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[www.harford.edu/purchasing/bidboard](http://www.harford.edu/purchasing/bidboard)

## REQUEST FOR PROPOSAL

### RFP 18P-002 SECURITY SERVICES

The Board of Trustees of Harford Community College invites sealed proposals for a professional unarmed security service for the College's main campus and one (1) satellite site. An initial one (1) year contract will be awarded with the option to renew for up to four (4) additional one year periods upon satisfactory performance and at the sole discretion of the College.

Offerors are requested to acknowledge receipt of this solicitation to Beth Bertier, Procurement Specialist at [bbertier@harford.edu](mailto:bbertier@harford.edu).

A site visit, guided by Christopher Swain, Director of Public Safety, or his appointed representative is optional and can be arranged by calling 443-412-2041.

**The deadline for questions is 12:00 noon, Thursday, October 26, 2017.** Questions must be sent to Kelly Ryan, Director for Procurement, via email to [keryan@harford.edu](mailto:keryan@harford.edu). Questions and answers will be issued shortly thereafter. Addenda, including questions and answers, will be posted at [www.emaryland.marketplace.com](http://www.emaryland.marketplace.com) and on the College's website [www.harford.edu/purchasing/bidboard](http://www.harford.edu/purchasing/bidboard). **It is the offeror's responsibility to monitor these sites, download the addenda and acknowledge addenda on its price form.**

One original and three (3) copies of technical proposal, plus one original and one copy of the price proposal are due in the Procurement Office, located in the Hickory Center building Room 132, **not later than 12:00 noon, Tuesday, November 7, 2017.** **Technical and price proposals must be submitted in separate, sealed packages or envelopes. There shall be no mention of price in the technical proposal submission.**

Proposals must be valid for a period of ninety (90) days following the closing date. Award is anticipated by **January, 2018.**

The College reserves the right to accept or reject any and all proposals, in whole or in part, received as a result of this RFP; to waive minor irregularities or technicalities, or to negotiate with all responsible offerors, in any manner necessary, to serve the best interest of the College. Further, the College reserves the right to make an award in whole, in part, or no award at all.

Kelly J. Ryan, CPPO  
Director for Procurement  
October 16, 2017

## **Section II. General Information for Contractors**

- A. Purpose: The purpose of this solicitation is to provide information to contractors interested in submitting proposals to meet the requirements for contractual security services described herein.
- B. Background: Harford Community College is a two-year public community college located 30 miles north of Baltimore and seven miles west of the U.S. Army Aberdeen Proving Ground. The College serves approximately 6,000 full- and part-time students and 300 full-time faculty and staff, supporting both instructional and administrative activities.
- C. Addenda: Should it be necessary to amend this RFP, addenda will be furnished to all contractors solicited. Acknowledgment of receipt of same shall be noted on each proposal form.
- D. Acceptance; Before submitting proposals, contractors should acquaint themselves with all governing laws, ordinances, etc., and otherwise thoroughly familiarize themselves with all matters which may affect the contract. The act of submitting a proposal shall be considered as meaning that the Contractor has so familiarized himself; therefore, the College will grant no concession in response to any claim of misunderstanding or lack of information. The College reserves the right to accept or reject, in whole or in part, any and all proposals received in response to this RFP; to waive informalities or to negotiate, in any manner necessary, with all responsible Contractors to serve the best interests of the College
- E. Cancellation: The College may cancel this RFP, in whole or in part, at any time before the submission deadline.
- F. Preparation of Proposals: Proposals should be prepared simply and economically, providing a straight-forward, concise description of the services offered. The College will not be responsible for any proposal preparation or submission costs incurred by the Contractor.
- G. Form of Proposal: Proposals submitted must include all forms provided for the purpose and supplied with this RFP. Contractors taking exception to any part of this RFP should so indicate on the face of their proposals. Conditional or qualified proposals may be rejected in whole or in part.
- H. Non-Collusion Certificate: Each Contractor shall include with his proposal a fully executed affidavit of non-collusion, as furnished with the proposal documents.
- I. Public Information Act Notice: Contractors should give specific attention to identification of portions of their proposals deemed to be confidential, proprietary information, or trade secrets and provide justification of why, upon request, such materials should not be disclosed by the College under the Maryland Public Information Act of the Annotated Code of Maryland.
- J. Contractor Responsibilities: The College will enter into contractual agreement with the selected offering Contractor(s) only and the selected Contractor(s) shall be responsible for all products and services required by this RFP. Subcontractors, if any, must be identified and a complete description of their role relative to the proposal shall be included.
- K. General Contractual Conditions:
  - 1. Standard of Performance – Contractor agrees to perform the services specified with that standard of care, skill, and diligence normally provided by a professional organization in the performance of such services.

