



DETROIT PUBLIC LIBRARY

**REQUEST FOR PROPOSAL
BRANCH SECURITY SERVICES FOR DETROIT PUBLIC
LIBRARY**

Proposal Submitted by:

**RFP #DPL-CL-2009
Issue Date: April 21, 2020
Proposal Due Date: May 12, 2020 by 2:00 p.m**

DPL-CL-2009

The Detroit Public Library is requesting sealed proposals from qualified companies to furnish Security Services for various Detroit Public Library Branches and locations.

Bids are to be addressed and submitted electronically via www.Bidnet.com, in accordance with the instructions and all other requirements as referenced in this document. Proposals will be received until May 12, 2020 at 2:00 p.m., local time, at which time no other responses will be received. The Procurement Department will publicly record all proposals at that time. The recording will be done via Go to Meetings. All respondents wishing to participate in the teleconference shall connect per the following instructions:

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/189955949>

You can also dial in using your phone.

United States: +1 (646) 749-3112

Access Code: 189-955-949

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INSTRUCTIONS TO BIDDERS

1. Firms responding to this Request for Proposal (“RFP”) shall submit their proposals in the overall format as outlined in this solicitation.
2. Prospective proposers shall submit responses, electronically ONLY at www.bidnetdirect.com:

- Title: Branch Security Services for Detroit Public Library
- RFP Number: DPL-CL-2009
- Due Date: May 12, 2020 by 2:00 p.m.
- Company’s name and address

Bid must contain an electronic signature from an authorized company representative to be acceptable

No telephone, electronic, or facsimile bids will be considered unless otherwise stated within this document.

3. **Late Proposals will not be accepted or considered.** It is the responsibility of the Proposer to ensure that proposal is submitted electronically, prior to the date and time indicated. Telephone quotes will not be accepted. No proposals may be submitted after the submission deadline.
4. **VENDOR CHANGES OR ALTERATIONS TO BID DOCUMENTS INCLUDING SPECIFICATIONS MAY RESULT IN A BID BEING CONSIDERED NON-RESPONSIVE.** The only authorized vendor changes to a bid document will be in the areas provided for a bidder’s response, including the “Exceptions” section of the bid proposal. If a change or alteration to the documents is undetected and the bidder is awarded a contract, the original terms, conditions, and specifications in the Authorized Version of the bid document will be applicable during the term of the contract. The Detroit Public Library shall accept NO CHANGES to the bid document made by the Vendor unless those changes are set out in the “Exceptions” provision of the Authorized Version of the bid document. It is the Vendor’s responsibility to acquire knowledge of any changes, modifications or additions to the Authorized Version of the bid document. Any Vendor who submits a bid and later claims it had no knowledge of any changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the bid document, shall be bound by the bid, including any changes, modifications or additions to the Authorized Version.

If a bid is awarded to a Vendor who claims that it had no knowledge of the changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the bid, and that Vendor fails to accept the bid award, the Detroit Public Library may pursue costs and expenses to re-bid the item from that Vendor.

The Authorized Version of the solicitation document shall be that bid document appearing on the www.Bidnetdirect.com website with any amendments and updates. The Detroit Public Library officially distributes proposal documents from the Procurement Department or through the Bidnet (MITN) website. Copies of documents obtained from any other source are not considered official copies. Only those vendors who obtain bid documents from either the Purchasing Department or the MITN website are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the sources indicated, it is recommended that you register on the MITN website, www.bidnetdirect.com and obtain an official copy.

5. Proposals must be dated and signed by a duly authorized partner or corporate officer, with that person's name and title clearly identified. No proposal shall be withdrawn for ninety (90) days from submission deadline unless otherwise stated in the bid document.
6. The Detroit Public Library reserves the right to:
 - Reject any and all proposals received as a result of this RFP.
 - Waive or decline to waive any informalities and any irregularities in any proposal received.
7. The selected vendor will be required to assume responsibility for all goods and services offered in the proposal, whether or not the company produces them. Further, the selected vendor shall be the sole point of contact and responsibility with regard to all contractual matters, including payment of any and all charges resulting from the contract. All proposals and other materials submitted shall become the property of the Detroit Public Library.
8. All changes in the RFP documents shall be through written addendum and furnished to all bidders. Verbal information obtained otherwise will not be considered in this award.

