



City of Memphis, Tennessee
Jim Strickland, Mayor

REQUEST FOR INFORMATION

RFI #2023-003

**Security Guard Services for the City of Memphis
Multiple Divisions**

Issued: March 10, 2023

Due: April 10, 2023

No Later Than 5:00 PM (Central Time)

- I. The City of Memphis is issuing this Request for Information (RFI) to solicit written responses from interested Vendors to provide Armed and Unarmed Security Guard Services for the City of Memphis (Wide) to include Multiple Divisions and Departments.
- II. Please review each Statement of Work (attached) thoroughly and provide a solution as to how you will be able to support this request. Your responses will be based solely on the statement of work. As this is an RFI no prices shall be submitted.
- III. **Mandatory Site Visits – Solid Waste**

A **mandatory site visit** is required for Solid Waste for the following sites below. Vendors may contact Chynelle Coleman by phone at (901) 636-6880 or by email at Chynelle.coleman@memphistn.gov to schedule your site visit.

<u>Scott</u>	<u>Farrisview</u>	<u>Bellevue</u>
289 Scott Street	3207 Farrisview Blvd	1514 N. Bellevue
Memphis, TN 38112	Memphis, TN 38118	Memphis, TN 38107
(Including Transfer Station)	(including Transfer Station)	(including Transfer Station)
March 16, 2023	March 17, 2023	March 20, 2023
9:30am - 12:00pm	9:30am - 12:00pm	9:30am - 12:00pm

Sign-in expected at each inspection site documenting that a facility tour has been performed. Site visit facilitator will have Sign-in sheet and will initial each sign-in.

Mandatory Site Visits – Library

A **mandatory site visit** is required for the City Library located at 3030 Poplar Ave, Memphis TN 38111. Vendors may contact Eddie Dowdy for additional information and to schedule your visit by phone at (901) 574-2953.

Should vendors require a site visit for any other locations please contact Frances Brooks by email at frances.brooks@memphistn.gov or by phone at (901) 636-6181 or email Lenita Winfrey at lenita.winfrey1@memphistn.gov.

IV. Response Requirements

Respondents shall include each of the sections referenced in the table below. The preferred method of submittal is in a three-ring binder with tabbed sections.

Sections and Topics
Section 1 – Cover Letter
Section 2 - Qualifications
Section 3 – Experience
Section 4 - Approach

Respondents may request consideration by submitting one original copy (clearly marked as such) as well as 3 copies of the proposal and a digital copy via thumb-drive that follow the submittal format described above in Section IV. Proposals can be mailed by USPS or other common carriers (FedEx, UPS) to the attention of Kristi Hardy, Purchasing Agent, at City of Memphis, 125 N. Main Street, Memphis, TN 38103 or dropped off in our Lobby in the drop box or on the 3rd floor room 368 at City of Memphis located at 125 North Main, Memphis, TN 38103.

V. Schedule

Friday March 10, 2023 _____ Publish RFI

On or Before March 22, 2023 __ Proposer Questions Deadline

March 29, 2023 _____ City Response to Questions

April 10, 2023, NLT 5:00 PM ___ RFI Submission Deadline

This RFI can be downloaded from the City's website: www.memphistn.gov, Business, under RFPs & RFQs.

Please Note:

The City of Memphis will not be responsible for any monies expended in completing this RFI.

Security Guard Service for Public Works Division

The scope is to provide security guard services for the **City of Memphis Public Works Complex – 3448 West Range Hills Drive, 2685 Frayser Boulevard and 2819 Frayser Boulevard, Memphis, TN** as outlined in these specifications.

The primary functions of the security guards include the following but not limited to:

- Check people on/off City property and record pertinent information on City approved form
- Observe and report any unusual or suspicious activities
- Man the security booth to only allow the entry of authorized vehicles
- Respond to emergencies or other disturbances that occur at or on property.

1. The current average pay rate for a Security Officer in the Memphis area is \$17 per hour.

We expect the officers assigned to this location to be making no less than this hourly amount.

2. Bidder shall possess all permits, licenses, and professional credentials necessary to perform services as specified under this RFP

3. Bidder shall be **regularly and continuously** engaged in the business of providing security guard services for the last **five (5)** years as verified through references submitted within bid response.

4. Observe and report any unusual or suspicious activities.

5. Respond to emergencies or other disturbances that occur on property.

6. Contractor must be able to fully staff and deploy qualified personnel in an organized and efficient manner on the contract start date. In order to provide the most efficient services to the City, to the greatest extent feasible.

7. All security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check.

(a) It is the Contractor's responsibility to conduct a thorough criminal background check on all security guards assigned to any City facility to ensure that no guard has a criminal record.

(b) A copy of the written verification that the security guard has passed the Contractor's background checks must be provided to the City prior to assignment at the facility.

(c) If known, Bidder may provide the names of the proposed staff with their qualifications. This may

be resume format (business addresses are sufficient, home contact information for staff should not be provided). If awarded the contract, such documentation and verification is an ongoing requirement for all replacement staff of the successful Bidder.

8. Prior to submitting replacement staff, Contractor shall provide City with a copy of the written verification that the replacement armed security guard has passed the Contractor's background checks.

9. The City has the right to decline the Contractor's placement of security guards whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.

10. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP

11. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and City only after completion of the initial term.

12. The bidder is required to list all exceptions, deviations, or variations to the specification set forth, and it should be done in a clear, logical fashion on a sheet designated in this RFP as such.

Staffing requirements:

1. Single guard per shift
2. Facility is 24/7, 365 days/year
3. There are seven (7) buildings on campus. Patrolling will be required. See Site Plan.
 - a. Drain Maintenance
 - b. Drain Maintenance Storage
 - c. Environmental Storage
 - d. Environmental Admin
 - e. Heavy Equipment and Fleet Support Services
 - f. Sweeper Services
 - g. Sweeper Maintenance Shop
 - h. Minimum of 24 Acres Patrolled
 - i. 6 Parking Lots
 - j. 3 Laydown Yards
4. Guards will be required to make patrolling rounds and record patrols via fifteen (15) deggy points at preassigned locations. Contractor to provide electronic stations.

The guard shack must be attended at all times during 7am-3pm shift. Other times guard shack must be attended at all times except when on patrol. Contractor will be responsible for the relief of all contract officer's breaks and lunches.

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues.

In the event a security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement security guard within one hour from the time the post is vacated.

The security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of security guards shall include, but not be limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.
- b. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify departments of visitors.
- d. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- g. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- h. Inform relief security guards of any special situations or instructions prior to vacating post.
- i. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- j. Limit telephone calls to business or personal emergencies
- k. Prevent journalists from proceeding into unauthorized areas.
 - (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
 - (2) Recognize that journalists have a right to request entrance to a public building.
 - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
 - (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.
- l. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.

(1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the first available supervisor, and the Facility Manager.

m. Security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.

(1) Security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.

n. Security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).

(1) Security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.

o. Enforce the rule forbidding weapons and/or contraband from being brought into City buildings. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).

p. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.

q. Monitoring video surveillance

2.9-0 TRAINING AND CERTIFICATION

a. Security Guard companies or agencies must provide written proof, to OCH management or Facility Manager, that each security guard has successfully completed the minimum required training and appropriate certification as required by the State of Tennessee Department of Commerce and Insurance - and Shelby County.

b. Such certification is to be carried on his or her person at all times while on duty.

c. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).

d. All relief security guards (covering for vacations, sick leave, or other absences) shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled security guard(s).

g. Bidder is to supply in this RFP a written synopsis of training techniques/classes that each security guard has received i.e.

- Plans for de-escalation
- Plans for crowd control
- Plans for crisis intervention
- Plans for personnel protection, Etc.

2.9-1 UNIFORMS AND EQUIPMENT

- a. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.
- b. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.
- c. City will provide guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.

2.9-2 DELIVERABLE / REPORTS

1. Monthly Activity Report:

Contractor shall require security guard(s) provide a summary of the daily activities to City management on a monthly basis.

2. Incident Reports:

For any incident occurring during a post assignment, security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by City) to the Facility's management office.

Incident reports are to be completed for events including but not limited to the following:

- a. The guard witnesses a crime or other type of unusual or suspicious activity;
- b. An arrest is made;
- c. Building staff or personnel specifically requested security assistance or intervention;
- d. Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard;
- e. Any and all injuries, regardless of whether or not medical attention was required.
- f. Verbal and/or physical assaults;
- g. Seizure;

h. Loss of consciousness; and

i. Death.

Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:

j. Name(s) of the person(s) involved in the incident;

k. Location of the incident;

l. Exact time and date of the occurrence;

m. Description of the event(s);

n. List of any injuries incurred and by whom; and

o. Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:

(1) Any damage occurring on or near City property;

(2) Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility;

(3) Police or other law enforcement activities on or near the City's property;

(4) Fire Department activities on or near the City's property;

(5) Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

The scope is to provide security guard services for the **MC Stiles Wastewater Treatment Facility located at 373 Stiles Drive, Memphis, TN 38127** as outlined in these specifications.

The primary functions of the security guards include the following but not limited to:

- Check people on/off City property and record pertinent information on City approved form
- Observe and report any unusual or suspicious activities
- Man the security booth to only allow the entry of authorized vehicles
- Respond to emergencies or other disturbances that occur at or on property

1. The current average pay rate for a Security Officer in the Memphis area is \$17 per hour.

We expect the officers assigned to this location to be making no less than this hourly amount.

2. Bidder shall possess all permits, licenses, and professional credentials necessary to perform services as specified under this RFP

3. Bidder shall be **regularly and continuously engaged in the business of providing security guard services for the last five (5) years as verified through references submitted within bid response.**

4. Observe and report any unusual or suspicious activities.

5. Respond to emergencies or other disturbances that occur on property.

6. Contractor must be able to fully staff and deploy qualified personnel in an organized and efficient manner on the contract start date. In order to provide the most efficient services to the City, to the greatest extent feasible.

7. All security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check.

(a) It is the Contractor's responsibility to conduct a thorough criminal background check on all security guards assigned to any City facility to ensure that no guard has a criminal record.

(b) A copy of the written verification that the security guard has passed the Contractor's background checks must be provided to the City prior to assignment at the facility.

(c) If known, Bidder may provide the names of the proposed staff with their qualifications. This may be resume format (business addresses are sufficient, home contact information for staff should not be provided). If awarded the contract, such documentation and verification is an ongoing requirement for all replacement staff of the successful Bidder.

8. Prior to submitting replacement staff, Contractor shall provide City with a copy of the written verification that the replacement armed security guard has passed the Contractor's background checks.
9. The City has the right to decline the Contractor's placement of security guards whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.
10. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP
11. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and City only after completion of the initial term.
12. The bidder is required to list all exceptions, deviations, or variations to the specification set forth, and it should be done in a clear, logical fashion on a sheet designated in this RFP as such.

Staffing requirements:

1. Single guard per shift
2. Facility is 24/7, 365 days/year
3. There are two (2) sites that are approximately 0.3 miles apart. Patrolling will be required between both locations intermittently.
 - a. Main plant site is 100 acres, 1 mile of roadway, exterior only
 - b. Dewatering site is 147 acres, 0.5 miles of roadway, exterior only
4. Guards will be required to make patrolling rounds and record patrols via deggy points (electronic stations) at preassigned locations. Contractor to provide electronic stations.