2. Price, Invoicing, Payment and other Financial Considerations:
  - a. Errors in Extension: Where the unit price and extended price are at variance, the unit price shall prevail for the purpose of evaluating proposals.
  - b. Payment: Payment terms are Net 30 days. The determining date for calculation of payment terms shall be the date a correct invoice is received by the College at the invoice address shown on the Purchase order.
  - c. Funding out: If funds are not appropriated for continuance of contracted services to completion, the Contractor shall accept cancellation upon sixty (60) days prior written notice.
  - d. Liens: The Contractor shall, at all times, keep the College free and clear from all liens asserted by any person, firm or corporation for any reason whatsoever, arising from the furnishing of services (whether for services, work or labor performed, or materials or equipment furnished) by the Contractor pursuant to the terms of this RFP.
3. Personnel
  - a. General: Contractor agrees that, at all times, the employees of the Contractor furnishing or performing any of the services specified shall do so in a proper, workmanlike and dignified manner.
  - b. Non-discrimination in Employment: Contractor shall be an equal opportunity employer and shall conform to all Affirmative Action and other applicable requirements; accordingly, Contractor shall neither discriminate nor permit discrimination in its operations or employment practices against any person or group of persons on the grounds of race, color, religion, national origin or sex in any manner prohibited by law.
  - c. Non-hiring or employees: No employee of the College whose duties include matters relating to or affecting the subject matter of this RFP shall become, or be, an employee of the Contractor during the term of any contract awarded as result of this RFP.
4. Presence on College Premises:
  - a. Cooperation: Contractor agrees that all persons working for or on behalf of Contractor whose duties bring them on College premises shall obey all rules and regulations established by the College and shall comply with the reasonable directions of its officers.
  - b. Contractor shall cooperate and coordinate, at all times, with the College's Public Safety Department in enforcing regulations and in internal security and theft control. The College shall have no responsibility for the loss, theft, mysterious disappearance of, or damage to, equipment, tools, materials, supplies, and other personal property of Contractor or its employees, subcontractors, or material.
  - c. Responsibility: Contractor shall be responsible for the acts of its employees and agents while on College premises. Accordingly, Contractor agrees to take all necessary measures to prevent injury and loss to persons or property located at the College.
  - d. Use of College Facilities: Contractor and its employees or agents shall have the right to use only those facilities of the College that are necessary to perform contracted services and shall have no right of access to any other facilities.
5. Hazard Communication Program
  - a. Contractor and its employees are required to exchange information with the College if they will be working in an area that uses or stores hazardous chemicals or if they will be bringing or using hazardous chemicals on the College campus.
  - b. Contractor and its employees shall be permitted to view the Chemical Information Lists and MSDS for all chemicals in the work area and shall be informed of the availability of the College's Hazard Communications Program.

- c. This information exchange shall be conducted by the College's Health and Safety Office and coordinated through the Manager for Health Safety and Security.
  - d. If applicable, the Contractor and its employees shall provide verification of Hazard Communication Training by submitting a completed "Verification of Contracted Employee Training" form to the College's Health & Safety Office.
6. Indemnification and Insurance: Contractor agrees to indemnify and hold harmless the College and its officers and employees from claims, damage, liability, injury, expense or loss including defense costs and attorney's fees, arising out of the Contractor's performance. Accordingly, the College shall notify the Contractor promptly, in writing, of any claim or action brought against the College in connection with the contracted service. On such notification, Contractor shall promptly take over and defend any such claim or action. The College shall have the right and option to be represented in any such claim or action at its own expense.

Contractor shall maintain in force at all times during the term of this Proposal, with an insurance carrier acceptable to the College the following insurance:

- a. Worker's Compensation: \$1,000,000 per occurrence; \$500,000 per employee
- b. Employers liability: \$1,000,000
- c. Liability: Basic \$1,000,000 Umbrella: \$10,000,000
- d. Auto liability: \$1,000,000

These coverages and limits are to be considered minimum requirements and shall in no way limit liability or obligations of the Contractor. This insurance shall provide for notification to the College thirty (30) days prior to termination or restrictive amendment. Contractor shall furnish a Certificate of Insurance to the College as evidence of the required coverage.

7. Publicity: Contractor shall not in any way or in any form publicize or advertise in any manner the fact that it is providing services to the College without the express written approval of the College's Marketing and Public Relations Office, obtained in advance, for each item of advertising or publicity. However, nothing herein shall preclude the Contractor from listing the College on its routine client list for matters of references.
8. Modifications:
- a. Changes: This RFP shall not be modified, altered or changed except by mutual agreement confirmed in writing by an authorized representative of each party. agreeing to the rate increment or revised service. No payment for extra or additional services shall be made unless such services have been authorized in advance in writing by the College's Purchasing Department.
  - b. Notices: Any notice required shall be in writing and may either be given by personal delivery or sent by certified mail, addressed as follows: if to Contractor, at the address set forth in the proposal; if to the College, to the attention of the Purchasing Office at the address set forth in the heading of this RFP. The address to which this shall be made may be changed by either party from time to time by notice mailed as set forth above.
  - c. Entire agreement: The terms of this RFP constitute the entire agreement between the parties with respect to the matters covered and supersede all prior written or oral understandings or agreements. No variation or modification and no waiver of provisions shall be valid unless done so in writing, sent by certified mail to either party, and signed by an officer of the Contractor and a duly authorized representative of the College.

Failure by the College to insist on strict compliance with any terms shall not result in a waiver or modification of such terms. This proposal shall be governed by the laws of the State of Maryland.

