the questions set out below:

- Does the offeror describe the firm's procedures for making citizen arrests and the training methodologies for making such arrests?
- Are the procedures for handling bomb threats, discovery of medical related incidents, intervening in minor disturbances, and observance of illegal activities, detection of unsecured doors and windows, and interaction with vagrants or emotionally hostile individuals well

detailed?

- Are the patrol procedures explained thoroughly and well thought out?
- Are the offeror's procedures and training for the recognition and use of the "the force necessary in relation to the crime" explained and well thought out?
- Does the report and duty log samples meet the State's requirements? Has the proposed electronic delivery of such reports?

6.05 Contract Cost (40 Percent)

Overall, a minimum of **40%** of the total evaluation points will be assigned to cost.

Converting Cost to Points

The lowest cost proposal will receive the maximum number of points allocated to cost.

6.06 Prince George's County Offeror's Preference to Minority Business Enterprises (10 Percent)

Minority Business Enterprises are encouraged to respond to this solicitation. Pursuant to Section 10A-136 of the Prince George's County Code, the procurement procedures and activities of the County are structured to facilitate and encourage the award of at least twenty-five percent (25%) of the total dollar value of all County contracts awarded, directly or indirectly, to Minority Business Enterprises (MBE) (as defined in section 10A-101(a) (26) of the County Code.

Pursuant to the provisions of Section 10A-136 of the County Code, the following conditions apply:

In determining the lowest responsible and responsive offeror, the Procurement Specialist will adjust the bid price submitted by a Prince George's County based MBE, or a Non-Resident MBE, for the Bid of the Lowest Responsive Bidder factored by:

- Non-Resident MBE: Five Percent (5%)
- County Based MBE: Ten Percent (10%)

PROPOSAL EVALUATION FORM

All proposals will be reviewed for responsiveness and then evaluated using the criteria set out therein.

Person of Firm Name _____

Name of Proposal Evaluation (PEC) Member _____

Date of Review _____

RFP Number _____

EVALUATION CRITERIA AND SCORING

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS CONTRACT IS 100

7.01 Ability to Deliver (15 Percent)

Maximum Point Value for this Section – 15 Points

100 Points x 15 Percent = 15 Points

Proposal will be evaluated against the questions set out below:

[a] Did the offeror demonstrate how their company will have sufficient staff to provide the services outlined in this RFP over the extended term of this contract?

EVALUATOR'S NOTES:

[b] Does the offeror illustrate how planned and unexpected absences are managed?

The specified duties

EVALUATOR'S
NOTES _____

[b] Does the management plan support all of the contract requirements and logically lead to the services required in the RFP?

EVALUATOR'S
NOTES _____

[c] Does the management plan illustrate how the offeror plans to have sufficient trained and licensed personnel to perform tasks required in this RFP by the effective date of this RFP?

EVALUATOR'S
NOTES _____

[d] Does the management plan describe how the personnel will be supervised?

EVALUATOR'S
NOTES _____

EVALUATOR'S POINT TOTAL FOR 7.02 _____

7.03 Experience and Qualifications (15 Percent)

Maximum Point Value for this Section – 5 Points

100 Points x 20 Percent = 20 Points

Proposals will be evaluated against the questions set out below.

[a] Did the offeror provide evidence to support the minimum requirements of each guard having 12 months experience working as a guard and 6 months of public contact?

EVALUATOR'S
NOTES _____

[b] Does the offeror explain their training requirements and do they meet the requirements of this RFP?

EVALUATOR'S
NOTES _____

[c] Did the offeror provide resumes for the individuals assigned to the contract and do they demonstrate background and experience that would be desirable for individuals engaged in the work the service requires?

EVALUATOR'S
NOTES _____

[d] Does the offeror explain how their experience and qualifications qualify them to provide the needed services?

EVALUATOR'S
NOTES _____

[e] Has the offeror provided letters of reference, or contract names from previous/current clients, or submitted evidence that their business possesses the level of experience to perform the tasks outlined in this RFP?

EVALUATOR'S
NOTES _____

[f] Does the offeror's reference confirm timely and successful completion of contracts?

EVALUATOR'S
NOTES _____

EVALUATOR'S POINT TOTAL 7.03 _____

7.04 Procedures/Reporting (5 Percent)

Maximum Point Value for this Section – 10 Points

100 Points x 10 Percent = 10 Points

[a] Are the procedures for handling bomb threats, discovery of medical related incidents, intervening in minor disturbances, and observance of illegal activities, detection of unsecured doors and windows, and interaction with vagrants well detailed?

EVALUATOR'S

NOTES _____

[b] Are the patrol procedures explained thoroughly and well thought out?