The guard shack **must be attended at all times during 7am-3pm shift. Other times guard shack must be attended at all times except when on patrol.** Contractor will be responsible for the relief of all contract officer's breaks and lunches.

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues

In the event a security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement security guard within one hour from the time the post is vacated.

The security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of security guards shall include, but not be limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.
- b. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify departments of visitors.

- d. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- g. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- h. Inform relief security guards of any special situations or instructions prior to vacating post.
- i. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- j. Limit telephone calls to business or personal emergencies
- k. Prevent journalists from proceeding into unauthorized areas.
 - (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
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- l. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.
 - (1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the first available supervisor, and the Facility Manager.
- m. Security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.
 - (1) Security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.
- n. Security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).

(1) Security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.

o. Enforce the rule forbidding weapons and/or contraband from being brought into City buildings. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).

p. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.

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b. Such certification is to be carried on his or her person at all times while on duty.

c. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).

d. All relief security guards (covering for vacations, sick leave, or other absences) shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled security guard(s).

g. Bidder is to supply in this RFP a written synopsis of training techniques/classes that each security guard has received i.e.

- Plans for de-escalation

- Plans for crowd control

- Plans for crisis intervention

- Plans for personnel protection, Etc.

2.9-1 UNIFORMS AND EQUIPMENT

a. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.

b. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.

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- (4) Fire Department activities on or near the City's property;
- (5) Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

The scope is to provide security guard services for the **TE Maxson Wastewater Treatment Facility located at 2685 Steam Plant Road, Memphis, TN 38109** as outlined in these specifications.

The primary functions of the security guards include the following but not limited to:

- Check people on/off City property and record pertinent information on City approved form
- Observe and report any unusual or suspicious activities
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- f. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- g. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
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- Plans for crisis intervention

- Plans for personnel protection, Etc.

2.9-1 UNIFORMS AND EQUIPMENT

a. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.

b. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.

c. City will provide guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.

2.9-2 DELIVERABLE / REPORTS

1. Monthly Activity Report:

Contractor shall require security guard(s) provide a summary of the daily activities to City management on a monthly basis.

2. Incident Reports:

For any incident occurring during a post assignment, security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by City) to the Facility's management office.

Incident reports are to be completed for events including but not limited to the following:

- a. The guard witnesses a crime or other type of unusual or suspicious activity;
- b. An arrest is made;
- c. Building staff or personnel specifically requested security assistance or intervention;
- d. Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard;
- e. Any and all injuries, regardless of whether or not medical attention was required.
- f. Verbal and/or physical assaults;
- g. Seizure;
- h. Loss of consciousness; and
- i. Death.

Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:

- j. Name(s) of the person(s) involved in the incident;
- k. Location of the incident;
- l. Exact time and date of the occurrence;

m. Description of the event(s);

n. List of any injuries incurred and by whom; and

o. Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:

(1) Any damage occurring on or near City property;

(2) Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility;

(3) Police or other law enforcement activities on or near the City's property;

(4) Fire Department activities on or near the City's property;

(5) Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

Security Guard Service for Memphis Public Libraries

Overview and Goals:

It is the intent that the City of Memphis (City), Memphis Public Libraries (MPL) will contract with a single contractor to supply Unarmed and/or Armed Security Guard Services for the following 17 locations as outlined in these specifications.

Library	Address
Central Library	3030 Poplar Ave., Memphis TN, 38111
Cordova	8457 Trinity Rd., Cordova, TN 38018
Hollywood	1530 N. Hollywood, Memphis, TN 38108
Randolph	3752 Given, Memphis, TN 38122
Poplar-White Station	5094 Poplar, Memphis, TN 38117
Raleigh	3452 Austin Peay, Memphis, TN 38128
North	1192 Vollintine, Memphis, TN 38107
Frayser	3712 Argonne, Memphis, TN 38127
East Shelby	7200 E Shelby Dr., Memphis, TN 38125
Whitehaven	4120 Mill Branch Rd., Memphis, TN 38116
South	1929 S. Third, Memphis, TN 38109
Cherokee	3300 Sharpe, Memphis, TN 38111
Parkway Village	4655 Knight Arnold, Memphis, TN 38118
Cornelia Crenshaw	531 Vance Ave., Memphis, TN 38126
Cossitt	33 S. Front, Memphis, TN 38103
Gaston Park	1040 S. Third, Memphis, TN 38106
Levi	3676 Hwy 61 S., Memphis, TN 38109

The MPL strives to advance a culture of excellence in operations and outreach. The safety and security of libraries is essential in upholding this culture of excellence. MPL received nearly two million annual visitors in 2019, encompassing a diverse set of users, and serves as a critical community asset that supports a range of programming – from literacy education to workforce development. Within this generally high volume of usage is seasonal and daily variation in facility usage: library visitation is concentrated in the summer months when youth programming is heavier, and while schools are in session, after school hours are high demand times that bring youth of all ages to libraries. Given the volume and variation of usage, maintaining safe and secure library facilities, surrounding grounds, and

overall environment for all customers, staff, and contracted personnel remains the highest of operational priorities.

A successful partnership with the selected vendor will involve the following:

- **Goal 1 - Libraries that consistently reflect a high standard of safety and security at a reasonable cost**

The City seeks a partner that will regularly complete and report preventive security measures to sustain a high standard of safety. While the City expects competitive cost proposals, it is looking for a partner that delivers the greatest value in maintaining the safety and security of library facilities.

- **Goal 2 - Close collaboration through proactive communication and regular performance tracking**

The City seeks a partner that proactively reports preventive security measures and security incidents while being responsive to trends identified or issues raised during regular performance tracking. In addition, the selected vendor will play a valuable role in proactively communicating issues relating to the maintenance of facility infrastructure and safety.

- **Goal 3 - Usage and enjoyment of library facilities by Memphians**

The City seeks a partner that will contribute to the MPL's goal of advancing a culture of operational excellence that includes facilities and property that are safe, secure, and well-maintained, which ultimately creates an inviting atmosphere for visitors. The outcomes of this partnership should include a minimization of visitor complaints regarding security and safety concerns.

General Conditions and Specifications:

1. All bidders must tour the premises of Benjamin L. Hooks Central Library, 3030 Poplar Avenue, Memphis, TN 38111 with the Library's Security Coordinator or his designee before submitting bid. For additional information or to schedule a tour of the building, call Eddie Dowdy, 901-574-2953.
2. Bidder shall possess all permits, licenses, and professional credentials necessary to perform services as specified under this RFP.
3. The City reserves the right to add or delete departments or locations to the contract at any given time. Contractor shall service the additional locations at the same cost (or less as required) as contracted for the above locations.
4. In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the MPL Director, Library Security Coordinator, and/or first available Library Manager on-site.
5. All unarmed and armed security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check. It is the Contractor's responsibility to conduct a thorough criminal background check on all unarmed and armed

security guards assigned to any City facility to ensure that no guard has a criminal record. A copy of the written verification that the unarmed and armed security guard has passed the Contractor's background checks must be provided to the Library's Security Coordinator prior to assignment at the facility. Such documentation and verification is an ongoing requirement for all replacement staff of the successful Bidder.

6. The City has the right to decline the Contractor's placement of unarmed and armed security guards whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.
7. The primary functions of the security guards include the following but not limited to:
 - a. Perform routine surveillance of the entire library facility and surrounding property, with special attention and regular checks of public restrooms, meeting rooms, exterior access points, and other areas that are considered high risk.
 - b. Proactively address and act on disturbances (e.g., excessive rowdiness, vandalism, theft, threats, etc.) occurring on library property. Assistance is required when asked by any staff member who encounters a difficult situation.
 - c. It is imperative that guards are proactive and immediate in contacting the police or emergency service personnel when confirmed or suspected criminal activity and emergency situations are discovered. It cannot be stressed enough the importance of reporting suspicious activity immediately. Acting quickly can help police or emergency personnel prevent, interrupt, or control a crime or an emergency. Failure to address discovered criminal or emergency activity will result in disciplinary action and/or guard removal from library assignment.
 - d. Provide a visible presence that promotes safety and security.
 - e. Actively monitor public areas by showing alertness and periodically walking through the building and surrounding property. At Central Library, mobile vehicle is used to actively patrol the public and employee parking lots, and the loading dock area on the west side of the building.
 - f. Dispatch Only: Monitor surveillance cameras for suspicious activities, security incidents, and emergency situations at all library locations. Report concerning observations, physical activity, or criminal behavior to Police/Fire immediately. Notify the Library Security Coordinator of any verified crime/emergency. (*Note: See Scope of Work section item #12 for additional instructions on responding to alarms)
 - g. Use communication devices (i.e., radio, phone) to communicate clearly, concisely, and timely as needed with Library Security Coordinator, Library in charge staff, and Dispatch.
 - h. Report all suspicious irregular activity, behaviors, damage, and hazards to Library Security Coordinator. In critical and/or emergency situations, contact relevant authorities immediately (i.e., police, fire, etc.) and follow up with a report to the Library Security Coordinator and/or Library in charge staff.
 - i. Regularly check that all emergency exits and doors to non-public areas are secure
 - j. As directed by Library employees or the Security Coordinator, monitor larger gatherings

- and programs to assist with crowd control, safety surveillance, and customer assistance.
- k. Respond to alarms and react in a timely manner.
 - l. Provide helpful, friendly, and respectful assistance to customers as needed while referring customers to Library staff for direct help with Library resources. In many situations, the security guard is a customer's first personal contact while entering a library or last contact when exiting. A high-level standard of customer service is required at all times.
 - m. Enforce the Library's Customer Behavior Guidelines and be proactive in addressing infractions

8. Unarmed or Armed Security Guards, and other agents or representatives of the Contractor Shall Not:

- a. Lock or unlock public entrances outside of duty hours unless authorized by a Security Guard(s) Supervisor or a Facility Manager.
- b. Sit on desks, cabinets, tables, or rest feet on desktops or open desk drawers, etc.
- c. Possess or use illegal substances, alcohol, or marijuana on the job. Security guards under the influence of alcohol, marijuana, or illegal drugs while on duty will be promptly dismissed and guard shall not be reassigned to any other City facility.
- d. Engage in excessive fraternizing with City staff, visitors, or clients. Excessive fraternizing disrupts and distracts guards from their primary duties.
- e. Converse privately with acquaintances or personal visitors while on duty. Armed security guards shall utilize their breaks and lunch periods for such interactions.
- f. Read books, magazines, or newspapers while on duty.
- g. Accept any gifts or gratuities from City staff, clients, or visitors.
- h. Occupy their personal vehicles while on duty. Armed security guards shall be on post for the entire duration of their shift with the exception of breaks and lunch.
- i. Allow suspicious packages or objects to be left unattended at any time in the library or near the post. In the event of a bomb threat, the security guard shall gather as much information as possible (such as time, names, location, statements from witnesses), and convey this information immediately to local authorities via 9-1-1, the Officer of the Day or first available supervisor, and the Library's Security Coordinator. If evacuation is ordered, the security guard(s) shall assist with the evacuation of all building occupants in an orderly and safe manner.
 - i. The armed security guard shall notify authorities of anything suspicious or out of place that has been observed. If a suspicious object is located, the security guard shall take the following additional precautions:
 - ii. Do not touch, move, or disturb the object;
 - iii. Do not use a pager, radio, or cellular phone near the suspicious object since these may detonate some explosive devices. Exercise caution and advise others not to use pagers, radios or cellular phones near the facility;
 - iv. Get a detailed description of the object, including but not limited to the shape, size, height, width, color, and any visible markings;
 - v. Note the exact location of the object, including but not limited to floor number,