9. Force majeure: Contractor shall notify the College promptly of any material delay in performance of specified services and shall specify in writing to the Purchasing Office the proposed revised performance date as soon as practicable after notice of delay. Contractor shall not be liable for delays in performance due to causes beyond its reasonable control, but it will be liable for delays due to its fault or negligence. In event of any excusable delay the date of performance shall be extended for a period equal to the time lost by reason of such delay on written approval of the Purchasing Office. An equitable financial adjustment may be negotiated between parties for any period of nonperformance.
10. Termination:
  - a. For Cause: In the event that either party shall fail to maintain or keep in force any of the terms and conditions of this RFP, the aggrieved party may notify the other party in writing via Certified Mail or such failure and demand that same be remedied within ten (10) days. Should the defaulting party fail to remedy same within said period, the other party shall then have the right to terminate by giving the other party thirty (30) days written notice. In addition, if at any time a voluntary petition in bankruptcy shall be filed against either party and shall not be dismissed within thirty (30) days, or if either party shall take advantage of any insolvency law or if a receiver or trustee of any of a party's property shall be appointed and such appointment shall not be vacated within thirty (30) days, the other party shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate by giving thirty (30) days notice in writing of such termination.
  - b. For Convenience: Notwithstanding the foregoing, Contractor agrees that the College shall have the right to terminate for convenience at any time during the term upon giving the Contractor sixty (60) days prior notice in writing.
11. Assignment: Contractor shall not assign or subcontract, in whole or in part, rights or obligations under any contract arising from this RFP without prior written consent of the College. Any attempted assignment without said consent shall be void and of no effect.

**END GENERAL INFORMATION**

### **Section III: Specifications / Requirements**

#### 3.1 Scope

It is the intent of the College to contract with a firm to provide a reliable security services for the College's main campus and one (1) satellite site. The security services shall be interactive and interpersonal with the campus population, user friendly, proactive at safety awareness, good at verbal deescalation, being involved in safety education events on campus. The selected Contractor shall have the capability of providing value added security solutions.

The security service shall effect reasonable protection to personnel, property, buildings, and equipment against injury, molestation, loss or damage from preventable cause, including but not limited to fire, structure or equipment failure, theft, vandalism, trespass or other violations of law or regulations.

#### 3.2 Sites to be serviced:

Main Campus	Amoss Center	Towson University North East
401 Thomas Run Road	200 Thomas Run Road	510 Thomas Run Road
Bel Air, MD 21015	Bel Air, MD 21015	Bel Air MD 21015

Higher Education Center  
1201 Technology Drive  
Aberdeen MD 21001

#### 3.3 Contract Period:

The initial contract will be effective January 1, 2018 through June 30, 2018 to cover the balance of fiscal year 2018. The new annual contract period will begin July 1, 2018 through June 30, 2019. The College reserves to itself the right to renew any resulting contract for up to four (4) additional one year periods based on satisfactory performance and exercisable at the sole discretion of the College.

.1 The College shall provide written notice of its intent to exercise its renewal option thirty (30) days prior to the anniversary date of the contract.

#### 3.4 Pre-Start Up Meeting

.1 The successful Contractor and his/her supervisory personnel shall be required to attend a start-up meeting at least one (1) month prior to contract start date. The meeting may include a walk-through of all the sites.

#### 3.5 Qualifications of Contractor

.1 Contractor with a proven record of at least five (5) years experience in providing security services are preferred.

.1 Provide at least three (3) references for contracts of similar size and scope to Harford Community College. Include at least two (2) references for current contracts or those awarded during the past three (3) years.

.2 The Contractor shall provide of evidence of insurance.

.3 The Contractor shall be licensed to perform security services in Harford County and the State of Maryland.

.4 Preference will be given to contractors with experience and reference(s) performing security services in a higher education environment.

.5 The Contractor shall have surge capability for unusual, unexpected, infrequent, or emergency events, as well as planned surges.

- .6 The Contractor shall include, list and describe, in its proposal all certifications that it holds that are applicable to the providing of security services for the College.
- 3.6 Contractor's Employees
- .1 The Contractor shall provide competent personnel and management.
  - .2 All employees assigned to this contract are preferred to be a minimum of twenty-five (25) years of age with the exception of those retained from current contractor and students of Harford Community College or Towson University North East (TUNE). Unless an agreement is made in advance between the Contractor and Public Safety Director that an exception is authorized, all employees of the Contractor working at the College must be at least twenty-five years (25) old.
  - .3 Any employee assigned to work for the College under this contract must have undergone a thorough criminal background check, at the Contractor's expense and prior to hire, including but not limited to, fingerprint check, criminal records check, sex offender registration records check, military dishonorable discharge, and drug screening.
    - .1 Proposals should include a description of the security plan used by the proposing firm to ensure adequate background checks on employees.
    - .2 The College reserves the right to review results of background checks and may refuse any employee based on the results of background checks.
  - .4 General requirements for Contractor's Employees assigned to the College include:
    - .1 Must be able to perform the responsibilities of a Public Safety Office
    - .2 Must have good written and oral communication skills
    - .3 Must have good interpersonal skills and be able to diffuse volatile situations/confrontations
    - .4 Must be of sufficient physical fitness to walk and ride (bicycle) the campus for an eight (8) hour period with reasonable breaks and be able to walk up and down at least three (3) flights of stairs quickly
    - .5 Must operate a vehicle safely and in a prudent manner
    - .6 Must possess a current American Red Cross Adult First Aid/CPR/AED CPR certification and trained by the Health Department to administer Naloxone.
      - .1 Harford Community College will provide officers with this training at the company's expense
    - .7 Must be trained to patrol on a police style bicycle within 30 days of being assigned to the Campus (if the employee is assigned to the campus during cold weather months, the Employee will be trained to patrol on a police style bicycle as soon as weather permits).
    - .8 Must maintain respect for students, employees, and visitors, and must conduct themselves with a high level of professionalism and maintain a businesslike demeanor at all times
  - .5 The Contractor shall state in its proposal whether it performs personality profile evaluations on its employees, and if so, explain the process and its benefits; and if not, explain why not.
  - .6 The Contractor shall describe in its proposal how it retains good employees or minimizes turnover of personnel, or otherwise assures continuity of service. The Contractor shall

include an explanation of its wage structure, benefits packages, and other incentives used to retain good employees.