9. Any questions concerning the submission of proposal and/or the requirements shall be submitted, in writing, to:

Christina Ladson
Procurement Manager
Detroit Public Library
Email: cladson@detroitpubliclibrary.org

INTRODUCTION

The Detroit Public Library is the largest library system in the State of Michigan. The Main Library and its 21 neighborhood branches make it one of the most valuable and accessible public institutions in Metropolitan Detroit.

The Detroit Public Library is seeking a security contractor to provide security services at 20 of its 21 neighborhood branches. The branch names and locations are included in the specifications of this document.

Detroit Public library customers reflect a microcosm of today's society. Typical library users include families, students, children working on projects, as well as homeless people, stalkers, adults who lurk in children's areas and gangs of undisciplined youth. Today, Library Staff often find themselves serving as protectors and enforcers of discipline, which can place them on the receiving end of threats and harassment.

QUALIFICATIONS

The Detroit Public Library also reserves the right to reject the response of any respondent who has failed to perform properly, or to complete on time, a contract of a similar nature, or who, in the opinion of the Detroit Public Library, is not in a position to perform the contract. In addition to the criteria above, the successful contractor shall:

- 1.) Maintain a permanent place of business that you currently occupy, and perform daily operations
- 2.) Have adequate employees available to staff branches properly.
- 3.) Have suitable financial resources to meet the requirements of the contract

Failure to meet the minimum qualifications shall be grounds for rejection of your proposal.

THE USE OF A SUBCONTRACTOR OR SUBCONTRACTED EMPLOYEES ARE NOT PERMITTED.

SCOPE OF WORK

The following General Requirements are the minimum requirements and shall not be deemed as the only requirements of the services being requested.

Uniformed Security Officers

The Detroit Public Library requires a dedicated security officer(s) per branch location. Some locations may require two security officers. The contractor will provide unlimited alarm runs; calls for extra officers due to before or after hours events, as well as calls to replace an officer. There shall be no limit on how many times the Detroit Public Library can call the contractor for coverage and no surcharges.

The service contractor must demonstrate an ability to provide superior service in a cost efficient manner. The contractor must also exhibit the ability and commitment for hiring a caliber security officer that is professional, intelligent and dedicated. The contractor shall:

1. Be licensed in the State of Michigan
2. Be fully insured and bonded.
3. Provide a Security Officer Training Program to all Officers, which shall be approved by the Assistant Director of Security Operations. The Assistant Director of Security Operations reserves the right to interview each Officer, prior to assignment to any of our locations.

The Security Officers shall follow the Branch Managers instructions and post orders. The Officer shall be available to customers and employees for assistance regarding Security matters. Services include, but are not limited to:

- Monitoring and patrolling the service environment and library grounds, including parking lots;
- Monitoring closed circuit television;
- Ensuring a safe service environment;
- Assisting Detroit Public Library staff to enforce the library's rules and regulations for customers;
- Managing problem situations;
- Escorting problem customers to the exit;
- Escorting staff and customers to vehicles as needed;
- Summoning law enforcement or medical assistance, as directed

The Security Officers shall remain alert, while on duty. Additionally, the Officers shall be articulate and be able to manage crowds. The Officers shall be trained to work with people of different age groups, diverse backgrounds, ethnicities and orientations.

Quality Assurance

The contractor shall provide the Detroit Public Library with proof of quality assurance measures. The contractor shall provide a level of security service that meets the Detroit Public Library's expectations and standards. The quality assurance measures shall include:

- A comprehensive security program customized for the Detroit Public Library
- Regular quality evaluations and feedback
- Security inspections
- On-going training, to ensure that security officers are meeting the high-level of service expectations, outlined in the post orders.

