



**Request for Proposal
Proposal No. 010-24
Security-Guard Services**

**Issued By:
Onslow County Purchasing Department
234 NW Corridor Blvd.
Jacksonville, North Carolina 28540
Phone: (910) 455-1750**

**Issued For:
Onslow County Library, CHS, and Youth Services
Jacksonville, North Carolina 28540**

**Date of Issue: May 23, 2024
Proposals Due: June 7, 2024 2:00PM**

KEY INFORMATION SUMMARY SHEET

Request for Proposals
Security-Guard Services
RFP # 010-24

RFP Issue Date:	May 23, 2024
Mailing address to submit proposals:	Onslow County Purchasing Department Attn: Christina Russell, Purchasing Division Head 234 NW Corridor Blvd. Jacksonville, NC 28540
Electronic file (pdf) Email Address:	Christina_Russell@onslowcountync.gov
Deadline for Written Questions:	12:00 noon May 31, 2024
Sealed Proposal Due Date:	June 7, 2024, 2:00PM

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1. Introduction

A. GENERAL INFORMATION

1. Purpose

The purpose of this Request for Proposal (RFP) is to provide armed security guard services at the Onslow County Department Buildings.

B. CALENDAR OF EVENTS

RFP Release Date	May 23, 2024
Deadline to submit written questions	May 31, 2024, no later than 12:00PM, EST
Proposal Due Date	June 7, 2024, no later than 2:00PM, EST

C. QUESTIONS

All questions regarding the proposal will be accepted via email only to Christina Russell at Christina_Russell@onslowcountync.gov. The deadline for submitting questions for this RFP is on or before May 31, 2024, no later than 12:00PM, EST.

2. Project Overview

A. STATEMENT OF PURPOSE

The County of Onslow is soliciting sealed proposals from qualified firms to provide Armed Security Guard Services (hereafter referred to as "Contract"). The purpose of the Contract is to provide armed security services to Onslow County Department Buildings as further described in this Request for Proposal under Section 6: Scope of Service. Contractor shall recruit, select, train, employ, direct, provide uniforms, and control individuals to serve as armed security guards.

B. BACKGROUND

Onslow County has three department buildings that consist of the Main Branch Library, Consolidated Human Services, and Youth Services.

The *Main Branch Library* is a very well-used Library that is open to the public seven (7) days each week and receives a high volume of traffic. The Library has a total of approximately 11,400 visitors per month and has 25 employees.

Library patrons come from a broad cross section of community members. Typical Library users include students and families, as well as who are unhoused, groups of unsupervised youth and patrons exhibiting behaviors consistent with mental illness and/or substance abuse.

In situations where illegal behavior on the part of a patron might occur or when staff have difficulty enforcing the Rules of Conduct for Library Use Policy, they call upon assistance from armed and unarmed security guards and/or the police. The Library staff and security manage and respond to approximately 1,000 incidents annually.

Consolidated Human Services (CHS) & Youth Services are both open to the public five (5) days each week. Both Department buildings have a high level of traffic daily. The CHS building receives approximately 17,000 visitors per month with 370 employees within the CHS building. Youth Services has approximately 105 youth visitors per month not including parents and 10 employees. Both Departments call upon assistance from armed and unarmed security guards when situations occur. The CHS building has approximately 500-600 incidents annually and Youth Services approximately 100 incidents annually.

County is seeking to retain an experienced and competent firm in providing Armed and Unarmed Security Guard Services. Interested and qualified parties who have demonstrated their ability to provide service of legal process are invited to submit proposals, provided they meet the minimum requirement. See Requirements and Qualifications under section VI in this Request for Proposal (RFP).

C. LOCATION OF WORK

Library – Main Branch

58 Doris Avenue, Jacksonville, NC 28540

Consolidated Human Services

612 College Street, Jacksonville, NC 28540

Youth Services

220 Georgetown Road, Jacksonville, NC 28540

D. AGREEMENT TERM

The term of the Agreement shall be for a period of one (1) year, unless sooner terminated or extended as provided in the Agreement. The County shall have the option to extend two (2) additional one-year periods if both parties agree. Each County Building will have a separate Agreement.

3. Qualifications and Requirements

Interested and qualified Proposers that can demonstrate their ability to successfully provide the required services outlined in Section 6, Scope of Work, are invited to submit proposal(s), provided they meet the Minimum Mandatory Qualifications and Requirements set forth in Section 6, Scope of Work. Failure of a Proposer to meet all the Minimum Mandatory Qualifications and Requirements may result in the elimination of the proposal from further consideration of this contract.

4. Evaluation and Selection Process

A. SELECTION PROCESS

1. The County reserves the right to reject any and or all proposals and to waive any minor informalities in a proposal. Award will be made to the Contractor whose

proposal is most advantageous to the County.