- .7 The Contractor shall describe its training and recognition program and how it effectively provides continuous improvement of the skill sets of its employees.
- .8 The Contractor shall submit at the Start Up Meeting vital information on the site supervisor(s), and the same information on all employees after start-up, to include the following as a minimum :
  - a. Name
  - b. Permanent address
  - c. Telephone number
  - d. Social Security Number
  - e. Copy of current driver's license
  - f. Evidence of any Public Safety related training the individual has completed, including first aid and CPR, bloodborne pathogens, opioid overdose reversing protocols, AED, administering naloxone certification, Police bicycle training, etc. with certifications awarded to each employee
  - g. Resume of each employee showing qualifications, experience, and references.
  - h. Results of background checks and drug tests performed.
- .9 The College shall have the right to reject potential employees who will perform under this contract and to demand dismissal or reassignment of formerly approved employees who are working under this contract. The Director of Public Safety or designee shall interview all potential employees prior to being assigned to this site.
- .10 The Contractor's employees shall carry **no weapons** of any kind including mace or pepper spray.
- .11 The Contractor's employees shall at no time use foul or obscene language.
- .12 The Contractor's employees shall comply with the College's "no tobacco use" policy.
- .13 All Contractor's employees shall wear an identification card while on duty which includes a clear and recent "head shot" photograph of the employee and the employee's first and last name.
- .14 Contractor's regular employees shall complete First Aid, CPR and Automated External Defibrillator Training (AED) provided by the College and paid for by the Contractor within ninety (90) days of assignment to the College. Assigned employees shall register for the first available training session offered by the College. If the College does not offer the training, employees shall register in the next available program offered within 50 miles of the college. The Contractor will be responsible for the cost of the training.
- .15 Contractor's employees must maintain a valid certification to administer naloxone.

### 3.7 Uniforms

- .1 All officers assigned to the College shall wear a company issued uniform while on duty. The uniform must be kept clean, pressed and in good condition.
  - 1 The Contractor shall provide at least three (3) sets of 'regular' uniforms to each full-time employee and two (2) sets of uniforms to each part-time employee.

- .2 The Contractor shall provide one (1) bike uniform and sufficient cold weather gear to each officer.
- .2 The style of the uniform and the footwear worn shall be agreed upon by the College and the Contractor.
- .3 The uniform shall bear the company name or logo in a style jointly determined by the College and the Contractor.

3.8 Site Supervision

- .1 The day-time Monday through Friday site supervisor at the Main Campus shall be a working supervisor, with a higher level of responsibility than the other employees.
  - a. The working supervisor shall ensure that all normal shifts and special events are scheduled, respond to incidences on an on-call basis, ensure completion and processing of all reports on security incidents that occur at any of the sites, and serve as the primary liaison between the Contractor and the Director of Public Safety.
  - b. A resume of the working supervisor shall be provided to the College prior to the commencement of the contract showing his/her relevant experience and expertise.

3.9 Work Schedule

- .1 Security coverage at the Main Campus shall be provided 24 hours a day, 365 days a year.
  - a. The monthly total hours of contracted security personnel between July 2016 and June 2017 are as follows:

July 2016: 1250	November 2016: 907	March 2017: 1350
August 2016: 1076	December 2016: 1212	April 2017: 1087
September 2016: 1565	January 2017: 1061	May 2017: 1423
October 2016: 1240	February 2017: 1128	June 2017: 1578

- .1 Additional security coverage will be required on an as-needed basis during semester startups and other special events. Typical staffing enhancements can be predicted; emergency enhancements are unpredictable. For predicted events, the College will normally give a minimum of 10 working days notice for staffing enhancements to be billed at the straight time billing rate for Security Officer 1. If the Contractor is incapable of suitably filling a request for additional officers, the Contractor will reimburse the College for Public Safety officer overtime and/or the cost of additional officers brought in to cover the vacancies.
- b. Security coverage at the Higher Education Center in Aberdeen, the Amoss Center in Bel Air, and any other off-site locations in Harford County shall be provided on an as needed basis. The dedicated hours to the Higher Education Center is typically less than four (4) hours weekly and may be combined with a regular tour of duty on the main campus.
- .3 Post Vacancy
  - a. In the event a guard fails to report for a duty rendering a post vacant, the Contractors supervisor assigned to the site will make reasonable efforts to have the post filled utilizing existing personnel assigned to the College. If efforts fail, including assigning someone from another shift to work over, the Contractor will be responsible for supplying a back-up guard who is trained in the College

procedures to assume the post. If the vendor is unable to supply an officer, the Contractor will reimburse the College the cost of providing an officer to cover the vacancy be that the overtime rate of a College Public Safety Officer or the cost of an outside officer.