Communications

The contractor must designate a person of authority on their management team as the liaison to the Detroit Public Library. Duties and responsibilities of the designated individual include, but are not limited to:

- Availability 24 hours a day, 7 days a week by phone. An alternate person shall be reachable through similar means
- A dispatcher or designated contact shall be available to address scheduling and other problems without delay

- Participation in meetings with the Detroit Public Library's Assistant Director of Security Operations regarding contractual matters, including reviewing reports, time sheets and verifying and reconciling invoices
- Attend scheduled/unscheduled on-site inspections of assigned security officers at branch locations, at least two times/week
- Meet with branch managers to discuss and evaluate job performance of Security Officers and fill out appropriate Detroit Public Library /Service forms
- Assign regular Security Officers, replacements, and substitutes in an expedient and professional manner
- Maintain accurate and detailed time sheets for each Security Officer assigned to branch locations.

Selection

Officers selected for assignment to Detroit Public Library branches must be physically capable of assisting in an emergency evacuation, present an acceptable uniformed deterrent to criminal activity, be able to lift and operate provided fire extinguishers, and meet the following minimum qualifications:

- Minimum 18 years of age
- Citizen of the United States or lawful permanent resident or alien authorized to work in the U.S.
- Possession of valid government issued photo identification, such as Driver's License, Passport, or State issued identification
- High School Diploma or GED
- First Aid/CPR and/or AED training is preferred
- Ability to converse, read, write, understand English
- Ability to remain standing or walking for up to eight hours
- Ability to lift a 50-pound fire extinguisher
- Ability to lift a small child and/or assist in the evacuation of disabled persons
- Proof of completion of a successful drug screen within 30 days of assignment.

Training

Training prior to assignment may include any combination of training by video, textbook, or classroom training. In addition, each officer assigned to work at any Detroit Public Library branch, or as supervisors overseeing officers assigned to Detroit Public Library branches will be required to complete the "hands-on" instruction in the following subjects:

- Officer Conduct and Ethics
- Legal Definitions and Restrictions
- Report Writing
- Non-Use of Force and Use of Force Continuum
- Wearing of the Uniform
- Protection Library Collections and Patrons
- Emergency Evacuations and Response
- Use of Fire Extinguishers
- Emergency Medical Response
- Conflict Resolution

- Customer Service
- Patrolling

Following successful completion of the training program officers assigned to the Detroit Public Library will be required to complete a minimum of 8 hours “on-the-job” site specific training conducted by Detroit Public Library Security staff. Periodic training classes for Contract Security Officers working in the Detroit Public Library branches will be presented annually, and are mandatory for assigned Officers. Costs for these training sessions will be borne by the contractor.

Duties

The Detroit Public Library Branch Manager will provide daily supervision of the Officer(s) assigned to Detroit Public Library Branch; however, the Director of Security Operation has complete operational control. Officer(s) will submit written reports to the Detroit Public Library Director of Security Operations. Each officer should complete:

- Incident Report Form for unusual activities/incidents
- Suspicious Activity Report Form for suspicious activities/incidents
- Other forms, as may be required by Detroit Public Library
- Officers are subject to and required to comply with the following **General Orders** (Post Orders for each assigned branch will be provided at the time of assignment. General orders may be amended by DPL at any time)
- Report for duty no less than fifteen minutes prior to starting time, in full uniform
- Uniforms must be cleaned and pressed; fit properly and worn in a proper manner
- Shoes must be black, clean and shined as appropriate. No non-issue accessories are authorized
- Officers will carry a note pad and pen at all times
- Facial piercing/jewelry other than earrings may not be worn during assigned duty hours
- Weapons, of any type, are not permitted on the officer’s person or on Detroit Public Library property
- Officers will not have visitors at any time during the assigned shift
- Officers will remain on constant patrol at all times, only sitting intermittently (Officers will inform branch charge staff, prior to exterior patrol)
- Officers are not permitted to read, use personal cell phones or utilize computers, except on authorized breaks or to complete official reports
- All breaks must be taken inside the branch building and officers will remain alert, available to respond to requests for assistance
- Officers will not perform tasks not related to their security assignment