2. All proposals will be evaluated based on the criteria listed below. After prospective Contractor(s) have been selected, the County and the prospective Contractor(s) will negotiate Agreements. If a satisfactory Agreement cannot be negotiated, the County may, at its sole discretion, begin Agreement negotiations with the next qualified Proposer(s) who submitted a proposal, as determined by the County.

B. SELECTION CRITERIA

The County will evaluate the proposals to each of the RFP requirements. If an award is made, it will be made to the Bidder that offers the County the greatest value based on an assessment involving several criteria including but not limited to:

- Company history and organization
- Proposer qualification and personnel selection process
- Proposer training program
- Proposer understanding and approach of project
- Proposer past experience for similar projects
- Customer References
- Cost
- Proposer insurance and licenses

C. REJECTION of PROPOSAL

The County of Onslow reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. The County also reserves the right at its sole discretion to waive minor administrative irregularities contained in any proposal. Failure to comply with any of the terms and conditions of this RFP will result in rejection of a proposal. The County reserves the right to negotiate any and all terms with the successful healthcare provider.

5. Instructions to Respondents

A. PROPOSAL SUBMISSION

Proposers are to submit one (1) original copy of their proposal and an electronic copy in PDF format on a thumb drive included in the same sealed envelope. In order to be considered all proposals must be in writing, sealed, and submitted no later than 2:00 PM (EST) on June 7, 2024. Time is of the essence; No proposal will be accepted after the official time and date. Only sealed proposals will be accepted; however, this is not a public bid opening. Providers mailing responses should allow delivery time to ensure timely receipt of their proposals. The responsibility for getting the proposal to Onslow County Purchasing Department on or before the specified time and date is solely and strictly the responsibility of the Proposer. ***The County will in no way be responsible for delays caused by any occurrence.***

The outside of the sealed envelope shall be clearly marked “RFP #010-24 Security Guard Services.” Responses may be hand carried or mailed to:

Onslow County Purchasing Department
Attn: Christina Russell
234 NW Corridor Blvd.
Jacksonville, North Carolina 28540
Hours of Operation: Monday – Friday 8:00 a.m. - 5:00 p.m. (EST)

B. FORMAT

Respondents shall submit proposals which are concise, and which specifically respond to the specifications posted in this RFP. Each proposal shall be submitted with a cover letter signed by an authorized person and the following documents:

- Cover Letter – signed by an authorized person
- Executive Summary
- A proposal describing specific capabilities, approaches and proposed methodologies and demonstrate a clear understanding of the nature of the work to be performed described in Section 6 under Scope of Work.
- Resume and certification of key personnel
- Certificate of Insurance with Endorsement letter
- Federal and/or State business licenses
- Diversity, Equity, and Inclusion Policy
- Price Proposal
- References
- Anti-Collusion Statement
- Signature Page

C. CUSTOMER REFERENCE

Respondents shall provide a minimum of three (3) reference contacts. Each contact must include the name of the firm, contact name, email address and phone number, description of services provided, date(s) of services for projects similar to the services requested in this RFP. See Appendix C.

D. LICENSES AND PERMITS

Respondents shall possess all licenses, registrations and permits required by the State of North Carolina. Such licenses and permits are to be submitted to the County with the proposal.

E. PROPOSAL EXPENSE

Respondents shall be fully responsible for all costs incurred in the development and submission of this RFP.

F. TRUTH AND ACCURACY OF REPRESENTATION

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal.

G. SUB-CONTRACT AND ASSIGNMENT

The Contract binds the heirs, successors, assigns and representatives of Contractor. Prior

written consent of the County is required before the Contractor may enter into subcontracts for any work contemplated under the Contract, or before the Contractor may assign the Contract or monies due or to become due, by operation of law or otherwise.

H. ADDENDA

No one is authorized to amend any of these documents in any respect by an oral statement or to make any representation or interpretation in conflict with their provisions. Any changes to these documents will be issued in writing via Addenda to all participants in the RFP process.

6. Scope of Service

A. MINIMUM QUALIFICATIONS

1. Contractor must have an established record of providing professional, commercial armed security guard service for a minimum of five (5) years. The Contractor shall provide proof of licensing as an armed security guard agency per State of North Carolina.
2. The Contractor's security guards providing service at County must meet the requirements and demonstrate knowledge and ability to perform the tasks as provided in the scope of work.
3. Contractor and any subcontractors must not be under suspension or debarment by any state or federal government agency.

The Contractor must state specifically in the proposal how they meet the minimum qualifications specified above.

B. GENERAL REQUIREMENTS

Note that any assigned security guard/supervisor/liaison that does not meet all legal requirements and all requirements as specified herein, must be removed from post assignment, and must be immediately replaced with a security guard that meets all legal and all specified requirements herein, no exceptions.