### 3.10 Vehicles and Equipment

- .1 Contracted employees will operate College vehicles for the purpose of patrolling the main campus, to include satellite locations as deemed necessary.
- .2 Vehicles may include passenger cars, four wheel drive vehicles, motorized carts, bicycles and scooters.
  - .1 Unless otherwise agreed upon in advance between the Director of Public Safety and the Contractor that a particular employee of the Contractor will not operate a College's motor vehicles, Employees of the contractor assigned to the Campus shall possess a valid driver's license.
  - .2 Generally, the College requires individuals who operate College vehicles to be at least twenty-five years old. Unless agreed upon in advance, all of the Contractor's employees assigned to the Campus must be at least twenty five years old<sup>1</sup>.

### 3.11 Building Access

- .1 The Contractor's employees shall have access to all areas as specified by the Director of Public Safety or designee.
- .2 Only authorized Contractor employees are allowed on the premises. Contractor employees shall not be accompanied in the work area by acquaintances, family members, assistants, or any other persons who are not an authorized Contractor employee.
- .3 Pets are not permitted on the worksite while the employee is on duty.
- .4 The Contractor's employees are prohibited from making personal phone calls except in emergencies or using office equipment for personal use.

### 3.12 Security Personnel Duties/Responsibilities

- .1 The Contractor shall provide posted orders, subject to approval by the College, for its employees for all work shifts and ensure that the posted orders are updated as needed. The Contractor's employees shall maintain shift logs.
- .2 The responsibilities of the security personnel include but are not limited to the following:
  - .1 Public Safety Officers will be assigned on campus twenty-four hours per day 365 days a year based on typical schedule of 0600-1400, 1400-2200, 2200-0600.
    - .1 This schedule is subject to change based on the needs of the Campus community and the Department of Public Safety. The Contractor will be expected to adjust the schedules of employees to meet those needs.
- .3 The duties of a Public Safety Officer are as follows:
  - .1 Make regular patrols of campus buildings, parking lots, and outdoor spaces on foot, by vehicle, or by bicycle as instructed by and at intervals designated by the Public Safety Director or the shift supervisor.
  - .2 Be familiar with HCC rules to ensure that students, employees, and visitors, are following the rules set by the College.
    - .1 Take appropriate action to resolve rule violations

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<sup>1</sup> Exceptions and alternate transportation options are generally made for HCC or TUNE (Towson University North East) students.

- .3 Take note of any situation that presents a hazard to the safety of a student, employee or visitor and report the hazard to the appropriate individual or entity.
  - .4 Guard against the misappropriation of college property and behaviors by individual's that may cause damage to College property. Report any such misappropriations or behaviors to the appropriate individual or entity.
  - .5 Participate in emergency drills to include fire and active assailant drills.
  - .6 Assist employees, students, and visitors in the event of an emergency.
  - .7 Perform specific tasks outlined in the Public Safety Emergency Guidelines including, but not limited to:
    - .1 Directing first responders to the location of the emergency.
    - .2 Provide first responders with access control devices necessary to access the emergency.
    - .3 Set-up command post and deploy surveillance systems.
    - .4 Make emergency notifications.
    - .5 Assist in the evacuation of individuals from campus facilities.
    - .6 Provide basic medical assistance to sick or injured individuals on campus until the situation is resolved or until first responders take over care.
  - .8 Lock and unlock College building, rooms, and areas as directed and only for authorized individuals.
  - .9 Operate the College's surveillance system to include monitoring the system for threats on Campus and conducting investigations using the archived surveillance footage.
  - .10 Write Public Safety reports concerning minor traffic, criminal, and administrative issues to include sick or injured individuals on campus
  - .11 Answer, respond to, and resolve calls-for-service received via the College's two way radio system (radios provided by the College).
  - .12 Provide escorts to student, employees and visitors upon request.
  - .13 Patrol College property utilizing Harford Community College vehicles.
  - .14 Monitor parking and issue administrative citations for violations of the College's Parking regulations.
  - .15 Assist persons with vehicle problems.
  - .16 Assist in traffic control on campus.
  - .17 Facilitate crowd control at large events.
  - .18 Make verbal and/or written reports detailing College maintenance issues.
  - .19 Respond and investigate all alarms, secure area and notify proper department for action.
  - .20 Participate in safety education events
  - .21 Respond and take action to mitigate disruptive behavior on campus.
- .4 Public Safety Officers may be assigned to provide security at off-site Campus locations for which the Department of Public Safety has security obligations
- 3.13 Event Management Coverage – This is an optional requirement and will priced separately from the base contract for security services.
- .1 The College holds events in the APGFCU Arena on campus that includes concerts, shows, and rental events. The College would require specialized event management security officers for these events trained in bag checks, wandng of patrons, event access control and crowd control.

- .2 The College will provide at least three weeks notice to allow the Contractor to provide sufficient manpower, up to ten (10) officers, to augment the College's Public Safety Officers to assist with event management.
- .3 Officers shall be dressed in polo shirts with the company name/logo and khaki or cargo pants.
- .4 Officers will have Contractor-provided communication with each other and one (1) supervisory officer. Supervisory officer will have communication with one or more regularly assigned Public Safety Officers.