24/7 Emergency Response

The successful contractor will be required to respond to emergency situations at the Detroit Public Library branches at any time, including after hours, weekends, and holidays. Response must be by a qualified supervisory security officer who meets the minimum standards as addressed above. Officers responding to emergencies may be equipped with defensive weapons only, and must be certified in the use of assigned defensive weapons. In the event of a reported after-hours building alarm and an initial call from Detroit Public

Library security, the contractor's designated security officer(s) will be dispatched to the specified branch location. It is expected that the contractor will respond within thirty minutes. Upon completing the building inspection, the dispatched security officer will report their findings to Detroit Public Library Security Operations. In case of break-ins, the Security Officer shall remain on-site until the building is secured. It is agreed that the Detroit Public Library's Assistant Director of Security Operations will provide the contractor with the appropriate keys and access codes to all Detroit Public Library branch locations for use during after-hours responses.

Optional Patrols

The successful contractor may also be requested to provide nightly patrols of all branch facilities. These patrols would include irregular external tours of each building no less than twice between the hours of 8pm and 8am. Information regarding the agency's ability to perform such patrols should be included as an attachment to your proposal.

Security Officers Schedules

Security Officers are expected to work Detroit Public Library public service hours, as designated by the Detroit Public Library. Occasional exceptions to the regular work schedule may occur. Proper scheduling is the responsibility of the contractor. The Detroit Public Library will not pay for deficiencies in contractor's scheduling. If a Library branch is or has to be closed on short notice the Security Officers will be paid for time worked only. If a branch closes, the Security officer will be given an option of reassignment to another branch location. Any exceptions will be under the discretion of the Assistant Director of Security Operations.

REQUIRED PROPOSAL CONTENT

Proposal Format and Content: Each proposal should be prepared simply and economically. Proposals shall be in the same order as listed in this Section to ensure the Evaluation Committee is able to easily locate the information requested in this solicitation.

Experience and Expertise

Please provide a brief history detailing your company's experience and qualifications. This should include a brief history, the date founded, ownership, and subsidiary relationships.

Service Scope and Approach

Submit a clear and detailed response to accomplish the scope of services that reflects your understanding of the Library's requirements as described in this RFP.

Changes to Key Personnel and Subcontractors

It is essential that the Contractor provides adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.

- i) Contractor must maintain the required experience and credentials of key personnel as identified in the minimum qualifications throughout the duration of the project, unless waived in writing by the Assistant Director of Security Operations.
- ii) Contractor agrees that once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the Library.
- iii) If key personnel are not available for work under this contract for a continuous period exceeding thirty (30) calendar days, the Contractor shall immediately notify the Library, and shall, subject to the concurrence of the Library, replace such personnel with personnel of substantially equal ability and qualifications.



Cost Proposal Sheet

For the purpose of responding to this RFP, it is solely the responsibility of each respondent to visit each site if necessary; the Detroit Public Library will not furnish a time, personnel, or a date to do so.

The Detroit Public Library reserves the right to add or delete locations at any time it deems necessary. The contract will be adjusted accordingly to those additions or deletions at the time of the occurrence.