- room number, location within the room;
 - vi. Cordon off the area and deny re-entry; and
 - vii. If requested by the Library's Security Coordinator, another City manager, the 9-1-1 operator, and/or the local authorities, begin clearing all persons from the immediate vicinity in a safe and orderly manner.
9. Multiple complaints against a security guard with or without confirmation of extenuating circumstances shall be grounds for discharge. Rude or offensive behavior toward clients, visitors, or City staff will not be tolerated. Willful disregard of orders from the Security Guard Agency or City management personnel will be cause for removal from duties.
10. The City of Memphis reserves the right to increase or decrease the positions and/or hours of the personnel as it deems necessary. In the event of an emergency causing branch closure, the City reserves the right to reassign guards to another Library location. (Note: At least 24 hours' notice will be given when schedule changes are needed, with the exception of emergency situations.)
11. If an employee does not report for work, is not substituted for or is late and told to return to the contractor, the City may deduct as fixed and settled liquidated damages the number of hours employee would normally be paid for (# of hours) x \$ (Hourly Rate) per hour = \$ (Net Total) from the total contract amount, and/or monthly billing if included in the invoice statement.
12. The City assumes no additional charge for officers that are required to work overnight, as a regular scheduled shift.
13. The City will assume no additional charges for overtime as long as the Contractor is notified within 72 hours of the necessary security services.
14. In the event of an alarm call from any of the library properties, the alarm monitoring company (Stanley Convergent Security Solutions, Inc., or Simplex Grinnell) will notify the security dispatcher at 901-415-2825. The security dispatcher will access the library's camera system and closely monitor the alarm location for criminal activity, signs of fire, break in, vandalism, theft of property, structural damage, etc. If the security dispatch observes or suspects any physical activity or criminal behavior, Police/Fire should be notified immediately. In a situation where the Police/Fire verifies a valid crime/emergency, the security dispatch will then notify the Library Security Coordinator, who is responsible for additional notifications (such as General Services, Library's Director, Deputy Director, Regional Manager, etc.). Security dispatch will keep a log of all alarm activity that includes date, time, location, and alarm monitoring company notification details. In the event of an alarm call from any of the library properties during non-operational hours the security dispatcher will contact the Contractor's on duty Field Supervisor to assess the situation.
15. Personnel and Timing of Service:

The following table present the unarmed and/or armed security guard schedules for the seventeen (17) locations serviced under this contract. The City reserves the right to add, reduce, or adjust unarmed or armed guard hours and locations at any given time. Contractor shall service the additional hours at the same cost (or less as required) as contracted for the following locations.

Please pay special attention to Central Library coverage, which has unique needs due to it being the largest MPL facility and the headquarters location of the Library's Security Office and Dispatch Service Desk. In addition to Unarmed and Armed Guards, Central coverage also includes Field Supervisors, Dispatchers, and Rovers.

A dispatcher is posted at Central Library 24 hours a day, 365 days a year, including all City holidays presented above, to monitor surveillance cameras and respond to alarms, emergencies, and general security communication to/from the seventeen (17) library locations. In addition, as daily deliveries are made to branch locations, Library staff maintain radio contact with Dispatch.

A minimum of two (2) field supervisors are required to be available during hours open to the public. Although the field supervisors are stationed at Central Library, one (1) of the supervisors should be available to travel to all library locations as needed to handle emergency security issues (Note: Vendor must provide a vehicle and all related cost.)

A contractor provided vehicle will perform mobile patrol at Central Library during the hours of Monday-Thursday 1pm-9:30pm; Friday-Saturday 1pm- 6:30pm: Sunday 12pm—5:30pm. The City will assume no additional charges for this vehicle; however, the City will assume the charge for the driver at the regular guard rate. The City of Memphis also assumes no liability for the vehicle. This vehicle and the driver may be required to work additional hours during special events.

CENTRAL	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
FIELD SUPERVISORS	A minimum of two (2) available during hours open to the public, Monday-Thursday 9am-9pm; Friday-Saturday 9am-6pm; Sunday 1pm-5pm. One (1) of the supervisors should be available to travel to other library locations as needed to handle emergency security issues.							
Hours of Coverage	18	8	24	24	24	24	18	140
DISPATCH	A minimum of one (1) 24 hours a day, 365 days a year, including holidays.							
Hours of Coverage	24	24	24	24	24	24	24	168
GUARDS (Armed and Unarmed)	A minimum of four (4) guards for surveillance of Central's four (4) floors of public operation during hours open to the public (Monday-Thursday 9am-9pm; Friday-Saturday 9am-6pm; Sunday 1pm-5pm), with a minimum of two (2) of the guards being POST certified and armed. One (1) of the unarmed guard is to be posted in Cloud901 Teen Learning Lab during the hours of Monday-Thursday 3pm-8pm; Saturday 10am-5pm; Sunday 1pm-5pm.							
POST Certified Armed	18	8	24	24	24	24	18	280
Unarmed	18	8	24	24	24	24	18	
Hours of Coverage	36	16	48	48	48	48	36	
ROVER	A minimum of one (1) for parking lot surveillance. Mobile patrol is required to be posted at the Central Library during the hours of Monday-Thursday 1pm-9:30pm; Friday-Saturday 1pm-6:30pm; Sunday 12pm-5:30pm.							
Hours of Coverage	6.5	5.5	8.5	8.5	8.5	8.5	6.5	52.5
Central's Total Hours of Coverage								640.5

CHEROKEE	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Cherokee Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Cherokee's Total Hours of Coverage	6	0	5	5	5	5	5	31

CORDOVA	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Cordova Library and it's surrounding property for the hours of Monday-Thursday 1:15pm-8:15pm; Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Cordova's Total Hours of Coverage	6	0	7	7	7	7	5	39

CRENSHAW	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Crenshaw Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Crenshaw's Total Hours of Coverage	6	0	5	5	5	5	5	31

COSSITT	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
GUARDS (Armed)	One (1) POST certified armed guard for surveillance of Cossitt Library and it's surrounding property for the hours of Monday-Saturday 10:15-6:15							
Cossitt's Total Hours of Coverage	8	0	8	8	8	8	8	48

EAST SHELBY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of East Shelby Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
East Shelby's Total Hours of Coverage	6	0	5	5	5	5	5	31

FRAYSER	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Frayser Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Frayser's Total Hours of Coverage	6	0	5	5	5	5	5	31

GASTON PARK	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Armed)	One (1) POST certified armed guard for surveillance of Gaston Park Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Gaston Park's Total Hours of Coverage	6	0	5	5	5	5	5	31

HOLLYWOOD	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Hollywood Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Hollywood's Total Hours of Coverage	6	0	5	5	5	5	5	31

LEVI	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Levi Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Levi's Total Hours of Coverage	6	0	5	5	5	5	5	31

NORTH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of North Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
North's Total Hours of Coverage	6	0	5	5	5	5	5	31

PARKWAY VILL	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Parkway Village Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Parkway's Total Hours of Coverage	6	0	5	5	5	5	5	31

POPLAR-WHITE	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Poplar-White Station Library and it's surrounding property for the hours of Monday-Saturday 10:15-6:15							
Poplar's Total Hours of Coverage	8	0	8	8	8	8	8	48

RALEIGH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Raleigh Library and it's surrounding property for the hours of Monday-Thursday 1:15pm-8:15pm; Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Raleigh's Total Hours of Coverage	6	0	7	7	7	7	5	39

RANDOLPH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Randolph Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Randolph's Total Hours of Coverage	6	0	5	5	5	5	5	31

SOUTH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of South Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
South's Total Hours of Coverage	6	0	5	5	5	5	5	31

WHITEHAVEN	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Armed and Unarmed)	Two guards (One (1) POST certified armed and one (1) unarmed) for surveillance of Whitehaven Library and it's surrounding property for the hours of Monday-Thursday 1:15pm-8:15pm; Friday 1:15pm-6:15pm; One (1) unarmed guard on Saturday 12:15-6:15							
POST Certified Armed	0	0	7	7	7	7	5	
Unarmed	6	0	7	7	7	7	5	
Whitehaven's Total Hours of Coverage	6	0	14	14	14	14	10	72
							Total Unarmed Hours	966.5
							Total Armed Hours	252
							Total Guard Hours	1227.5

16. Contractor shall designate a permanent member(s) of its management staff, at no additional cost to the City, to act as a supervisor(s) or liaison officer(s) between designated City of Memphis and agency personnel and the security guards.
- a. Contractor shall provide the name, telephone number, or cell phone number, facsimile number, email address and office address of the designated security supervisor(s) or liaison(s) to the Library's Security Coordinator.
 - b. Contractor shall provide updated information to the Library's Security Coordinator for all replacement security supervisors and/or liaisons for the duration of the contract.
 - c. The supervisor(s) or liaison officer(s) shall be available on an on-call basis via cell phone to the security guards and designated City staff. The supervisor shall be located at the Benjamin L. Hooks Central Library Security Dispatch office in order to supervise and monitor the guards and to ensure satisfactory performance of armed security guards services.
 - d. The supervisor(s) or liaison officer(s) is responsible for, but not limited to, the following:
 - i. Work with designated City management personnel or building staff to ensure a high standard of courteous and professional security service which is sensitive to the needs of the City staff, clients, and visitors.
 - ii. Supervise the security guards at the posts within the facility; be available for frequent on-site supervision, at a minimum of once per week.
 - iii. Attend an orientation session conducted by the Library's Security Coordinator. This orientation will familiarize the Contractor's management team and supervisors with subjects such as Library procedures, customer service guidelines, behavior guidelines, and emergency/disaster procedures. The Contractor is required to provide this orientation to each guard that is assigned to a library location. The Library's Security Coordinator must receive documentation prior to a guard reporting for duty that confirms that each new guard has completed training and orientation. The City will assume no charges for training or orientation.
 - iv. Develop or review written standing Post Orders with an emphasis on the needs of MPL and as specified by City management staff. Written Post Orders for the City location assignment shall be completed and approved by the

supervisor(s)/liaison(s) and the City within 15 business days after the contract start date.

- v. Review Post Orders for revisions and updates with the Library's Security Coordinator at least twice a year at agreed upon dates each year. Contractor will re-issue newly revised Post Orders within one month of completion and will review the changes with each guard (including new hires/replacement and substitute security staff during vacations, sick leave).
- vi. Respond within two hours or less to requests from City management staff for follow-up with appropriate action and/or recommendations on any incidents or complaints involving security guards employed by the Contractor(s).
- vii. Keep City management staff apprised of security issues which affect the safety of the staff, employees, and visitors, and make appropriate recommendations for improvement.
- viii. Promptly report any unusual events or emergencies (such as an accident, hostile client or employee, illegal weapon, bomb threat or theft) to the Officer of the Day, first available supervisor, and Library's Security Coordinator. These incidents shall be followed by a written report submitted to the Library's Security Coordinator within 24 hours of the incident or event. Bidder shall include within its proposal a sample incident report.
- ix. Investigate all complaints received about the security guard(s), report findings, and inform City facility or management staff of remedial action(s) taken.
- x. Ensure that incident reports and other written documentation requested are forwarded to the appropriate City management staff member within 24 hours.
- xi. Meet with Library's Security Coordinator and management each month to do a formal inspection of one facility on a rotating basis and to review performance expectations.