3.14 Classifications and Base Wages

- .1 The following classifications shall be included in the offeror's proposal and based on the indicated base wage rate for each classification:

<u>Classification</u>	<u>Base Wage per hour</u>
Security Supervisor	\$ 15.20
Security Guard III	\$ 13.06
Security Guard II	\$ 12.10
Security Guard I	\$ 11.15

- .2 It is the College's preference that the Contractor hire officers already employed as Harford Community College contracted security officers and assign them to Harford Community College. In addition, the expectation is that the Contractor will pay those incumbent officers at or above their current hourly wage and offer them a number of hours similar to the number of hours they generally work at the College. The hourly rate for current contracted security officers is as follows:

<u>Classification</u>	<u>Base Wage per hour</u>
Security Supervisor	\$ 16.00
Security Guard III	\$ 14.00
Security Guard II	\$ 12.75
Security Guard I	\$ 11.75

3.15 Employee Benefits Included in the Billing Rates

- .1 Offerors shall delineate all benefits, including health care and vacation that are included in the offeror's billing rates. The employee benefits offered by the offeror should be what the offeror recommends based on similar requirements with other clients in a similar market.
- .2 Offerors shall include:
  - .1 The various pay scales of officers who will be employed as Public Safety Officers
  - .2 The time frames/criteria for moving through those classifications/pay scales
  - .3 The bill rate for officers in each classification/pay scale
  - .4 Any yearly increases to the bill rates
  - .5 How many officers in each classification do you anticipate being employed as officers at the College?
- .3 Offerors shall present in their proposal what additional level of benefits are available and the adder to the billing rates for other level of benefits.

- 3.16 Contractors Performance
- .1 The Contractor shall provide a telephone number(s) for the supervisor, operations manager, and designees, where he/she can be reached 24 hours a day and shall call back within 15 minutes of the originating call.
  - .2 The Contractor shall provide fully trained back-up personnel in case of illness, emergency, or vacations. Those personnel must be trained on HCC main campus in security procedures in advance of the College's request for emergency or fill in personnel.
  - .3 The Contractor shall report to the Director of Public Safety, Christopher Swain.
- 3.17 Overtime charges
- .1 The College will request additional services from time to time or a surge in normally supplied services, and the College shall not pay overtime rates for such service as long as the College provides reasonable advance notice. Reasonable notice shall be a minimum of 48 hours advance notice. For special planned events and high enrollment periods, the College will give a minimum of five (5) working days notice for staffing enhancements to be billed at the straight time hourly billing of Security Officer I.
  - .2 Overtime charges resulting from the unavailability of the an employee of the contractor leaving a post vacant is the responsibility of the Contractor
- 3.18 Equipment and Property Damage
- .1 Contractor shall pay the repair or replacement value of any College property damaged by an employee of the Contractor.
  - .2 The repair or replacement value will be an amount agreed upon by the College and the Contractor. If an agreement cannot be reached, the repair or replacement value will be based on the average of three estimates for repair or replacement. The estimates will be from three (3) vendors chosen by the College. Any amount billed in good faith over the amount estimated will be paid by the Contractor.
  - .3 Damage to College Vehicles  
In the event that a College vehicle is damaged the following shall apply:
    - .1 A vehicle that is under three model years old and deemed totaled<sup>2</sup> will be replaced at the Contractor's expense with a new comparable vehicle (Police package and same type and color of vehicle).
    - .2 A vehicle that is totaled and is over three model years old, the Contractor shall reimburse the College for full replacement value minus 14.3% of the value for every year older than the currently available model year.
    - .3 If the vehicle is not repaired or replaced and delivered to the college within 30 days, the Contractor shall provide the College with a rental vehicle of the same make/model or of a similar type that is no more than one (1) model year old. The Contractor shall continue to pay for the rental vehicle from day 31 until the repaired or replacement vehicle is delivered to the College.
    - .4 The Contractor shall be responsible for all ancillary costs related to their employee damaging a College vehicle which shall include, but is not limited to, tow bills, striping of repaired/replaced vehicle, radio removal/installation etc.
- 3.19 Payment/Invoicing
- .1 The Contractor shall be paid monthly in arrears.

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<sup>2</sup> As the term is commonly used in the car insurance industry

- .2 The Contractor shall submit invoices, in duplicate, to the College, ATTN: Accounts Payable with a copy to the Director of Public Safety.
    - a. Invoices shall contain the following information:
      - 1) College-assigned purchase order number.
      - 2) Detailed listing of services provided, including extra work required to be paid at the hourly rate specified in the Form of Proposal provided in the RFP.
      - 3) Detailed listing of non-regular services provided, subject to review and approval.
- 3.20 Proposal submissions shall consist of the following:
- .1 Profile of the offeror to include:
    - a. Relevant information about the firm's experience and capability to perform the services required.
    - b. Resumes of the proposed working supervisor showing his/her relevant experience and expertise.
  - .2 Responses to the following:
    - a. Paragraphs 3.6.4.5, 3.6.4.6 and 3.6.4.7 (Page 8).
    - b. Paragraph 3.15 (Page 12).
  - .3 Answers to questions in Section VIII (page 14).
  - .4 Form of Proposal (provided) completed and signed in a **separately sealed envelope** from the technical submittal.
  - .5 References, on the form provided.
  - .5 Non-Collusion Certificate provided.

**Section IV: Shortlist and Proposal review meeting**

- 4.1 The College reserves the right to shortlist the offerors based on price and proposal response to the specifications. The College intends to conduct a proposal review meeting with the short listed bidder(s).

**Section V: Customer References**

- 5.1 Offerors are to include references that are similar in scope to the College's specifications, it is preferred that at least one be from an organization for higher education.