The Contractor will ensure that all assigned security guards meet all the following requirements:

- Abide by all applicable State of North Carolina requirements
- Adequate training program(s) required for all assigned guards
- Have valid NC driver's license
- Wear the appropriate uniform at all times while performing duties
- Are very punctual
- Are well-groomed and display a well-maintained appearance
- Remain awake and alert at all time
- Are, at all times, professional and courteous in behavior and attitude

The Contractor will ensure that a security guard supervisor/liaison meets all the following requirements in addition to the previous requirements:

- Has training and supervisory experience commensurate with the requirements as specified herein
- Ensures that all posts have an approved armed security guard at their assigned post at the time and for the duration required
- Ensures that the Contractor provides an approved armed security guard for any late or absentee security guards
- Remains available 24 hours a day, 7 days a week, 52 weeks a year including holidays by telephone to respond to any issues that may arise in the performance of the requirements as specified herein and respond to any such inquiries within 90 minutes and implement appropriate resolution actions

C. GENERAL SECURITY GUARD DUTIES

The general duties for each armed security guard include:

- Monitoring and patrolling the County Department (screening clients, metal/wand detector)
- Ensuring a safe, calm, and secure environment
- Assisting County staff in enforcing a safe environment
- Be familiar and implement emergency procedures when necessary, following all County rules and regulations including all state, federal, and local laws
- Managing incidents
- Escorting problem patrons/citizens to the exit
- Delivering ban notices to County patrons/citizens, when necessary
- Enforcing County bans, when necessary
- Completing incident and accident reports, as necessary
- Contact appropriate law enforcement or medical provider when applicable
- Escorting County staff or patrons/citizens, as necessary

- Assist staff in responding to medical emergencies
- Guards shall not be engaged in or conduct any personal business or business outside those described by the contract at any time while assigned to the post except during authorized breaks
- All breaks must be taken inside the County building and officers will remain alert and available to respond to requests for assistance

D. SECURITY GUARD LIST

The Contractor will provide to County and update as necessary an approved Security Guard List which must include, but not be limited to the following information:

- Full Name: First, Middle, Last
- Photo: Current, face
- Address: Residence
- Phone Numbers: Contact
- NC Driver's License: Current

The Contractor will not place any guards at the County Department unless that guard is on the approved security guard list.

E. UNIFORMS AND EQUIPMENT

The Contractor will furnish and provide well-maintained uniforms for each security guard.

The Contractor will furnish and provide sufficient quantity of uniforms to allow for each security guard to have an appropriate number of change outs.

The Contractor will ensure that all uniforms are clean and well pressed and always looking professional.

Note: Any security guard that reports to their assigned post and does not have the appropriate uniform must be immediately (within 1-hour) replaced with an approved guard that has the appropriate uniform.

The Contractor will furnish a mobile telephone and carrier services for each security guard to use and ensure the mobile telephone is carried by the security guard at all times while on shift.

F. POST AND HOURS

Library Main Branch – 2 guards at 70 hours per week on duty during operations hours; Monday – Thursday

9am – 9pm, Friday – Saturday 9am – 6pm, and Sunday 1pm – 5pm. Some additional night events will constitute need for guards on site on Friday or Saturday after 6pm. Typically no more than 5 additional night events per fiscal year, hours may vary.

CHS – 3 to 4 guards on duty during operational hours; Monday & Friday 8am – 5pm, Tuesday – Thursday 7am – 5pm. Additional services will be required for approximately 100 overtime hours for classes, meetings, or last-minute circumstances when requested for reasons outside of operational hours.

Youth Services – 1 guard on duty during operational hours; Monday – Friday 8am – 5pm. Additional services will be required for approximately 2,080 overtime hours for classes, meetings, or last-minute circumstances when requested for reasons outside of operational hours.

G. SECURITY GUARD WAGES

Proposers are required to submit proposals including hourly wage for the following:

Wages

Security Supervisor

Security Guard Armed / *Unarmed

* Unarmed Guards are only permitted where more than one (1) guard is required for the department and Contractor does not have (2) Armed Security Guards available.

H. STAFFING PLAN

Contractors must submit a staffing plan adequate to meet hours defined above that is comprised of full-time and part-time employees. Understaffing of guards will not be tolerated and may be cause for termination of the contract.

I. USE OF COUNTY EQUIPMENT

At no time shall assigned personnel use the County telephones or other equipment for non-County or personal business without prior approval by the County. Unauthorized use of any County equipment may be cause to terminate the guard from the County Department assignment.

7. Billing and Invoicing

A. PAYMENT TERMS

Contractor shall submit a correct and complete invoice(s) to the County. Payment terms are Net 30 days after receipt of service and correct invoice.