EVALUATOR'S

NOTES _____

[c] Do the report and duty log samples meet the Library's requirements? Has the offeror proposed electronic delivery of such reports?

EVALUATOR'S

NOTES _____

EVALUATOR'S POINT TOTAL FOR 7.04 _____

7.05 Contract Cost (40 Percent)

Maximum Point Value for this Section – 40 Points

100 Points x 40 Percent = 40 Points

Overall, a minimum of **40 percent** of the total evaluation points will be assigned to **cost**. The cost amount used for evaluation may be affected by one or more of the preferences under 6.06.

Converting Cost to Points

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out in Section 2.10.

EVALUATOR’S POINT TOTAL FOR 7.05 _____

7.06 Prince George’s County Preference (5 Percent or 10 Percent)

Prince George’s County (PGC) resident MBE offerors receive a 10 Percent, and non-resident MBE offerors receive 5 Percent overall evaluation point preference.

Point Value for PGC resident MBE in this section – 10 Points

100 Point x 10 Percent = 10 Point

Point Value for PGC non-resident MBE in this section – 5 Points

100 Point x 5 Percent = 5 Points

If an offer qualifies for the PGC Offeror/Bidder Preference, the offer will receive the PGC Offeror’s Preference. The preference will be 10 percent or 5 percent of the total available points. This amount will be added to the overall evaluation score of PGC MBE or Non-MBE offeror.

EVALUATOR’S POINT TOTAL FOR 7.06 (either 0, 5 or 10) _____

EVALUATOR’S COMBINED POINT TOTAL FOR ALL SECTIONS _____

**APPENDIX A
UNARMED SECURITY GUARD HOURS PER WEEK BY BRANCH**

Branch	Schedule	Monthly Total Hours	Rate per Hour	Cost per Week
Bladensburg	M, Th, F: 2-6 Tu, We: 2-8 Sa. 1-5	112		
Bowie	M, Th, F: 2-6 Tu, We: 2-8 Sa. 1-5	112		
Fairmount Heights	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5 Su 1-5	128		
Glenarden	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5 Su 1-5	128		
Hillcrest Heights	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5	112		
Hyattsville	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5 Su 1-5	128		
Largo-Kettering	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5	112		
Laurel	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5 Su 1-5	128		
Mount Rainer	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5	112		
New Carrollton	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5 Su 1-5	128		
Oxon Hill	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5 Su 1-5	128		
South Bowie	M, Th, F: 2-6 Tu, We. 2-8 Sa 1-5	112		
Spauldings	M, Th, F: 2-6 Tu, We: 2-8 Sa 1-5 Su 1-5	128		

Schedule is tentative and subject to change once contract is awarded.

Key: M-Monday/Tu-Tuesday/W-Wednesday/Th-Thursday/F-Friday/Sa-Saturday/Su-Sunday

**APPENDIX B
NON-COLLUSION STATEMENT**

This is to certify that the undersigned offeror has neither directly nor indirectly, entered into any agreement in any collusion or otherwise taken any action in restraint of the free competitive bidding in connection with this proposal submitted this date to the Library.

It is agreed by the undersigned offeror that the signed delivery of this proposal represents the offeror's acceptance of the terms and conditions of this request for proposal including all specifications and special provisions.

Note: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the Library.

COMPANY NAME: _____

	Check one
<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE
(Please type or print)

SIGNATURE _____
TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX
NUMBER _____

E-MAIL ADDRESS _____

LIBRARY OF DELAWARE

FEDERAL E. I. NUMBER _____ LICENSE NUMBER _____

	(Circle one)	(Circle one)	(Circle one)
COMPANY CLASSIFICATIONS: CERT. NO.: _____	Women Yes No Business Enterprise (WBE)	Minority Yes No Business Enterprise (MBE)	Disadvantage Yes No Business Enterprise (DBE)

[The above table is for information and statistical use only]

PURCHASE ORDERS SHOULD BE SENT TO
(COMPANY NAME)

ADDRESS

CONTACT NAME

PHONE NUMBER _____ FAX NUMBER

E-MAIL

ADDRESS _____

**THIS PAGE MUST BE SIGNED, NOTARIZED AND RETURNED FOR YOUR BID TO BE
CONSIDERED**

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of
_____, 20_____

Notary Public _____ My commission expires

City of _____ County of _____

Library of _____

APPENDIX C

Reference List (three or four references)

Client name	Service /Contract Type	Contract Date
Contact Name	Address	Telephone Number
E-mail Address		