17. Contractor and all assigned staff members, including but not limited to guards, supervisors, liaisons, and account manager, shall be held to the highest level of professionalism throughout the life of any contract awarded as a result of this RFP.

- a. Proper conduct is expected of Contractor's personnel at all times. This includes adhering to no-smoking ordinances, the City's drug-free workplace policy, not using alcoholic beverages, and courteous treatment of employees, clients, and visitors.
- b. City has the right to dismiss any Contractor's employee who does not, in the City's discretion, properly conduct himself/herself or perform quality work.
- c. Contractor and contractor's staff shall not use cameras, camera phones, computers, tablets, and/or comparable devices while on post. Recordings of any kind, including photos, audio, and/or video recordings are strictly prohibited. The City of Memphis shall not be the subject posted on any social media sites.
- d. It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record. A copy of the written verification that the guard has passed the

Contractor's background checks must be provided to the Library's Security Coordinator prior to assignment at the facility.

18. The following Security Guard Training and Certification is required:

- a. Security Guard companies or agencies must provide written proof, to Library's Security Coordinator, that each security guard has successfully completed the minimum required training and appropriate certification as required by the State of Tennessee Department of Commerce and Insurance - and Shelby County.
- b. Such certification is to be carried on his or her person at all times while on duty.
- c. Each security officer must show proof of certification (State Armed Security card) when requested by any law enforcement officer, any representative of the Department of Commerce and Insurance, and/or by the City.
- d. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).
- e. All relief armed security guards (covering for vacations, sick leave, or other absences) shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled security guard(s).
- f. **Bidder is to supply in this RFP a written synopsis of training techniques/classes that each security guard has received i.e.**
 - i. **Plans for de-escalation**
 - ii. **Plans for crowd control**
 - iii. **Plans for crisis intervention**
 - iv. **Plans for personnel protection, Etc.**

19. The following uniform and equipment guidelines are required:

- a. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.
- b. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.
- c. Armed Guards are required to carry handguns and handcuffs. Duty weapons are to be of the type and caliber approved by the State of Tennessee Department of Commerce and Insurance and the weapon as listed on the officer's certificate of training. It is preferred that they carry secondary defensive weapons as well such as pepper spray.
- d. MPL will provide guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.

20. Contractor shall require security guard(s) provide a summary of the daily activities to City management on a monthly basis.

21. For any incident occurring during a post assignment, security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by Library's Security Coordinator) to the Library's Security Coordinator office.

a. Incident reports are to be completed for events including but not limited to the following:

- i. The guard witnesses a crime or other type of unusual or suspicious activity;
- ii. An arrest is made;
- iii. Building staff or personnel specifically requested security assistance or intervention;
- iv. Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard
- v. Any and all injuries, regardless of whether or not medical attention was required.
- vi. Verbal and/or physical assaults
- vii. Seizure
- viii. Loss of consciousness
- ix. Death.

b. Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:

- i. Name(s) of the person(s) involved in the incident
- ii. Location of the incident
- iii. Exact time and date of the occurrence
- iv. Description of the event(s)
- v. List of any injuries incurred and by whom
- vi. Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:
 1. Any damage occurring on or near City property
 2. Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility
 3. Police or other law enforcement activities on or near the City's property
 4. Fire Department activities on or near the City's property
 5. Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

Armed Security Guard Services for General Services

It is the intent that the City of Memphis (City), General Services Division, Operation of City Hall will contract with a single contractor to supply Armed Security Guard Services as outlined in these specifications.

The primary functions of the armed security guards include the following but not limited to:

City Hall – 125 North Main

- To operate the weapons screening X-ray machines.
- Use hand wands as prompted by the walk-through metal detectors to ensure that no weapons or contraband are brought into City Hall.
- Observe and report any unusual or suspicious activities.
- Man the garage security booth to only allow the entry of authorized vehicles.
- Respond to emergencies or other disturbances that occur at or on City Hall property.

CoM Municipal Complex II – 499 South Hollywood

- Check people on/off City property.
- Observe and report any unusual or suspicious activities.
- Man the security booth to only allow the entry of authorized vehicles.
- Respond to emergencies or other disturbances that occur at or on property.

6A. The current average pay rate for an Armed Security Officer in the Memphis area is \$17 per hour.

We expect the officers assigned to this location to be making no less than this hourly amount.

7. Bidder shall possess all permits, licenses, and professional credentials necessary to perform services as specified under this RFP

8. Bidder shall be **regularly and continuously** engaged in the business of providing armed security guard services for the last **five (5)** years as verified through references submitted within bid response.

10. City of Memphis requires professionally trained armed security guards to operate its 2 weapons

screening X-ray machines at its offices to ensure that no weapons or contrabands are brought into this public facility. The primary functions of the armed security guard include the following:

- a. To operate the weapons screening X-ray machines and use hand wands as prompted by the walk-through metal detectors to ensure that no weapons or contraband are brought into the City facilities;
- b. Observe and report any unusual or suspicious activities.
- c. Respond to emergencies or other disturbances that occur at or on City Hall property.

Contractor must be able to fully staff and deploy qualified personnel to City Hall in an organized and efficient manner on the contract start date. In order to provide the most efficient services to the City, to the greatest extent feasible, armed security guards shall be assigned to City Hall for a period of at least 30 days before rotating.

11. Contractor shall respond to emergency service requests within one hour of request (i.e. called back to City Hall after-hours) and respond to non-emergency service requests (i.e. supply back-up security to a specific department during working hours) as soon as possible or no later than the following day. Contractor shall be capable of responding to all service requests within the specified timelines.

12. In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the General Services (GS) Director, Operations of City Hall (OCH) Administrator, and/or first available GS Manager on-site.

13. All armed security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check.

(a) It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record.

(b) A copy of the written verification that the armed security guard has passed the Contractor's background checks must be provided to the City's Facility Manager prior to assignment at the facility.

(c) If known, Bidder may provide the names of the proposed staff with their qualifications. This may be resume format (business addresses are sufficient, home contact information for staff should not be provided). If awarded the contract, such documentation and verification is an ongoing requirement for all replacement staff of the successful Bidder.

14. Prior to submitting replacement staff, Contractor shall provide City with a copy of the written verification that the replacement armed security guard has passed the Contractor's background checks.

15. The City has the right to decline the Contractor's placement of armed security guards whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.

16. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result if

this RFP

17. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and City only after completion of the initial term.

18. The bidder is required to list all exceptions, deviations, or variations to the specification set forth, and it should be done in a clear, logical fashion on a sheet designated in this RFP as such.

Staffing requirement times:

City Hall – 125 North Main -

52 weeks per year.

Monday-Friday (except Holidays as listed in Item 2.9-3 below)

6:00am-10:00pm – 1 at Garage entrance

7:30am-5:30pm – 2 at Level 1B entrance, 2 at Lobby entrance, 1 Supervisor

5:30pm-10pm – 1 at Level 1B entrance

Unless Council or other high-profile meetings are continuing past 5:30pm; in which case a full complement of 6 shall remain until the end of the meeting.

The Front Lobby entrance, 1B entrance, and garage entrance of City Hall **must be attended at all times during working hours**. Contractor will be responsible for the relief of all contract officer's breaks and lunches.

CoM Municipal Complex II – 499 South Hollywood –

52 weeks per year.

24 hours a day / 7 days a week – 2 at Guard shack (**must be attended at all times during working hours**)

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues during weekends and holidays and after 6:00pm Monday through Friday

The positions require split shift coverage for lunch and overtime since they exceed eight hours per shift. Contractor shall provide additional personnel to cover morning and afternoon breaks, lunch breaks, vacation, sick time, and other leaves as required.

In the event an armed security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement armed security guard within one hour from the time the post is vacated.

The armed security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of armed security guards shall include, but not be limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.
- b. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify departments of visitors.
- d. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Perform a sweep of each floor, stairwell and public restrooms at the beginning and end of each shift to deter loitering and ensure all visitors or clients have exited the building by or before close of business.
- g. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- h. Report any elevator malfunctions or fire panel alarms to building facility manager(s).
- i. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- j. Inform relief armed security guards of any special situations or instructions prior to vacating post.
- k. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- l. Limit telephone calls to business or personal emergencies.
- m. Pertaining to the **Mayor's Office** and the **City Council Office**, Armed security guard shall screen visitors, make contact with the person to be visited or the department receptionist, and announce that a visitor is waiting in the lobby. Generally, the armed security guard does not escort the visitor to the employee's office, but shall direct the visitor to the proper location.
- o. Prevent journalists from proceeding into unauthorized areas.
 - (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
 - (2) Recognize that journalists have a right to request entrance to a public building.
 - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.

(4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.

p. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.

(1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the GS Director or first available supervisor, and the Facility Manager.

q. Armed security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.

(1) Armed security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.

r. Armed security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).

(1) Armed security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.

s. Enforce the rule forbidding weapons and/or contraband from being brought into City buildings. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).

t. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.

2.9-0 TRAINING AND CERTIFICATION

a. Security Guard companies or agencies must provide written proof, to OCH management or Facility Manager, that each security guard has successfully completed the minimum required training and appropriate certification as required by the State of Tennessee Department of Commerce and Insurance - and Shelby County.

b. Such certification is to be carried on his or her person at all times while on duty.

c. Each security officer must show proof of certification (State Armed Security card) when requested by any law enforcement officer, any representative of the Department of Commerce and Insurance, and/or by the City.

- d. Prior to assignment, all armed security guards will undergo training on how to operate the Smith's Detection Heimann X-Ray Weapons Screening Station provided by OCH. The initial training shall be arranged by OCH. Subsequent trainings shall be conducted by the Contractor for any security guard staff assigned to the post.
- e. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).
- f. All relief armed security guards (covering for vacations, sick leave, or other absences) shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled security guard(s).
- g. **Bidder is to supply in this RFP a written synopsis of training techniques/classes that each security guard has received i.e.**
- Plans for de-escalation
 - Plans for crowd control
 - Plans for crisis intervention
 - Plans for personnel protection, Etc.

2.9-1 UNIFORMS AND EQUIPMENT

- a. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.
- b. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.
- c. Guards are required to carry handguns and handcuffs. Duty weapons are to be of the type and caliber approved by the State of Tennessee Department of Commerce and Insurance and the weapon as listed on the officer's certificate of training. It is preferred that they carry secondary defensive weapons as well such as pepper spray.
- d. OCH will provide armed guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.

2.9-2 DELIVERABLE / REPORTS

1. Monthly Activity Report:

Contractor shall require security guard(s) provide a summary of the daily activities to City management on a monthly basis.

2. Incident Reports:

For any incident occurring during a post assignment, armed security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by City Hall's Facility Manager) to the Facility's management office.

Incident reports are to be completed for events including but not limited to the following:

- a. The guard witnesses a crime or other type of unusual or suspicious activity;
- b. An arrest is made;
- c. Building staff or personnel specifically requested security assistance or intervention;
- d. Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard;
- e. Any and all injuries, regardless of whether or not medical attention was required.
- f. Verbal and/or physical assaults;
- g. Seizure;
- h. Loss of consciousness; and
- i. Death.

Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:

- j. Name(s) of the person(s) involved in the incident;
- k. Location of the incident;
- l. Exact time and date of the occurrence;
- m. Description of the event(s);
- n. List of any injuries incurred and by whom; and
- o. Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:
 - (1) Any damage occurring on or near City property;
 - (2) Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility;
 - (3) Police or other law enforcement activities on or near the City's property;
 - (4) Fire Department activities on or near the City's property;

(5) Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

Armed and Unarmed Security Guard Services for Parks Division

It is the intent that the City of Memphis (City), General Services Division, City of Memphis Parks Division will contract with a single contractor to supply Armed and Unarmed Security Guard Services as outlined in these specifications.

The primary functions of the armed security guards include the following but not limited to:

Park Division – 30 community and senior centers

- To provide daily security for community and senior centers.
- Observe and report any unusual or suspicious activities.
- Security officers shall perform their duties and/or be at their assigned post 20 minutes prior to shift to receive daily intel.
- Security officer shall perform their duties and/at be always at their assigned post, except for scheduled breaks and meal periods (However break and meal period will be established prior to working the contract).
- Respond to emergencies or other disturbances that occur at or on at the City of Memphis Parks facilities/property.
- The current average pay rate for an Armed Security Officer in the Memphis area is \$17 per hour.
- We expect the officers assigned to this location to be making no less than this hourly amount.
- Bidder shall possess all permits, licenses, and professional credentials necessary to perform services as specified under this RFP.
- **Bidder shall be regularly and continuously engaged in the business of providing armed security guard services for the last five (5) years as verified through references submitted within bid response.**
- Observe and report any unusual or suspicious activities.
- Respond to emergencies or other disturbances that occur at or on City of Memphis Parks Division property.

Contractor must be able to fully staff and deploy qualified personnel to any City of Memphis Parks Division in an organized and efficient manner on the contract start date. To provide the most efficient services to the City, to the greatest extent feasible, armed, and unarmed security guards shall be

assigned to City of Memphis Parks Division for a period of at least 30 days before rotating.

11. Contractor shall respond to emergency service requests within one hour of request (i.e., call backs or report to duty at assigned center) and respond to non-emergency service requests (i.e., supply back-up security to a specific department during working hours) as soon as possible or no later than the following day. Contractor shall be capable of responding to all service requests within the specified timelines.

12. In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the General Services (GS) Director, Centers Administrator, and/or first available Director or Manager on-site.

13. All armed security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check.

(a) It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record.

(b) A copy of the written verification that the armed security guard has passed the Contractor's background checks must be provided to the City's Community Center Administrator, Manager, or Director prior to assignment at the facility.

(c) If known, Bidder may provide the names of the proposed staff with their qualifications. This may be resume format (business addresses are sufficient, home contact information for staff should not be provided). If awarded the contract, such documentation and verification is an ongoing requirement for all replacement staff of the successful Bidder.

14. Prior to submitting replacement staff, Contractor shall provide City with a copy of the written verification that the replacement armed security guard has passed the Contractor's background checks.

15. The City has the right to decline the Contractor's placement of armed security guards whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.

16. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP

17. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and City only after completion of the initial term.

18. The bidder is required to list all exceptions, deviations, or variations to the specification set forth, and it should be done in a clear, logical fashion on a sheet designated in this RFP as such.

Staffing requirement times:

City of Memphis Parks Division – 30 community and senior centers-

52 weeks per year.

Monday-Saturday (except Holidays as listed in Item 2.9-3 below)

- Specifically for the locations and hours of - 12 specific locations from 8:00 a.m. to 4:00 p.m. and 18 specific locations from 12:00 p.m. to 8:00 p.m. for Monday through Saturday

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues during weekends and holidays and after the designated hours - for the 12 specific locations from 8:00 a.m. to 4:00 p.m. and 18 specific locations from 12:00 p.m. to 8:00 p.m. Monday through Saturday

The positions require split shift coverage for lunch and overtime since they exceed eight hours per shift. Contractor shall provide additional personnel to cover morning and afternoon breaks, lunch breaks, vacation, sick time, and other leaves as required.

In the event an armed/unarmed security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement armed security guard within one hour from the time the post is vacated.

The armed/unarmed security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of armed security guards shall include, but not be limited to, the following:

- a. Always maintain a high level of visibility as a deterrent.
- b. Interact with all visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify the community center Director if there are any concerns.
- d. Have visitors sign in and out on the daily Visitors Log, located at the recreational desk, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Perform a sweep of each floor, stairwell and public restrooms at the beginning and end of each shift to deter loitering and ensure all visitors or clients have exited the building by or before close of business.
- g. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- h. Report any elevator malfunctions or fire panel alarms to building facility manager(s).
- i. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".

- j. Inform relief armed security guards of any special situations or instructions prior to vacating post.
- k. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- l. Limit telephone calls to business or personal emergencies.
- m. Prevent journalists from proceeding into unauthorized areas.
 - (1) Contact the Centers Administrator/Community Center Manager, or Director immediately to report the media's presence in the building.
 - (2) Recognize that journalists have a right to request entrance to a public building.
 - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
 - (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.
- p. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.
 - (1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the GS Director or first available supervisor, and the Facility Manager.
- q. Armed/unarmed security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.
 - (1) Armed/unarmed security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.
- r. Armed/Unarmed security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a city employee or has displayed a potential for violent or disruptive behavior).
 - (1) Armed/unarmed security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
- s. Enforce the rule forbidding weapons and/or contraband from being brought into City of Memphis Parks Divisions. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).

t. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.

2.9-0 TRAINING AND CERTIFICATION

a. Security Guard companies or agencies must provide written proof, to OCH management or Facility Manager, that each security guard has successfully completed the minimum required training and appropriate certification as required by the State of Tennessee Department of Commerce and Insurance - and Shelby County.

b. Such certification is to be carried on his or her person at all times while on duty.

c. Each security officer must show proof of certification (State Armed Security card) when requested by any law enforcement officer, any representative of the Department of Commerce and Insurance, and/or by the City.

d. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).

f. All relief armed security guards (covering for vacations, sick leave, or other absences) shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled security guard(s).

g. Bidder is to supply in this RFP a written synopsis of training techniques/classes that each security guard has received i.e.

- Plans for de-escalation

- Plans for crowd control

- Plans for crisis intervention

- Plans for personnel protection, Etc.

2.9-1 UNIFORMS AND EQUIPMENT

a. All security guards (armed and unarmed) are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.

b. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.

c. Guards are required to carry handguns and handcuffs. Duty weapons are to be of the type and caliber approved by the State of Tennessee Department of Commerce and Insurance and the weapon as listed on the officer's certificate of training. It is preferred that they carry secondary defensive weapons as well such as pepper spray.

d. OCH will provide armed guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.

2.9-2 DELIVERABLE / REPORTS

1. Monthly Activity Report:

Contractor shall require security guard(s) provide a summary of the daily activities to City management on a monthly basis.

2. Incident Reports:

For any incident occurring during a post assignment, armed security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by City Hall's Facility Manager) to the Facility's management office.

Incident reports are to be completed for events including but not limited to the following:

- a. The guard witnesses a crime or other type of unusual or suspicious activity;
- b. An arrest is made;
- c. Building staff or personnel specifically requested security assistance or intervention;
- d. Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard;
- e. Any and all injuries, regardless of whether or not medical attention was required.
- f. Verbal and/or physical assaults;
- g. Seizure;
- h. Loss of consciousness; and
- i. Death.

Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:

- j. Name(s) of the person(s) involved in the incident;
- k. Location of the incident;
- l. Exact time and date of the occurrence;
- m. Description of the event(s);
- n. List of any injuries incurred and by whom; and

o. Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:

- (1) Any damage occurring on or near City property;
- (2) Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility;
- (3) Police or other law enforcement activities on or near the City's property;
- (4) Fire Department activities on or near the City's property;
- (5) Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

Armed and Unarmed Security Guard Services for Solid Waste Division

I. SCOPE OF WORK

City of Memphis, Tennessee seeks to retain security guard services at each of our three (3) installations. It is the intent that the City of Memphis (City), Solid Waste Division, will contract with a single contractor to supply a hybrid of Armed and Unarmed Security Guard Services as outlined in these specifications. City of Memphis will issue a Request for Proposal (RFP) to solicit written proposals from consultants who are interested in providing such services. Based on an evaluation of responses to the RFP, one contractor will be selected and invited to participate in further discussions and negotiation of a contract agreement for the requested services.

The primary functions of the armed security guards include the following but not limited to:

Bellevue – 1514 N. Bellevue Blvd

- To patrol entire property at beginning of shift and patrol every hour until shift ends.
- Use patrol readers to scan checkpoints strategically placed around entire property during patrol tour.
- Turn guard monitoring system daily report of each guard's begin of shift and hourly patrol tours.
- Observe and report any unusual or suspicious activities.
- Give special observation to employee parking lots.
- Respond to emergencies or other disturbances that occur at or on City Hall property.

Farrisview – 3207 Farrisview Blvd

- Check people on/off City property.
- To patrol entire property at beginning of shift and patrol every hour until shift ends.
- Use patrol readers to scan checkpoints strategically placed around entire property during patrol tour.
- Turn guard monitoring system daily report of each guards begin of shift and hourly patrol tours.
- Observe and report any unusual or suspicious activities.
- Man the security booth to only allow the entry of authorized vehicles.
- Respond to emergencies or other disturbances that occur at or on property.

Scott – 289 Scott St

- To patrol entire property at beginning of shift and patrol every hour until shift ends.
- Use patrol readers to scan checkpoints strategically placed around entire property during patrol tour.
- Turn guard monitoring system daily report of each guards begin of shift and hourly patrol tours.
- Check people on/off City property.
- Observe and report any unusual or suspicious activities.
- Man the security booth to only allow the entry of authorized vehicles.
- Respond to emergencies or other disturbances that occur at or on property.

The terms "proposer", "respondent", "vendor", "company", "firm", "respondent", and "contractor" may be used interchangeably throughout this document.

2.1 RFP EXPECTATIONS

1. Once RFP is posted, the respondent **must provide Bid Packet** to be considered. The respondent is required to list all exceptions, deviations or variations to the specifications set forth and it should be done in a clear, logical fashion on a sheet designated in the RFP as such. Brochures, standard catalog sheets or technical data should accompany each proposal, but may not be considered as notice of exceptions, deviations, or variations to these specifications.

2. The respondent understands that all prices are to remain firm throughout the “initial term” of the contract.
3. The respondent understands that the successful respondent may submit to the City, for its consideration, a contract price adjustment not less than sixty (60) calendar days prior to the beginning of each “option period”, if exercised. The City reserves the option to decline any price increase and, if necessary, re-bid the items.
4. The respondent understands that the City is exempt from Federal Excise, State & Local Taxes on all purchases and will issue tax exemption certificates to the successful respondent if requested.
5. The respondent understands that the City reserves the right to cancel any contract resulting from failure to comply with the terms, conditions, and specifications herein stated.
6. The respondent will provide, with bid, a sample copy of the company’s invoice.
- 6A. The current average pay rate for an Armed Security Officer in the Memphis area is \$17 per hour.
 - ✓ We expect the officers assigned to this location to be making no less than this hourly amount.
7. Respondent shall possess all permits, licenses, and professional credentials necessary to perform services as specified under this RFI.
8. **Respondent shall be regularly and continuously engaged in the business of providing armed security guard services for the last five years as verified through references submitted within information response.**
9. Of critical importance is the Respondent’s ability to provide experienced professional management and support services to ensure a quality program satisfactory to the City.

