



REQUEST FOR PROPOSAL
RFP-CADL-2022-O1
CADL UNARMED SECURITY GUARD SERVICES

PURPOSE OF THE RFP

Capital Area District Libraries (CADL) is requesting proposals for unarmed security guard services at our Downtown Lansing and South Lansing Library locations.

The awarded offeror of this RFP will work with CADL on a contract to begin **2/28/2022** and end **12/31/2022** (or up to a week later if ending a pay cycle). If the awarded offeror's performance is satisfactory, CADL may work with the awarded offeror to extend the contract.

CAPITAL AREA DISTRICT LIBRARIES BACKGROUND

In 1997, community leaders proposed forming a new district library system, created by combining the existing Ingham County Libraries with the Lansing Public Libraries. Voters agreed to fund the system with tax dollars collected through a district-wide millage. On Jan. 2, 1998, Capital Area District Libraries (CADL) opened its doors.

Millage funds provide materials, staffing, and programs, while cities, townships, and municipalities are responsible for providing and maintaining buildings. [Read more about CADL's funding.](#)

Under the leadership of an appointed [Board of Trustees](#), CADL serves most residents in Ingham County and part of Eaton County. With [13 branches](#) and a [Mobile Library](#), our [service area includes 23 different municipalities.](#)

Our Mission:

CADL is dedicated to empowering our diverse communities to learn, imagine and connect.

CADL CONTACT AND SUBMITTAL METHOD

Michael Moore

Operations Director

Email: moorem@cadl.org

Cell: 517-862-4175

The offeror must submit a complete and signed proposal **via email** before the required date and time below.

Email subject line should state RFP-CADL-2022-O1 and offeror's company name.

1. RFP Time Frame

The dates below represent the RFP 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: **1/14/2022**
- Emailed questions and requests due by 2:00 PM on 1/19/2022
- Addendum posted to BidNet by noon on 2/20/2022
- **Proposal due by 2:00 PM on 1/26/2022**
There will be no public reading of bids. Instead, a summary form will be created based on requested bill rates as requested below and provided to offerors and requestors.
- Selected proposal recommendation to CADL Board 2/9/2022
- Proposal and budget recommendations vote by CADL Board on 2/16/2022

(if approved)

- CADL issues Notice of Intent to Award a contract by 2/17/2022
- CADL and selected offeror complete and sign contract by 2/23/2022

- Awarded guards in place as required beginning 2/28/2022

Late proposals will not be opened or accepted for evaluation.

An offeror's failure to submit its proposal before the deadline will cause the proposal to be disqualified.

1. Pre-Proposal Conference

A pre-proposal conference will NOT be held. However, offerors may submit questions related to this RFP by email to Michael Moore at moorem@cadl.org no later than 2:00 PM on 1/19/2022. All questions and answers will be compiled, sent to requestors, and posted as an addendum on BidNet by noon on 1/20/2022.

2. Site Visits

All CADL branches are open to the public; however, security guards access all areas. Therefore, it is recommended, but not required, that all offerors schedule a site visit appointment by email to Michael Moore at moorem@cadl.org. Michael or his designee will accompany the offeror while on site. However, specific questions should still be submitted, as noted above.

There are also video tours of most branches found at www.cadl.org by selecting the branch name at the bottom of the main page.

3. Locations of Work and Coverage Hours:

Downtown Lansing Library

401 S. Capitol Avenue
Lansing, MI 48933

Security Coverage Required 7-days

Monday – Thursday 9:30 AM – 8:00 PM

Friday – Saturday 9:30 AM – 7:00 PM

Sunday 11:30 AM – 5:00 PM

South Lansing Library

3500 S. Cedar Street
Lansing, MI 48910

Security Coverage Required 6-days

Monday – Thursday 9:30 AM – 8:00 PM

Friday – Saturday 9:30 AM – 7:00 PM

4. 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 Operations Director may reject any proposal that does not comply with all of the material and substantial terms, conditions, and requirements of the RFP.

5. Disclosure of Proposal Contents

All proposals and other material submitted become the property of CADL and may be returned only at the library's option. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and before issuing the Notice of Intent to Award (NIA).

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

STANDARD PROPOSAL INFORMATION

1. Authorized Signature

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

2. Amendments to Proposal

Amendments to or withdrawals by an individual of proposals will only be allowed if acceptable requests are received before the deadline for receiving proposals. No modifications or withdrawals will be accepted after the deadline.

3. Clarification of Proposal

To determine if a proposal is reasonably susceptible for award, communications by the Operations Director or their designee are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the proposal's contents. Clarifications may not result in a material or substantive change to the proposal. However, the evaluation by the Operations Director may be adjusted as a result of clarification under this section.

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 establish a new date and time for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

4. Discussion with Offeror

CADL may conduct discussions with offerors. The purpose of these discussions will be to ensure a complete understanding of the requirements of the RFP and proposal. Accordingly, discussions will be limited to specific sections of the RFP or proposal identified by the Operations Director.

Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the Operations Director. Discussions, if held, will be after the initial evaluation of proposals. If modifications are made due to these discussions, they will be put in writing. Following discussions, the Operations Director may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals 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.

5. Evaluation of Proposals

The Operations Director and the Head Librarian, other CADL staff, or CADL Board members will review proposals. The evaluation and recommendation will be based on the evaluation factors set out in this RFP, including but not limited to: hourly billing rates, staff pay rates, and reference responses.

PROPOSAL FORMAT AND CONTENT

CADL discourages overly lengthy and costly proposals; however, for CADL to evaluate proposals fairly and thoroughly, offerors must follow the format set out in this RFP and provide all information requested below.

Qualified proposals will:

- ✓ Include an introduction and a brief history
- ✓ Discuss the ability to deliver services required
- ✓ Discuss the plan to properly staff and manage the security needs for CADL
- ✓ Include a copy of the offeror's Michigan Business License(s)
- ✓ Include proof of Liability Insurance Coverage
- ✓ Include proof of Worker's Compensations Insurance Coverage
- ✓ Include contract costs for Guard and Supervisor Hourly Billing Rates
- ✓ Include Guard and Supervisor Hourly Pay Rates
- ✓ Include a minimum of 3 current references
- ✓ Be signed by a representative authorized to bind the offeror contractually.

- ✓ Meet specified RFP submittal dates and processes.

NOTICE OF INTENT TO AWARD

After completing the approval process, the Operations Director will issue a written Notice of Intent to Award (NIA) and email copies to all offerors. The NIA will set out the names of all offerors and identify the proposal selected for award along with the billed hourly rate listed by offeror.

CONTRACT DISCUSSIONS

1. Contract Agreement

This RFP does not, by itself, obligate CADL to a binding or contractual agreement with the awarded offeror. The library's obligation will commence when the Operations and Executive Directors approve and sign a contract.

The library will not be responsible for any work done by the offeror, even work done in good faith, if it occurs before the contract start date specified on the contract award.

INSURANCE REQUIREMENT

All offerors must provide proof of workers' compensation and general liability insurance as part of the RFP.

- Worker's Compensation Insurance – covering the selected offeror's employees as required by Michigan Law.
- Comprehensive Liability – Up to one million dollars (\$1,000,000) single limit per occurrence including:
 - Bodily injury liability – All sums that the selected offeror shall become legally obligated to pay as damage because of resulting therefrom, sustained by any person other than its employees and caused by occurrence.
 - 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.
 - Contractual liability, premises and operations, and product liability.

The selected offeror shall, before contract award, and for extension of the contract, furnish to CADL 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 before cancellation or material change of any such coverage.

Capital Area District Libraries (CADL) shall be named an additional insured party.

Certificate of insurance should be sent to Michael Moore at moorem@cadl.org upon award.

SCOPE OF WORK

Capital Area District Libraries (CADL) is requesting proposals for unarmed security guard services at our Downtown Lansing and South Lansing Library locations.

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1. Guard Assignment

To best serve CADL staff and patrons, it is best if the offeror can assign as few primary unarmed security guards for the duration of this contract for each location. This allows the guards to become familiar with the library staff and work environment, helping to create rapport with staff and patrons.

In the past, CADL has worked to have one full-time supervisor at one branch, and they supervise part-time guards at both branches. However, at this time and CADL will make no specifications related to staffing other than the offeror is to ensure qualified unarmed security during the hours listed above at each location.

2. 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 accessible parking areas
 - Ensure staff only parking areas are compliant
 - Monitor parking lots and building perimeter for trash and vandalism; report to CADL Person-in-Charge.
- Immediately respond to any disturbances and react accordingly to provide for a safe resolution
- Provide security for staff requesting assistance during confrontational situations
- Respond appropriately to any identified safety issues
- Report any security violations to the Person-in-Charge before responding to such violations (unless it is an emergency)
- Monitor staff leaving and accompany to their vehicle upon request

3. Policies and Operating Procedures

Upon award, and before the starting date of the contract, the awarded offeror shall meet with the Operations Director and the Head Librarian to review policies and operating procedures, including but not limited to the following items and potential events:

- An overview of the contract and communications protocols
- Record keeping and incident reporting guidelines
- Patrol routes within the building and interaction with the public
- Specific procedures for responding to emergencies, bomb threats, the 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
- Review security, Code of Conduct, and other CADL policies.

4. Services and Equipment to Be Provided by the Offeror

- Provide trained guards who are physically capable of de-escalating a situation that has the potential to become dangerous to CADL staff and patrons,
- Ensure that security guards are unarmed.
 - Use of any private or company-owned personal firearm or knife or carrying 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,

- 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 Downtown branch uses walkie-talkies; the guard there will be responsible for accessing it at the beginning of each shift and returning it to the charger at the end of each shift. The walkie-talkies allow branch staff to communicate with the assigned guard. The guards must respond immediately to requests for assistance,
- Guards shall be allowed to use their cell phones for "work" use while on duty.