APPENDIX D

Expectations of Security Guards

Arrival at the Branch

- Arrive on time for the shift. Be ready to work when the shift begins.
- Be in uniform on arrival and remain in uniform until the end of your shift. Review any branch specific guidelines or instructions for security guards.
- Sign in immediately in your Security book. Review any entries in the security log book, or Incident Reports.
- Check in with the Information Desk Staff for updates or potential problems at the start of your shift.
- Guards may not visit with friends or relatives during their shift or bring their children to work.
- Keep relationships with staff on a professional level. Security staff should spend time behind service desks only as necessary to complete work tasks.
- Be friendly but do not socialize with customers.
- A water bottle may be kept in an inconspicuous place. Other than a water bottle, guards are not permitted to eat or drink while on rounds or in public areas.
- Do not take or make any personal calls or texts while on duty unless a personal emergency arises. Phone calls may be made during a meal break or for purposes directly related to work for the library.
- No headphones may be used while on duty.
- Guards are expected to walk through the building and patrol the grounds throughout their shift. They may sit for up to fifteen minutes at a time or when doing paperwork.
- Meals must be taken within the branch.

Communication with Branch Staff

- Notify the Area Manager or Person in Charge to any out of the ordinary situations, such as: behaviors, observations and circumstances not expected to occur in a library, including liquor bottles, clothing left on the premises, customers creating disturbances (yelling, cursing, fighting, threatening comments), inappropriate dress (bathing suits, lack of shoes), accidents, illness, etc...
- Notify the Area Manager or Person in Charge of customer complaints or concerns.
- The Security Guard should notify information staff and record observations on the Shift's Record of Events/Round Sheet including, but not limited to, the following instances:
 - A customer has been asked to leave for the day
 - Witnessed theft or destruction of library materials or equipment
 - When the situation warrants calling 911.

Monitoring the Branch

- Be familiar with and enforce the regulations governing library use and PGCMLS Internet Use Policy.
- Customers may use cell phones but must set the ring to silent or vibrate. Customers may not use cell phones in designated quiet rooms.
- Customers may have water in a covered container in the library.
- Be aware of service contractors. If there is a question about whether a person has permission to be in a non-public area, please check with the Area Manager or Person in Charge. Be especially aware of people taking items out of the library facility.

Be aware of:

- Customers turning computers off, opening printers, exchanging mice, or otherwise compromising library equipment.
- Theft or destruction of materials and/or property.
- Customer conduct considered improper including: creating a public disturbance, using abusive language, harassment, indecent exposure, and sexual acts. See the PGCMLS Library Rules of Behavior for the complete list of rules that customers are expected to follow.
- Persons putting flyer on cars, asking for money or otherwise soliciting or disturbing customers.
- Customers eating in the library, bringing in alcoholic beverages.
- Skateboarding or making inappropriate use of bikes or other sports equipment.
- Smoking near building entrances.
- Customers congregating at entrances and the book drop, blocking access or loitering
- Situations in parking lot (including pets left in cars in unsafe conditions (hot weather and windows shut), abandoned cars or suspicious behavior, illegally parked vehicle in handicapped space, individuals or groups going from one vehicle to another looking inside each vehicle.

Patrol inside and outside of building:

- Concentrate time in areas with customers.
- Patrol 5-10 minutes in each area to include: public areas, restroom areas, meeting room areas, and staff areas. If a particular area is busy or noisy, the security guard should patrol that area.
- Walk around the perimeter of the building and through the parking lot.
- Follow any branch specific guidelines or instructions for security guards.
- Review security video with the Area Manager or Person in Charge when necessary.

Other duties:

- Security Guards may give a verbal warning to someone who is not following library rules and may ask someone who continues to break a rule to leave for the rest of the day.

Decisions to ban someone for longer than the rest of the day may only be made by the Area Manager or Person in Charge.

- Remain alert, visible and responsive to staff and customers at all times.
- Do not attempt to assist a customer with a computer problem or answer a library information question. If a customer appears to need help on a computer, ask a staff member to assist the customer. If a customer has a question, bring the person to the Information Desk so a staff member can assist them. Directional questions may be answered, such as the location of the restrooms or meeting rooms.
- Control the noise level of the branch.
- Aisles around computers should be kept clear. Cords for electronics may not be draped across aisles.
- Respond to all emergency exit alarms.
- Watch for valuables left unattended. If they are left unattended for 15 - 20 minutes, alert the Person in Charge.
- Watch particularly for the theft of library materials.
- Children under the age of 8 may not be left unattended in the library. People supervising children under the age of 8 must be at least 13 years old.

Closing Procedures

- Check all public meeting rooms.
- Check all the public bathrooms.
- Do a final patrol. Make sure all customers have left the building.
- Sign out in the Security Book.
- Exit with staff.

The Library Rules of Behavior are in the Safety Manual and can be printed out for customers as necessary. If warnings from the guard are not sufficient to end the rule violation, notify the Area Manager or Person in Charge.