Branch Locations

1. Bowen 3648 W. Vernor
2. Campbell 8733 W. Vernor
3. Chandler Park 12800 Harper
4. Chaney 16101 Grand River
5. Chase 17731 W. Seven Mile
6. Conely 4600 Martin Road
7. Douglass 3666 Grand River
8. Duffield 2507 W. Grand Blvd.
9. Edison 18400 Joy Road
10. Elmwood Park 550 Chene
11. Franklin 13651 E. McNichols
12. Hubbard 12929 W. McNichols
13. Jefferson 12350 E. Outer Drive
14. Knapp 13330 Conant
15. Lincoln 1221 E. Seven Mile
16. Monteith 14100 Kercheval
17. Parkman 1766 Oakman Blvd.
18. Redford 21200 Grand River
19. Sherwood Forest 7117 W. Seven Mile
20. Wilder 7140 E. Seven Mile Road
21. Skillman 121 Gratiot (on as needed basis)
22. Main Library 5201 Woodward (on as needed basis)

Total annual cost \$ _____
(19-20 branches at 40 hour week + 1 branch at 80 hour week)

Total annual cost \$ _____
(1 Road Supervisor at 40 hours/week)



Annual cost Breakdown:

Straight-Time rate, Hourly Rate \$ _____

Overtime, Hourly Rate \$ _____
(Hours exceeding 40 hours/week)

After-Hours, Hourly Rate \$ _____
(After-Hours Alarm Response Service)

All costs associated with the proposal must be included. The Library relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process.

No payments will be made for any other services unless written authorization is received from the Library prior to the commencement of any such work.

EVALUATION CRITERIA

All proposals will first be evaluated for responsiveness to the Scope of Work and then responsibility. All responsive and responsible proposals will be evaluated on the following criteria, which are listed in descending order of importance:

- a) Proposed Fees
- b) Experience and Qualifications
- c) Project Approach

SELECTION PROCESS

Proposals will be evaluated by the Selection Committee based upon the evaluation criteria stated above. DPL will select for any award the highest ranked proposal from a responsible proposer, which does not result in a financially infeasible procurement and is judged to be the most advantageous to DPL based upon consideration of the scope of services and the evaluation criteria.

The evaluation committee will review the proposals for the following:

- A proposer has followed the instructions of the RFP and included sufficient detailed information to allow for evaluation
- Proposed price does not result in financially infeasible procurement
- Proof of required experience and favorable references to provide the requested services.

Please note that no information, financial or otherwise, will be provided to any proposer about any of the proposals from other proposers during the evaluation period.

DPL reserves the right to select proposals that fall into the competitive range. Further, DPL reserves the right to award a contract(s) without conducting further interview or negotiations.

The Evaluation Committee will recommend contract award/acceptance of a proposal to the Detroit Library Commission. Upon acceptance of a recommendation, contract awards will be made by the Detroit Public Library Commission.

Shortlisting

The Library may shortlist the Proposers based upon responses to the above items. If necessary, the Library may request presentations from proposers on this shortlist. The Library will notify each Proposer on the shortlist, if such presentation is required. These presentations will provide an opportunity for the Proposers to respond to questions posed by the Evaluation Committee and to clarify their proposals through exhibition and discussion. The Library will not reimburse oral presentations or any other costs of any Proposer.

Award

The Detroit Public Library anticipates one award of this contract to the highest ranked proposal. The awarded contract will be for fiscal year 2021, with the option to renew for an additional two (2) one-year periods. The renewal option will be based on satisfactory performance as determined by the Assistant Director of Security Operations or appointed representatives of the Detroit Public Library. The recommended contract will be submitted to the Detroit Library Commission for approval. It is anticipated that the services will begin upon Commission approval and after receipt of correct insurance and bonds.

If awarded a contract, the supplier agrees to fully complete the work in accordance with the Scope of Work. Past performance and experience may be factors in making this award.

Performance Bond

The successful proposer shall furnish a corporate surety bond in an amount equal to 100% of the Contract payment amount, as security for the faithful performance of the Contract upon receipt of Detroit Public Library Purchase Order.

References

Proposers shall provide three (3) references for services outlined in this RFP. References shall be from projects of similar size and scope as the Library. These services should have been provided within the past three (3) years.