B. AGREEMENT RATES

The Agreement rates shall remain firm and fixed for the Term of Agreement, including the two (2) additional one-year periods. It is the responsibility of the Proposer, in calculating the proposal price, to take into consideration the possible escalation of material, labor and other costs during the term of the Agreement. The County reserves its exclusive right to amend the Agreement to increase or decrease hours of service or level of staffing. Each Department will have a separate contract Agreement.

8. Exceptions to Bid

Contractor will use the provided form listed under Appendix D to document any exceptions to the RFP.

Appendix A: Pricing Schedule – Library

Security Services			
Estimated Annual Hours	Description	Hourly Cost	Annual Cost
	Armed Security Guard	\$	\$
	Unarmed Security Guard	\$	\$
	Security Supervisor	\$	\$
		Total:	\$

Description	Overtime Hourly Cost	Annual Cost
Security Supervisor	\$	\$
Armed Security Guard	\$	\$
Unarmed Security Guard	\$	\$

All costs associated with the proposal must be included. The County 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 County.

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

Unarmed Guards are only permitted where more than one (1) guard is required for the department and Contractor does not have (2) Armed Security Guards available.

Appendix A: Pricing Schedule – CHS

Security Services			
Estimated Annual Hours	Description	Hourly Cost	Annual Cost
	Armed Security Guard	\$	\$
	Unarmed Security Guard	\$	\$
	Security Supervisor	\$	\$
		Total:	\$

Description	Overtime Hourly Cost	Annual Cost
Security Supervisor	\$	\$
Armed Security Guard	\$	\$
Unarmed Security Guard	\$	\$

All costs associated with the proposal must be included. The County 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 County.

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

Unarmed Guards are only permitted where more than one (1) guard is required for the department and Contractor does not have (2) Armed Security Guards available.

Appendix A: Pricing Schedule – Youth Services

Armed Security Services			
Estimated Annual Hours	Description	Hourly Cost	Annual Cost
	Armed Security Guard	\$	\$
	Security Supervisor	\$	\$
		Total:	\$

Description	Overtime Hourly Cost	Annual Cost
Security Supervisor	\$	\$
Armed Security Guard	\$	\$

All costs associated with the proposal must be included. The County 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 County.

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

Appendix B: Non-Collusion Affidavit

NON-COLLUSION AFFIDAVIT

Proposal Request No. 010-24

State of North Carolina

County of Onslow

_____ (name of individual), being first duly sworn, deposes and says that:

1. He/She is the _____ (title) of _____ (company name), the proposer that has submitted the attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
3. Such proposal is genuine and is not a collusive or sham proposal;
4. Neither the said proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other proposer firm or Person to submit a collusive or sham proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposing in connection with such contract, or has in any manner, directly or indirectly sought by agreement or collusion of communication or conference with any other proposer, firm or person to fix the price or prices in the attached proposal or of any other proposers, or to fix any overhead, profit or cost element of the proposal price of the proposal of any other proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Onslow or any person interested in the proposed contract; and
5. The fees provided in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Signature

Title

Date: _____

Seal
if Corporation

This form must be notarized

SUBSCRIBED AND SWORN TO BEFORE ME,

This _____ day of _____, 20____

Notary Public _____

My Commission Expires: _____

Appendix C: References

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

Reference #1	
Company Name	
Contact Person	
Address	
Phone Number	
Email	
Year of Experience	

Reference #2	
Company Name	
Contact Person	
Address	
Phone Number	
Email	
Year of Experience	

Reference #3	
Company Name	
Contact Person	
Address	
Phone Number	
Email	
Year of Experience	

Appendix D: Exceptions Form

EXCEPTIONS TO THE PROPOSAL AND SAMPLE SERVICE AGREEMENT

List here all exceptions to the **Security Guard Services, RFP No. 010-24**. For any exception, please reference below including the appropriate section and paragraph number.

In addition, any exception to the County's Service Agreement must be listed on this page. Failure to do so may result in disqualification of the bid. Any clauses to which the bidder does not take exception will assume to be agreed upon by the Bidder. For any exception, please reference below the appropriate page and paragraph number.

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, providing a guide for handwriting or typing. The paper itself is a clean, off-white color.

Appendix E: PROPOSAL FORM

To the County of Onslow, North Carolina:

I have carefully examined the Request for Proposal and any other documents, to include addenda, accompanying or make a part of this Request for Proposal to perform the necessary services.

I certify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the Healthcare Provider as its act and deed and that the Healthcare Provider is ready, willing, and able to perform if awarded the contract.

I hereby acknowledge receipt of any Addenda issued by County. It is the responsibility of the Proposer to ensure that all addenda has been received.

Addenda No. _____ dated _____
Addenda No. _____ dated _____

Company Name: _____
Address: _____
City/State/Zip: _____
Phone/Fax: _____
Email: _____
Authorized Signature: _____ Date: _____
Printed Name: _____