Summary of requirements for Contractor Qualifications:

- a. Evidence of at least five (5) years’ operating experience.
- b. Evidence of licensing and certification by the appropriate governmental regulatory agencies.
- c. Current number of employees, locally and nationally.
- d. Identification of largest dollar amount contracts in effect with a client.
- e. Detailed written recruitment and selection procedures.
- f. An example of detailed written training procedures.
- g. Detailed written résumés for all local managers.
- h. The decision of the City as to the acceptable qualifications of the Respondent shall be final.

2.1 SECURITY GUARD SERVICES

1. Solid Waste’s guardhouses are located at:
 - a. Farrisview – Main property entrance
 - b. Scott – Middle of property
 - c. If additional “property entrance” guardhouses are added to any Solid Waste installations, contractor will be expected to have guard assigned to man guard station(s).
2. The City reserves the right to add or delete locations to the contract at any given time. Contractor shall service the additional locations at the same cost (or less as required) as contracted for the above locations.
3. City of Memphis requires professionally trained armed security guards to also operate security guard monitoring systems, and any other security surveillance system currently installed or added to all installations. The primary functions of the armed security guard include the following:
 - a. Observe and report any unusual or suspicious activities.
 - b. Respond to emergencies or other disturbances that occur at or on Solid Waste property.
4. Contractor must be able to fully staff and deploy qualified personnel to all installations in an organized and efficient manner on the contract start date. In order to provide the most efficient services to the City, to the greatest extent feasible, armed security guards shall be assigned to Solid Waste for a period of at least 30 days before rotating.
5. Contractor shall respond to emergency service requests within one hour of request and respond to non-emergency service requests (i.e., supply back-up security to a specific department during working hours) as soon as possible or no later than the following day. Contractor shall be capable of responding to all service requests within the specified timelines.
6. In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the Solid Waste (SW) Director, Solid Waste Management (SWM), and/or first available SW Manager on-site.
7. All armed security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check.

- a. To qualify for the award of a contract, respondent shall meet strict minimum qualifications designed to establish an experience criterion in which respondent demonstrates the capability to provide security services for a facility similar to locations described herein. Respondent shall be required to furnish evidence that the respondent has experience in securing major facilities similar to the requirements specified for providing uniformed security, building security, entry control security. Respondent shall include number of years of experience, and current operations.
 - b. It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record. UNDER NO CIRCUMSTANCES SHALL ANY PERSONNEL HAVE ANY CONVICTIONS OR PENDING HEARINGS PERTAINING TO HARM TO CHILDREN. All personnel shall have successfully passed pre-hire and pre-placement drug screenings.
 - c. A copy of the written verification that the armed security guard has passed the Contractor's background checks must be provided to the City's Facility Manager prior to assignment at the facility.
8. Prior to submitting replacement staff, Contractor shall provide City with a copy of the written verification that the replacement armed security guard has passed the Contractor's background checks.
9. The City has the right to decline the Contractor's placement of armed security guards whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.

Additional guards per hour as required (these additional guards per hour will be needed on an **"AS REQUIRED AND MOMENT'S NOTICE BASIS,"** to patrol the sites during what normally would be the City's working hours).

2.2 INVOICES

The Contractor shall keep a true and accurate record of the days and hours of guards' work duty as accomplished during the terms of the agreement. Each location will have a separate Sign-In Register. Each officer working must sign register for assigned location each shift. A copy of the weekly Sign-In Registers will be left in the Security Officer Report folder at the end of each week. A copy of the weekly Sign-IN Register should be provided with the weekly invoice for the same time period for verification of time billed.

INVOICES will be provided to the Solid Waste weekly. Only services provided will be invoiced (no prebilling). Invoices shall be dated with the date of service. In addition to invoicing, a monthly statement is to be sent to:

Attn: SolidWasteInvoices@memphistn.gov
Rm. 628
125 North Main
Memphis, TN 38103

We must receive invoices no later than the fifth day of the following month. The company shall be paid for service accompanied by the actual invoice detailing the service performed. Payment shall be net 30 from after receipt of the invoice. The City is not obligated to pay, and may withhold from payment, any amounts the City has in dispute with the vendor based on the services provided hereunder. Pre-invoicing is not permitted for any service regardless of special orders or services.

The security guard company shall establish an account for Operation of Solid Waste Management (SWM). The invoice shall include the following information:

1. Itemization and summary of the amount due, hours billed, date, location, department name and Purchase Order number; and
2. All unpaid invoices, payments received, and credits issued for the location.

SWM shall be responsible for paying all approved charges to its account. Contractor shall keep a daily attendance log for all armed security guards assigned to SWM along with a weekly summation of all hours worked and must be able to provide as follows:

1. The Contractor will be responsible for maintaining accurate time-keeping records and will agree to adjust in the invoices in the event said security personnel is absent or tardy.
2. The Contractor shall furnish the City sign-in sheets covering all the hours worked by its employees in carrying out their duties on a daily basis. A copy should accompany the invoices submitted. Such sign-in sheets shall include the name of each employee, the position, hours worked, and location of work assignment.
3. Special activities and events shall be billed separately.
4. The rates per hour bid are considered "net" and "Conclusive" to the City. The City will not pay for any separately invoiced operating expenses, such as, but not limited to wages, payroll burden, fringe benefits, overtime, management overhead, supplies, material, training cost or equipment that is not included in the rate per hour bid.

2.3 AUDIT

1. The City reserves the right to audit the records of the Contractor. Contractor shall make and keep as the same accrue, full and complete records and books as account of revenue and income, costs and expenses that specifically relate to performance under this contract in a manner as to allow identification of the source of all revenues related to this contract.
2. Records and books of accounts together with all other memoranda pertaining thereto that may be kept, maintained, or possessed by the Contractor, shall be opened to examination during regular business hours by the City or its representatives for the purpose of inspecting, auditing, verifying of copying the same or making extracts there from in order to enforce the terms of this agreement or to evaluate the Contractor's performance thereof. The Contractor shall make and keep said records and books of accounts for a period of three (3) years after the completion of the contract obligations or the final payment under the contract, whichever is later.
3. The successful respondent is required to provide all equipment, supplies and materials to achieve the successful performance of the specified services.

2.4 SITE VISITS

Site Visits are required prior to submission to understand each site's needs.

The Solid Waste Division is requesting Security Guard services at locations that include, but not limited to the following sites:

<p>Scott 289 Scott Street Memphis, TN 38112 (including Transfer Station)</p>	<p>Farrisview 3207 Farrisview Blvd Memphis, TN 38118 (including Transfer Station)</p>	<p>Bellevue 1514 N. Bellevue Memphis, TN 38107 (including Transfer Station)</p>
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Site Visit Contact:

Chynelle Coleman
Chynelle.Coleman@memphistn.gov
(901) 636-6880

Walk-through tours have been scheduled. Walk-through tours will only be given on scheduled dates; no walk-up/unannounced tours will be conducted.

Walkthrough Dates:

<p>Bellevue: March 20, 2023 9:30am - 12:00pm</p>	<p>Farrisview: March 21, 2023 9:30am - 12:00pm</p>	<p>Scott: March 22, 2023 9:30am - 12:00pm</p>
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Sign-in expected at each inspection site documenting that a facility tour has been performed. Site visit facilitator will have Sign-in sheet and will initial each sign-in. Failure to sign-in may reflect negatively on submissions. Each facility consists of an office building, parking area, and solid waste transfer station at the address or on a contiguous property. It is advantageous for respondent to familiarize themselves fully with the exact service required. The submission of a bid will be construed as indication that the respondent is thoroughly familiar with the services to be provided at each installation.

The City reserves the right to add or delete service locations as deemed necessary.

2.5 SPECIAL CONDITIONS

1. Scheduled guards, supervisors, and substitute guards need to be drug tested prior to location assignment. Regular random drug testing is required throughout the life of contract. Drug test results are submitted to Solid Waste Management, Security Guards Drug Test Results, 125 N. Main St., Rm 628 Memphis, TN 38103.
2. The City reserves the right to review the file of any employee furnished under this contract.
3. The City reserves the right to have the contractor's employees removed from assignment at in time under this contract, and/ or any guard, found unacceptable for any reason which is in the City's sole judgment.
4. The City reserves the right to increase or decrease the number of guards used and/or hours of the personnel as it deems necessary.
5. The City reserves the right to deduct a per hour bid rate (prorated in fifteen (15) minute intervals when necessary) from the successful respondent's invoice when a security guard is late and/or absent. Security Guard will be marked absent if guard does not show for work. Also, contractor must deduct all late/absentee cost from billing, any time service is not performed.
6. Contractor must maintain an office and staff within Shelby County.
7. Successful vendor must provide and maintain a mode of transportation for the Guard to utilize on patrol tours. The design of the vehicle must be approved by Solid Waste Division and must be suitable for the terrain traveled during the patrol/tours. The vehicle must be professionally marked in such a manner as to be clearly identified as security and shall be equipped with a flashing yellow light.
8. Contractor must provide a minimum of one (1) supervisory inspection each shift at variable times at each of the Solid Waste installations covered by this contract. The City must be able to contact supervisor within a thirty (30) minute period whenever necessary.
9. In the event that any of the provisions of the contract are violated by the contractor, the City may serve written notice upon the contractor and his surety of its intention to terminate the contract, and unless within twenty-four (24) hours after the serving of such notice upon the contractor and his surety, such violations shall cease and satisfactory arrangements for correction to be made by contractor or his surety, the contract shall, upon the expiration of said twenty-four (24) hours, cease and terminate and the City may take over the work and prosecute the same to completion by the contract for the amount and at the expense of the contractor, and the contractor and his surety shall be liable to the City for any excess cost occasioned by the City thereby.
10. The labor rates per hour are considered "net" to Solid Waste Division and include the expenses of the respondent, including (but not limited to) wages, fringe benefits, management, material, and equipment costs. It is understood that the successful respondent shall bear the cost of all such expenses and overhead and shall provide all equipment and supplies necessary or desirable to perform all the work.

2.6 STAFFING/PERSONNEL RESPONSIBILITIES

Staffing requirement times:

Bellevue – 1514 N. Bellevue Blvd –

24 Hours Service, 7 Days a week, (365) Days a year

Monday-Sunday

6:00am-2:00pm – 2 guards with one (1) vehicle ready to patrol.

2:00pm-10:00pm – 2 guards with one (1) vehicle ready to patrol.

10:00pm-6:00am – 2 guards with one (1) vehicle ready to patrol.

The employee parking lots, **must be attended at all times during working hours**. Contractor will be responsible for the relief of all contract officer's breaks and lunches.

Farrisview – 3207 Farrisview Blvd –

24 Hours Service, 7 Days a week, (365) Days a year

Monday-Sunday

6:00am-2:00pm – 1 guard with vehicle (patrol), 1 guard at Guard shack (**must be attended at all times**)

2:00pm-10:00pm – 1 guard with vehicle (patrol), 1 guard at Guard shack (**must be attended at all times**)

10:00pm-6:00am – 1 guard with vehicle (patrol), 1 guard at Guard shack (**must be attended at all times**)

Scott – 289 Scott St. –

24 Hours Service, 7 Days a week, (365) Days a year

Monday-Sunday

6:00am-2:00pm – 2 with one (1) vehicle ready to patrol.