5. 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 appearance should be equivalent to that of a professional law enforcement officer. Therefore, the uniform shall identify the guard as private security and present a clean and neat appearance at all times.

6. Offeror's Responsibilities

The offeror 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 concerning their employees as may be necessary. In addition, each employee of the offeror is expected to adhere to standards of behavior that reflect on them, their employer, and CADL.

The offeror shall also be responsible for ensuring that their employees do not use CADL owned equipment except when specifically authorized.

The offeror 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.

7. Removal of Certain Security Guards

CADL reserves the right to request dismissal from performing security service under this contract, any security guard found in violation of the CADL policies or expectations as noted in the RFP or acting in a manner CADL considers unacceptable or inappropriate for their duties. No advanced notification is required.

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

8. DUTY HOURS FOR BRANCH LOCATIONS:

Excluding CADL Observed Holidays, the offeror will be contacted in advance if guard(s) is/are NOT to be scheduled to work.

The library reserves the right to increase or decrease hours according to the branch's need; the Operations Director will notify the offeror in writing.

EXPECTATIONS OF SECURITY GUARDS (example)

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.
- Review any communications or Incident Reports.
- Check-in with the CADL 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.
- Security staff should spend time behind service desks only as necessary to complete work tasks.
- Be friendly, welcoming, and social to CADL staff and patrons.
- A water bottle may be kept in an inconspicuous place. Besides a water bottle, guards are not permitted to eat or drink while on rounds or in public areas.

- Unless a personal emergency arises, do not take or make personal calls or texts while on duty. For example, phone calls may be made during a meal break or for purposes directly related to work for CADL.
- No headphones may be used while on duty unless approved by the Head Librarian.
- Guards are expected to walk through the building and patrol the grounds periodically throughout their shift. This is not a stationary position.
- Meals must be taken within the branch in a non-public area.

Communication with Branch Staff

- Notify the Head Librarian or Person in Charge of any out-of-the-ordinary situations, such as behaviors, observations, and circumstances not expected to occur in a library. Including finding liquor bottles, clothing left on the premises, patrons creating disturbances (yelling, cursing, fighting, threatening comments), inappropriate dress (bathing suits, lack of shoes), accidents, illness, etc. A digital and physical copy of applicable CADL Board-approved library policies will be provided at each branch.
- Notify the Head Librarian or Person in Charge of patron complaints or concerns.
- The Security Guard should notify staff and record observations on the Shift's Record of Events/Round Sheet including, but not limited to, the following instances:
 - A patron 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 library policies and CADL Internet Use Policy.
- Patrons may use cell phones but must set the ring to silent or vibrate. Patrons may not use cell phones in designated quiet rooms or with a loud voice or on speaker.
- Patrons 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 Operations Director, Head Librarian, or Person in Charge. Be especially aware of people taking items out of the library facility.

Be aware of:

- Patrons turn computers off, open printers, exchange mice, or otherwise compromise library equipment.
- Theft or destruction of materials or property.
- Patron conduct considered improper, including creating a public disturbance, using abusive language, harassment, indecent exposure, and sexual acts.
- Persons putting flyers on cars, asking for money, or otherwise soliciting or disturbing patrons.
- Patrons eating in the library, bringing in alcoholic beverages.
- Skateboarding or making inappropriate use of bikes or other sports equipment.
- Smoking near building entrances.
- Patrons congregating at entrances and the book drop, blocking access or loitering
- Situations in the parking lot (including pets left in cars in unsafe conditions (hot weather and windows shut), abandoned cars or suspicious behavior, illegally parked vehicles in handicapped spaces, individuals or groups going from one vehicle to another looking inside.

Patrol inside and outside of the building:

- Concentrate time in areas with patrons.
- Patrol 5-10 minutes in each area to include: public spaces, 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 Operations Director, Head Librarian, 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 Head Librarian or CADL Management Team.
- Remain alert, visible, and responsive to staff and patrons at all times.
- Do not attempt to assist a patron with a computer problem or answer a library information question. If a patron appears to need help on a computer, ask a staff member to assist the patron. If a patron has a question, bring the person to the Information Desk so a staff member can help them. Directional questions may be answered, such as the location of the restrooms or meeting rooms.
- Control the noise level of the branch.
- Respond to all emergency exit alarms.
- Watch for valuables left unattended. If they are left alone for 15 - 20 minutes, alert the Person in Charge.
- Watch particularly for the theft of library materials.

Closing Procedures

- Check all public meeting rooms.
- Check all the public bathrooms.
- Do a final patrol. Make sure all staff and patrons have left the building.
- Exit with staff.