**Section VI: Evaluation Criteria**

- 6.1 .1 Demonstrated experience and references
- .2 Proposal response to RFP requirements
- .3 Ability to be responsive and provide resources
- .4 Price

**Section VII: Questions**

In addition to other requirements in this RFP, offerors are requested to submit with their proposal detailed answers/inquiries to the following questions. Please delineate answers to the questions. If the question does not apply, so state.

- 1. How many trained reserves are available?
- 2. Explain staffing contingency plans under normal and emergency situations.
- 3. How does your company handle post vacancy, i.e. shift abandonment/ failure to appear?
- 4. What is your employee discipline policy/ procedure? Please provide a copy.

5. What is your substance abuse policy/ procedure? Please provide a copy.
6. What is your line of communication during business hours and non-business hours?
7. What is your training procedure, including continuous training procedures?
8. What does your standard training for all guards consist of? Please provide a copy of the training content or a web link to the content.
9. How many officers do you anticipate being full-time officers?
10. How many officers do you anticipate being part-time officers?
11. What is the monthly cost to the employee of the least expensive health care plan for an individual offered by your company?
12. What is the monthly cost to the employee of the most expensive health care plan for an individual offered by your company?
13. What is the monthly cost to the employee of the least expensive health care plan for a family offered by your company?
14. How many paid days of sick leave, personal leave and annual leave do employees receive? Note if there is a difference in days based on time-in-grade or other factors.
15. Provide a detailed outline of your company's hiring requirements.
16. Provide response to 3.6.4.5 above (page 8)
17. Provide response to 3.6.4.6 above (page 8)
18. Provide response to 3.6.4.7 above (page 8)
19. Provide response to paragraph 3.15 above (page 12)
20. Provide explanation of how overtime rates are calculated and under what conditions they apply

#### **Section VIII: Firm (Company) Profile, Experience**

- 8.1 Offerors shall submit a company profile to include, at a minimum: the background and history of the company; size of the company including the number of employees; annual sales volume for each of the past three (3) years; and number of years in the business.
- 8.2 Submit three (3) references of similar scope, performed in the past three (3) years, in accordance with instructions on the form provided herein.
- 8.3 It is preferred that offerors have at least five (5) years experience providing the services similar to those covered in this RFP.
- 8.4 It is preferred that offeror have a functioning office location within approximately **60 miles** of the College Campus.

**SECURITY SERVICES HOURS BILLED – FISCAL YEAR 2017**

<u>Month</u>	<u>Week</u>	<u>Payable Hours</u>	<u>Monthly Total</u>
Jul-16	07/01 - 07/07	252.25	1249.25
	07/08 - 07/14	257.5	
	07/15 - 07/21	273.5	
	07/22 - 07/28	254.5	
	07/29 - 08/04	211.5	
Aug-16	08/05 - 08/11	206.75	1075.75
	08/12 - 08/18	247.5	
	08/19 - 08/25	294	
	08/26 - 09/01	327.5	
Sep-16	09/02 - 09/08	308.25	1564.5
	09/09 - 09/15	296.75	
	09/16 - 09/22	314.5	
	09/23 - 09/29	372.5	
	09/29 - 10/06	272.5	
Oct-16	10/07 - 10/13	365	1239.25
	10/14 - 10/20	285	
	10/21 - 10/27	335.25	
	10/28 - 11/03	254	
Nov-16	11/04 - 11/10	235.5	906.5
	11/11 - 11/17	217.25	
	11/18 - 11/24	224.25	
	11/25 - 12/01	229.5	
Dec-16	12/02 - 12/08	261.5	1211
	12/09 - 12/15	250.5	
	12/16 - 12/22	253.5	
	12/23 - 12/29	234.5	
	12/30 - 01/05	211	
Jan-17	01/06 - 01/12	260.25	1061
	01/13 - 01/19	285.25	
	01/20 - 01/26	281	
	01/27 - 02/02	234.5	
Feb-17	02/03 - 02/09	251.5	1128
	02/10 - 02/16	260.5	
	02/17 - 02/23	332.5	
	02/24 - 03/02	283.5	

<u>Month</u>	<u>Week</u>	<u>Payable Hours</u>	<u>Monthly Total</u>
Mar-17	03/03 - 03/09	302.5	1349.5
	03/10 - 03/16	299.75	
	03/17 - 03/23	264	
	03/24 - 03/30	233.75	
	03/31 - 04/06	249.5	
Apr-17	04/07 - 04/13	245	1086.25
	04/14 - 04/20	270.25	
	04/21 - 04/27	267	
	04/28 - 05/04	304	
May-17	05/05 - 05/11	304	1422.75
	05/12 - 05/18	341	
	05/19 - 05/25	407	
	05/26 - 06/01	370.75	
Jun-17	06/02 - 06/08	396.5	1577.75
	06/09 - 06/15	264.5	
	06/16 - 06/22	349.25	
	06/23 - 06/29	291	
	06/30 - 07/06	276.5	
		<b>FY 2017 TOTAL:</b>	<b>14,871.5</b>

Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

FORM OF PROPOSAL

**RFP 18P-002 SECURITY SERVICES**

All proposals should be properly executed on the form provided, sealed separately from the Technical Proposal, and delivered or mailed to the Procurement Office, located in the Hickory Center Room 132 at the address above. Proposals must be received in the Procurement Office **not later than 12:00 noon, Tuesday, November 7, 2017.**

1. In accordance with the information, terms and conditions, specifications and requirements for the captioned solicitation, I/we submit the following for evaluation:
2. **PRICES:**  
2.1 Hourly billing rate for regular and surge on-site security personnel at Main Campus (includes Amoss Theater, TUNE) and Higher Education Center for each classification listed in 3.14 and includes all costs including benefits.