2:00pm-10:00pm – 2 with one (1) vehicle ready to patrol.

10:00pm-6:00am – 2 with one (1) vehicle ready to patrol.

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues including weekends and holidays.

The positions require split shift coverage for lunch and overtime since they exceed eight hours per shift. Contractor shall provide additional personnel to cover morning and afternoon breaks, lunch breaks, vacation, sick time, and other leaves as required.

In the event an armed security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement armed security guard within one hour from the time the post is vacated.

Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel and other law enforcement officers).

The armed security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of armed security guards shall include, but not be limited to, the following:

1. Maintain a high level of visibility at all times as a deterrent.
2. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
3. Greet the public, answer simple/basic questions, and notify departments of visitors.
4. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
5. Greet and question unescorted visitors who may be in unauthorized areas.
6. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
7. Inform relief armed security guards of any special situations or instructions prior to vacating post.
8. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*

9. Limit telephone calls to business or personal emergencies.
10. Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the SW Director or first available supervisor, and the Facility Manager.
11. Call for local law enforcing assistance prior to investigation of actual or indicated violations at the installation(s); assist local law enforcing agencies in apprehending and holding all. All necessary telephone numbers and calling instructions will always be current and accurate. Contractor's supervisory personnel shall validate security personnel procedures related to this duty.
12. If requested by the department, Security personnel shall report and sound appropriate alarms for any fire or disorder on or adjacent to installation. Security personnel must have knowledge, training and experience with automated alarm systems and be capable of resetting/restoring system to a functional mode.
13. Armed security guards may be asked by City staff to deny entry onto property to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).
14. Armed security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
15. Enforce the rule forbidding visible weapons and/or contraband from being brought onto City property. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).
16. Provide building and grounds security consisting of the following:
 - a. Assign guard to all Entrance Guardhouse(s). Guards assigned to this post will be required stop all visitors and sign-in all visitors.
 - b. Emergency communication systems monitoring.
 - c. Regular patrolling at each facility and its perimeter utilizing guard management system with digital patrol readers at designated checkpoints must occur at the beginning of guard's shift and every hour during guard's shift.
17. Provide and maintain coordination with local fire and law enforcement officials.
18. Provide and maintain parking lot monitoring.
19. Provide and maintain monitoring to building locations.
20. Personnel employed to perform security duties must have the minimum training required by state and local laws. Proof of training and/or certification by the Tennessee Department of Commerce and Insurance, Tennessee Private Protective Services, is required.
21. All security personnel must observe all regulations in effect at the City of Memphis's facility. While on City property employees shall be subject to control by the City, but under no circumstances shall such persons be deemed to be employees of the City. Security personnel shall not represent themselves as employees of the City.
22. Security personnel shall be required to perform a variety of tasks dealing with the safety and security of the employees and patrons who use the facilities, while at the same time maintaining the security and integrity of the site with a constant focus on community/customer relations. Such tasks may include, but are not limited to building checks, locking, and unlocking facilities, writing reports, controlling entry to site areas, responding to various emergencies, securing the area, and checking identification.
23. Perform other routine duties such as checking fluid levels in vehicles, answering phones, etc., as specified by the respective manager or administrator.
24. At the conclusion of each tour of duty, all Security personnel shall complete and sign a guard report indicating any unusual incidents or conditions that occurred during the tour of duty and prepare any additional reports as necessary and as frequently as required by the facility.
25. Security personnel shall cooperate with local police, state police and other personnel of the City who have proof of identification and validity of purpose.
26. If requested by the department, Security personnel shall assist City personnel to set alarms and properly secure building(s) and premises. This shall be done at the conclusion of workday before leaving or relieved by second shift and third shift security personnel.
27. The guard shall have knowledge of any instruction device, system locations and significance of control boards signal indicators or alarm activators and/or alarm sounding within the installation/facility. The guard shall also have knowledge of any fire alarm system locations, fire hydrants, fire extinguishers and proper use of same. All alarm

systems, location/operation, will be reviewed prior to start of contract.

28. Observe the facility to detect and discourage activities in violation of regulations including, but not limited to, vagrancy, rowdiness, violent situations, unauthorized sales or advertising, and vandalism.
29. Be obvious and accessible to the public for purposes of providing information to the public and an obvious security presence at the facility to give the public confidence in the safety of the area.
30. Report hazardous conditions, accidents, unusual incidents, and unlawful acts to proper authority.
31. Security personnel shall not have family, friends, or other visitors accompany them to, or visit them at, any work site.

2.7 CONTRACTOR'S ARMED SECURITY GUARDS AND OTHER AGENTS OR REPRESENTATIVES OF CONTRACTOR SHALL NOT:

1. Lock or unlock public entrances outside of duty hours unless authorized by a Security Guard(s) Supervisor or a Facility Manager.
2. Sit on desks, cabinets, tables, or rest feet on desktops or open desk drawers, etc.
3. Possess or use illegal substances, alcohol, or marijuana on the job. Security guards under the influence of alcohol, marijuana, or illegal drugs while on duty will be promptly dismissed and guard shall not be reassigned to any other City facility.
4. Engage in excessive fraternizing with City staff, visitors, or clients. Excessive fraternizing disrupts and distracts guards from their primary duties.
5. Converse privately with acquaintances or personal visitors while on duty. Armed security guards shall utilize their breaks and lunch periods for such interactions.
6. Read books, magazines, or newspapers while on duty.
7. Accept any gifts or gratuities from City staff, clients, or visitors.
8. Occupy their personal vehicles while on duty. Armed security guards shall be on post for the entire duration of their shift with the exception of breaks and lunch. Contractor shall provide relief staff to cover the post during lunch and breaks.
9. Multiple complaints against a security guard with or without confirmation of extenuating circumstances shall be grounds for discharge. Rude or offensive behavior toward clients, visitors, or City staff will not be tolerated. Willful disregard of orders from the Security Guard Agency or City management personnel will be cause for removal from duties.
10. In the event of a bomb threat, the security guard shall gather as much information as possible (such as time, names, location, statements from witnesses), and convey this information immediately to local authorities via 9-1-1, the Officer of the Day or first available supervisor, and the Facility Manager. If evacuation is ordered, the armed security guard(s) shall assist with the evacuation of all building occupants in an orderly and safe manner.
11. The armed security guard shall notify authorities of anything suspicious or out of place that has been observed. If a suspicious object is located, the security guard shall take the following additional precautions:
 - a. Do not touch, move, or disturb the object.
 - b. Do not use a pager, radio, or cellular phone near the suspicious object, since these may detonate some explosive devices. Exercise caution and advise others not to use pagers, radios, or cellular phones near the facility.
 - c. Get a detailed description of the object, including but not limited to the shape, size, height, width, color, and any visible markings.
 - d. Note the exact location of the object, including but not limited to floor number, room number, location within the room.
 - e. Cordon off the area and deny re-entry; and
 - f. If requested by the Facility Manager, another City manager, the 9-1-1 operator, and/or the local authorities, begin clearing all persons from the immediate vicinity in a safe and orderly manner.

2.8 CONTRACTOR SUPERVISOR / LIAISON

Contractor shall designate a permanent member(s) of its management staff, at no additional cost to the City, to act as a supervisor(s) or liaison officer(s) between designated City of Memphis and agency personnel and the armed security guards.

1. Contractor shall provide the name, telephone number, or cell phone number, facsimile number, email address and office address of the designated security supervisor(s) or liaison(s) to the City's Facility Manager for the site location.
2. Contractor shall provide updated information to the City's Facility Manager for all replacement security supervisors and/or liaisons for the duration of the contract.
3. The supervisor(s) or liaison officer(s) shall be available on an on-call basis via cell phone to the security guards and designated City staff.
4. The supervisor(s) or liaison officer(s) is responsible for, but not limited to, the following:
 - a. Work with designated City management personnel or building staff to ensure a high standard of courteous and professional security service which is sensitive to the needs of the City staff, clients, and visitors.
 - b. Familiarize each security guard with the City internal communication system and any other City policies. This information will be provided by the City to the Contractor.
 - c. Develop or review written standing Post Orders with an emphasis on the needs of the Solid Waste Department and as specified by City management staff. Written Post Orders for the City location assignment shall be completed and approved by the supervisor(s)/liaison(s) and the City within 15 business days after the contract start date.
 - d. Review Post Orders for revisions and updates with the Facility Manager at least twice a year at agreed upon dates each year. Contractor will re-issue newly revised Post Orders within one month of completion and will review the changes with each guard (including new hires/replacement and substitute security staff during vacations, sick leave).
 - e. Respond within two hours or less to requests from City management staff for follow-up with appropriate action and/or recommendations on any incidents or complaints involving security guards employed by the Contractor(s).
 - f. Keep City management staff apprised of security issues which affect the safety of the staff, employees, and visitors, and make appropriate recommendations for improvement.
 - g. Promptly report any unusual events or emergencies (such as an accident, hostile client or employee, illegal weapon, bomb threat or theft) to the Officer of the Day, first available supervisor, and Facility Manager. These incidents shall be followed by a written report submitted to the Facility Manager within 24 hours of the incident or event. Respondent shall include within its proposal a sample incident report.
 - h. Investigate all complaints received about the security guard(s), report findings, and inform City facility or management staff of remedial action(s) taken.
 - i. Ensure that incident reports and other written documentation requested are forwarded to the appropriate City management staff member within 24 hours.
 - e. The Contractor shall be required to render full and complete management services for their personnel while on duty at the facility. The facility will not be able to assist with such services as provision/storage of rain gear, issuing pay checks, or with any other management activities.
 - f. Contractor's Supervisory personnel will make random unannounced inspections of guard's performance at each location, a minimum of two (2) unannounced inspection per week. There will be a minimum of eight (8) visits per location a month, ten (10) visits per location on months with five (5) weeks. It is the successful respondent's responsibility to ensure security personnel are on time, at designated service sites. Documentation of these visits will be submitted with monthly invoices. Solid Waste must be able to contact the security contractor 24 hours a day, 365 days a year.
 - g. The successful respondent shall provide, with bid, the name, address, and telephone number of the successful respondent's manager. The successful respondent Manager shall have complete authority to act for the company during the term of the agreement. Uniformed employees performing security services under the terms of the contract shall not perform the duties of the Successful respondent's manager.
 - h. The successful respondent's manager shall provide a level of supervision that will ensure that employees:
 1. Are properly trained as set forth in this RFI and can perform all duties as required.
 2. Are always properly uniformed and present a neat appearance with the company's insignia displayed on outer garments including, but not limited to, shirt, jacket, and hat (if used).

3. Maintain a continued state of proper training.
 4. Possess any necessary permits.
 5. Are punctual and cover their entire shift.
 6. Ensure guard is patrolling in Contractor's company identified and security identified vehicle.
5. The successful respondent shall assign an account supervisor to handle the Solid Waste account and be able to discuss any problems as well as questions concerning invoices.
 6. To ensure that a high degree of security service is maintained at all locations. A close working relationship with assigned Solid Waste representatives will be necessary. Therefore, if Solid Waste feels need, the contractor or his representative shall be expected to meet a minimum of once a month with designated Solid Waste representative to review contract and post order compliance. This meeting will be scheduled giving Contractor a five (5) days' notice.