REFERENCE #1	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL	
YEARS OF EXPERIENCE	

REFERENCE #2	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL ADDRESS	
YEARS OF SERVICE	

REFERENCE #3	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL ADDRESS	
YEARS OF SERVICE	

Certificate of Insurance

- I. The Detroit Public Library has specific certificate of insurance requirements. The Contractor shall maintain at its expense during the term of this contract, the following insurance:
 - A. Worker's Compensation insurance with Michigan statutory limits and Employer's Liability insurance with minimum limits of \$500,000.00 each accident, \$500,000.00 each disease, \$500,000.00 each disease/each employee.
 - B. Commercial General Liability insurance with a combined single limits of \$1,000,000.00 per occurrence subject to a minimum aggregate limit of \$2,000,000.00
 - C. Automobile Liability insurance covering all owned, hired and non-owned vehicles with personal protection insurance and property protection insurance to comply with the provisions of the Michigan No-Fault Insurance Act, including residual liability insurance with a minimum combined single limit of \$1,000,000.00. Include MCS90 endorsement (if hazardous waste will be transported by supplier's auto) with minimum property damage limits of \$1,000,000.00 each occurrence.
- II. If during the term of this contract, changed conditions or other pertinent factors, should in the reasonable judgment of the Detroit Public Library, render inadequate the insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be required under the circumstances. All such insurance shall be affected at the contractor's expense, under valid and enforceable policies.
- III. All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice to the Detroit Public Library. The Commercial General Liability insurance policy shall name the Detroit Public Library as an additional insured. Certificates of insurance evidencing such coverage shall be submitted to the Business Office, Purchasing Department, prior to the commencement of performance under this contract and at least fifteen (15) days prior to the expiration dates.

Certificates shall include the following endorsements:

- Assault and battery endorsement
- Personal injury endorsement
- Property damage endorsement
- Errors and omissions endorsement



NON-COLLUSION AFFIDAVIT

RFP Number: _____ RFP Description: _____

I state that I am _____ of _____
(Title) (Name of Firm)

and that I am authorized to make this affidavit on behalf of my Firm, its Owner, Directors, and Officers. I am the person responsible in my firm for the price(s) and the amount of the bid.

I state that:

1. The price(s) and the amounts of this bid have been arrived at independently and without consultation, communication or agreement with any other contractor, bidder or potential bidder.
2. Neither the price(s) nor the amount of the bid, and either the approximate price(s) or the approximate amount of the bid, have been disclosed to any other firm or person who is a bidder or potential bidder, and they will not be disclosed before the bid opening.
3. No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive or other form of complementary bid.
4. The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or noncompetitive bid.
5. _____, its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

SIGNATURE OF PERSON SUBMITTING BID

BID NOTARY'S SIGNATURE

Subscribed and sworn to before me this _____ day of _____, 20__ in and for _____ County.

My commission expires: _____



SIGNATURE PAGE

Prices quoted shall remain firm for 90 days or bid award whichever comes first, except the successful bidder(s), whose prices shall remain firm for the entire contract period. The contract shall commence on date of award.

NOTE: The undersigned has checked the bid figures carefully and understands that he/she shall be responsible for any error or omission in this bid offer and is in receipt of all addenda as issued.

COMPANY NAME: _____

ADDRESS:

City State Zip

TAX ID: _____

TELEPHONE NUMBER: (____) _____ FAX NUMBER: (____) _____

E-MAIL ADDRESS: _____

PAYMENT TERMS: _____

ACKNOWLEDGEMENT:

I, _____, certify that I have read the INSTRUCTION TO BIDDERS and that the bid proposal documents contained herein were obtained directly from the Detroit Public Library or MITN website, www.bidnetdirect.com, and is an official copy of the Authorized Version.

COMPANY REPRESENTATIVE'S NAME:

(Print)

SIGNATURE OF AUTHORIZED COMPANY REPRESENTATIVE:

(Signature)

(Date)