Security Supervisor	\$ _____/STBR	\$ _____/OTBR
Security Guard III	\$ _____/STBR	\$ _____/OTBR
Security Guard II	\$ _____/STBR	\$ _____/OTBR
Security Guard I	\$ _____/STBR	\$ _____/OTBR

( STBR = straight time hourly billing rate; OTBR = overtime hourly billing rate)

**Note:** Actual hours billed during the 2017 fiscal year are included herein (page 16-17). Offerors are cautioned that these quantities are estimates and the College makes no guarantee as to the number of hours that will be required under this contract.

3. Adder per billing rate hour for optional benefit packages as described in 3.15 page 12. Attach additional pages.
4. Please provide explanation in the proposal submission as to when OT rates apply and how the rates are calculated.
5. Event Management Services (Option not included in base security services).  
Hourly bill rate for on-site security personnel for Arena events \$ \_\_\_\_\_/hr
6. Provide a detailed listing of proposed personnel positions, job assignments, staffing and schedules for the base bid as an attachment.
7. Provide answers to all questions in Section VII (page 14); include all information requested for company profile, section VIII (page 15); and provide a narrative addressing the specifications/ requirements, section III (page 6); delineate employee benefits per section III (3.15 page 12).
8. Complete the attached references and non-collusion (required); and no-proposal reply form, if applicable.

9. EXECUTION: The undersigned, duly authorized to bind the name firm, agrees, upon receipt of written notice of acceptance of this proposal within ninety (90) calendar days after the deadline above, to proceed to execute the contract in accordance with the proposal as accepted and provide a certificate of insurance.

_____ Signature	_____ Firm Name
_____ Typed/Printed Name	_____ Street Address
_____ Title	_____ City, State, Zip
_____ Email	_____ Telephone
_____ Date	

If a corporation, place corporate seal beside signature above and state:

Name of President \_\_\_\_\_

Name of Secretary \_\_\_\_\_

Under what laws incorporated \_\_\_\_\_

Minority Business Certification – Please check one:

\_\_\_\_\_ MBE \_\_\_\_\_ WBE \_\_\_\_\_ Not Applicable

Procurement Department  
Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

Solicitation: **RFP 18P-002 SECURITY SERVICES**

REFERENCES

Each firm must furnish three (3) references of recent (within three years) prior service comparable in nature and scope to the requirements of the captioned solicitation.

1. Firm Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax \_\_\_\_\_  
Contact \_\_\_\_\_  
Email: \_\_\_\_\_

2. Firm Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax \_\_\_\_\_  
Contact \_\_\_\_\_  
Email; \_\_\_\_\_

3. Firm Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax \_\_\_\_\_  
Contact \_\_\_\_\_  
Email: \_\_\_\_\_

PROPOSAL OF: \_\_\_\_\_  
Firm Name

Procurement Department  
Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

NON-COLLUSION CERTIFICATE

Solicitation: **RFP 18P-002 SECURITY SERVICES**

I **HEREBY CERTIFY** that I am the \_\_\_\_\_  
(Title)

and the duly authorized representative of the firm of \_\_\_\_\_  
\_\_\_\_\_, whose address is: \_\_\_\_\_  
\_\_\_\_\_.

AND THAT NEITHER I nor, to the best of my knowledge, information and belief, the above firm nor any of its other representatives I here represent have:

- (a) Agreed, conspired, connived or colluded to produce a deceptive show of competition in the compilation of the proposal being submitted herewith;
- (b) Not in any manner, directly or indirectly, entered into any agreement, participated in any agreement, participated in any collusion to fix the price proposal of the offeror herein or any competitor, or otherwise taken any action in restraint of free competition in connection with the Contract for which this proposal is submitted.

In making this affidavit, I represent that I have personal knowledge of the matters and facts herein stated.

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Printed or Typed Name

Procurement Department  
Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

NO PROPOSAL REPLY FORM

**SOLICITATION RFP 18P-002 SECURITY SERVICES**

To Whom It May Concern:

To assist us in obtaining good competition on our requests for proposals, we ask that each firm that has received a proposal package, but does not wish to respond, state their reason(s) below. This information will not preclude receipt of future solicitations unless you request removal from the Bidder's List by so indicating below.

Unfortunately, we must offer a "No Proposal" at this time because:

- \_\_\_ 1. We do not sell the items/services for which proposals are requested.
- \_\_\_ 2. The specifications are either unclear or too restrictive. (Please explain in the "Remarks" section)
- \_\_\_ 3. We do not feel we can be competitive. (Please explain in the "Remarks" section)
- \_\_\_ 4. We do not wish to participate in the proposal process.
- \_\_\_ 5. Other commitments preclude our participation at this time.
- \_\_\_ 6. We do not wish to submit a proposal under the terms and conditions of the Request for Proposal document. Our objections are:  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_ 7. We do not wish to sell to Harford Community College. Our objections are:  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_ 8. Other: \_\_\_\_\_  
\_\_\_\_\_

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Firm Name \_\_\_\_\_  
(Please Print)

Authorized Signature \_\_\_\_\_

- \_\_\_ We wish to remain on the Bidder's List.
- \_\_\_ We wish to be removed from the Bidder's List