2.9 CONTRACTOR RESPONSIBILITY

1. The Contractor shall provide security devices for the surveillance and protection against fire, theft, pilferage, injury, and destruction.
2. Personnel supplied by the Contractor shall be considered employees of the Contractor and shall not for any purpose be considered employees of the City.
3. Contractor shall be responsible for payment of salaries, including withholding taxes, unemployment insurance, workers' compensation, Social Security, benefits, and the like as required by law.
4. The Contractor agrees, that upon request by the City, he will remove from the work crew any of his/her employees who, in the opinion of the departmental manager, are guilty of improper conduct or who are not qualified or needed to perform the work assigned to them. Examples of improper conduct are, but not limited to insobriety, sleeping on the job, insubordination, tardiness, or substandard performance.
5. The City is empowered to have the Contractor replace offending employees immediately.
6. The Contractor shall assume full responsibility for the actions of his personnel while performing services pursuant to this agreement and shall be solely responsible for their supervision and control. If for any reason the City, through its designated employees, determines that any employees of the Contractor have failed to perform his duties in accordance with the prescribed standards, instructions, regulations, or codes specified by the City, the Contractor shall be notified immediately and shall take appropriate action as deemed necessary. Contractor shall be responsible for all employee discipline/termination and shall immediately replace any employee deemed unacceptable by the City. Failure to resolve such matters to the satisfaction of the City may result in termination of contract.
7. The City shall have the right to refuse access to its facilities at any time to any employee of the Contractor. The exercise of the City's rights shall not diminish the Contractor's obligation of performance arising under this agreement, provided the City shall allow the Contractor to have access to said facilities sufficient to fulfill this agreement. Such access shall not include the right of access to other parts of the facilities unless specifically authorized by the City.
8. The Contractor is required to maintain a current list of employees assigned to each facility. Upon award of contract, this list is to be furnished to the Solid Waste Division and updated whenever a personnel change is made. Assigned supervisors are also to be listed. During the term of this contract the City reserves the right to reject any proposed replacement security personnel not meeting requirements as stated in this bid.
9. The Contractor shall be responsible for turning in to a designated place all articles found by his employees in or near the premises. Contractor shall receive, receipt for, and store found articles during disposition. Contractor shall provide receipt book.
10. The Contractor shall provide all proper safeguards and shall assume all risks in performing the work for which it is legally responsible. The City does not guarantee police protection and will not be liable for any loss or damage sustained by the vendor.
11. Contractor shall perform all services hereunder as an independent Contractor. No portion of this agreement may be subcontracted to any other company or person.
12. Contractor must supply trained substitute in case of absence of regularly scheduled guard.

2.10 PERSONNEL REQUIREMENTS AND MINIMUM QUALIFICATIONS

1. Security Guards:

- a. Education/Experience: Possess a high school education or equivalency, and have three (3) years of experience demonstrating:
 - i. The ability to meet and deal with the general public.
 - ii. The ability to read, understand and apply printed rules and instructions.
 - iii. The ability to maintain poise and self-control under stress.
- b. Age: All guards shall be a minimum of twenty-one (21) years of age.
- c. Training:
 - i. All personnel must be trained, experienced personnel who are physically and mentally able to react effectively in enforcing order, curbing violence, protecting residents, visitors and employees from bodily injury or harassment, and preventing theft and damage to property.
 - ii. All personnel must possess appropriate training, knowledge of applicable laws, search and seizure techniques, and handcuffing techniques.

2.11 EQUIPMENT PROVIDED BY THE CONTRACTOR:

1. Contractor shall be responsible for providing all security personnel with proper and suitable uniforms. Style, type, color, and dress code standards shall have prior approval by the City. Uniform requirements for security personnel shall be of the law enforcement style. All uniforms shall be properly labeled and include name tags. Local weather conditions shall be considered in uniform selection. Contractor shall provide winter jackets and rain gear marked with company's insignia for cold and inclement weather. All uniforms shall be properly fitted and maintained for proper image, company insignias and appearance.
2. Contractor shall be responsible for providing all other equipment or accessories needed for employee performance including:
 - a. Handcuffs
 - b. A working cell phone/radio for communications with local authorities, company headquarters, City of Memphis and Solid Waste Division representatives
 - c. Notebooks and pens
 - d. Flashlights
3. Each employee shall be supplied with an identification card, which shall contain, as a minimum, the employee's name, and the name of the Contractor's firm. The purpose of the ID cards is for comparison with the list submitted by the Contractor. Proper, visible identification shall be always affixed to guard uniforms.
4. Failure to wear uniform or possess the required equipment will be cause for non-payment.
5. The City of Memphis will not be responsible for equipment left on the premises, including vehicles.
6. Vehicles supplied by the Contractor for any site MUST prominently display company signage, clearly identifying the vehicles as owned/occupied by security personnel. The signage should be a minimum of 10" x 12" and displayed on both sides of the vehicle to clearly identify the vehicles. The vehicles must be street worthy, be appropriately licensed and inspected in compliance with the laws of the State of Tennessee, and in good working order. Any vehicle found in non-compliance must be replaced within twelve (12) hours or sooner and the management/manager for the affected area notified.

2.12 EMPLOYEE CONDUCT

Contractor and all assigned staff members, including but not limited to guards, supervisors, liaisons, and account manager, shall be held to the highest level of professionalism throughout the life of any contract awarded as a result of this RFP.

1. Proper conduct is expected of Contractor's personnel at all times. This includes adhering to no-smoking ordinances, the City's drug-free workplace policy, not using alcoholic beverages, and courteous treatment of employees, clients, and visitors.
2. City has the right to dismiss any Contractor's employee who does not, in the City's discretion, properly conduct himself/herself or perform quality work.

3. Contractor and contractor's staff shall not use cameras, camera phones, computers, tablets, and/or comparable devices while on post. Recordings of any kind, including photos, audio, and/or video recordings are strictly prohibited. The City of Memphis shall not be the subject posted on any social media sites.
4. It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record. A copy of the written verification that the guard has passed the Contractor's background checks must be provided to the City Hall's Facility Manager prior to assignment at the facility.

2.13 ORGANIZATIONAL RELATIONSHIP

The contractor shall be subject to direction, at the respective installations, by the individual whose name appears at the beginning of these specifications, or their designated representatives.

These individuals are authorized to change, alter, or revise any security procedures to be performed under the terms of this contract, if deemed to be in the best interest of the Solid Waste Division, provided that prior to any such revisions, the contractor shall be informed of the grounds for revision. No revision in procedures as aforesaid shall be directed which shall change the number of security personnel without an agreed change in the contract price, and such changes shall be based upon the hourly unit price quoted in this bid.

2.14-0 TRAINING AND CERTIFICATION

1. Security Guard companies or agencies must provide written proof, to SWM management or Facility Manager, that each security guard has successfully completed the minimum required training and appropriate certification as required by the State of Tennessee Department of Commerce and Insurance - and Shelby County, Tennessee Private Protective Services.
2. Such certification is to be carried on his or her person at all times while on duty.
3. Each security officer must show proof of certification (State Armed Security card) when requested by any law enforcement officer, any representative of the Department of Commerce and Insurance, and/or by the City.
4. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).
5. All relief armed security guards (covering for vacations, sick leave, or other absences) shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled security guard(s).
6. **Respondent is to supply in this RFP a written synopsis of training techniques/classes that each security guard has received i.e.**
 - Plans for de-escalation
 - Plans for crowd control
 - Plans for crisis intervention
 - Plans for personnel protection, Etc.

2.14-1 UNIFORMS AND EQUIPMENT

1. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.
2. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.
3. Guards are required to carry handguns and handcuffs. Duty weapons are to be of the type and caliber approved by the State of Tennessee Department of Commerce and Insurance and the weapon as listed on the officer's certificate of training. It is preferred that they carry secondary defensive weapons as well such as pepper spray.
4. SWM will provide armed guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.

2.14-2 DELIVERABLE / REPORTS

1. Monthly Activity Report:

Contractor shall require security guard(s) provide a summary of the daily activities to City management.

2. Incident Reports:

For any incident occurring during a post assignment, armed security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by Solid Waste Management) to the Solid Waste Management office.

3. Incident reports are to be completed for events including but not limited to the following:

- a. The guard witnesses a crime or other type of unusual or suspicious activity.
- b. An arrest is made.
- c. Building staff or personnel specifically requested security assistance or intervention.
- d. Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard.
- e. Any and all injuries, regardless of whether or not medical attention was required.
- f. Verbal and/or physical assaults.
- g. Seizure.
- h. Loss of consciousness; and
- i. Death.

Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:

- i.a. Name(s) of the person(s) involved in the incident.
- i.b. Location of the incident.
- i.c. Exact time and date of the occurrence.
- i.d. Description of the event(s);
- i.e. List of any injuries incurred and by whom; and
- i.f. Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:
 - (1) Any damage occurring on or near City property.
 - (2) Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility;
 - (3) Police or other law enforcement activities on or near the City's property.
 - (4) Fire Department activities on or near the City's property.
 - (5) Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

Each security officer assigned to duty at a Solid Waste installation will maintain a daily activity report for each duty assigned. This report must also reflect the supervisor's signature and the time the supervisor made his inspection at the installation during each shift. Copies of each activity report coupled with a copy of the after-hours visitors log for the previous day(s) shall be provided to the Solid Waste installation manager at the start of each working day.

2.14-3 CITY HOLIDAYS

Contractor shall not be responsible for providing armed security guard services during the following City designated holidays:

1. New Year's Day
2. Martin Luther King, Jr.'s Birthday
3. President's Day
4. Martin Luther King Jr.'s Memorial Day
5. Good Friday
6. Memorial Day
7. Juneteenth

8. Independence Day
9. Labor Day
10. Veterans Day
11. Thanksgiving (Thursday and Friday)
12. Christmas Eve
13. Christmas Day

2.15 EQUIPMENT PROVIDED BY THE CONTRACTOR:

1. Contractor shall be responsible for providing all security personnel with proper and suitable uniforms. Style, type, color, and dress code standards shall have prior approval by the City. Uniform requirements for security personnel shall be of the law enforcement style. All uniforms shall be properly labeled and include name tags. Local weather conditions shall be considered in uniform selection. Contractor shall provide winter jackets and rain gear marked with company's insignia for cold and inclement weather. All uniforms shall be properly fitted and maintained for proper image, company insignias and appearance.
2. Contractor shall be responsible for providing all other equipment or accessories needed for employee performance including:
 - a. Handcuffs.
 - b. A working cell phone/radio for communications with local authorities, company headquarters, City of Memphis, and Solid Waste Division representatives.
 - c. Notebooks and pens; and
 - d. Flashlights.
3. Each employee shall be supplied with an identification card, which shall contain, as a minimum, the employee's name, and the name of the Contractor's firm. The purpose of the ID cards is for comparison with the list submitted by the Contractor. Proper, visible identification shall be always affixed to guard uniforms.
4. Failure to wear uniform or possess the required equipment will be cause for non-payment.
5. The City of Memphis will not be responsible for equipment left on the premises, including vehicles.
6. Vehicles supplied by the Contractor for any site MUST prominently display company signage, clearly identifying the vehicles as owned/occupied by security personnel. The signage should be a minimum of 10" x 12" and displayed on both sides of the vehicle to clearly identify the vehicles. The vehicles must be street worthy, be appropriately licensed and inspected in compliance with the laws of the State of Tennessee, and in good working order. Any vehicle found in non-compliance must be replaced within twelve (12) hours or sooner and the management/manager for the affected area notified.