

Edward Waters College, Inc.

REQUEST FOR PROPOSAL

Contract Security Services

PROPOSALS DUE:

December 6, 2019
5:00 PM EST

PROJECT CONTACT:

Randolph Mitchell, Jr.
VP for Finance, Administration, and Business Innovation
1658 Kings Road
Jacksonville, FL 32209
Phone: 904.470.8014
Fax: 904.470.8044
Email: Randolph.mitchell@ewc.edu

NOTICE

PROPOSAL: Edward Waters College ("EWC") is soliciting bid proposals for Security Services for its College campus. Proposals are due to the project contact on December 6, 2019 no later than 5:00 PM. Faxed or emailed proposals will be accepted.

RIGHT TO REJECT: Edward Waters College ("EWC") reserves the right to accept or reject any proposals that is not in the best interest of EWC.

Proposals that are WITHDRAWN is prohibited for a period of thirty (30) days after the proposal due date.

LATE, INCOMPLETE AND NON-CONFORMING PROPOSALS: EWC reserves the right to reject without evaluation late, incomplete or otherwise non-conforming proposals.

COMPLETE PROPOSALS: EWC is not responsible for any charges, costs, and/or fees not expressly detailed in this proposal.

QUESTIONS: Bidders are responsible for understanding the terms and requirements of this Request for Proposal. Any questions regarding any part of this proposal should be submitted in writing to the Contract Administrator. All bidders will be received the questions and answers that was requested by any bidder. Bidders should direct questions and inquiries about this RFP to the Contract Administrator at EWC only or risk the proposal being disqualified.

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INTRODUCTION

This Request for Proposal is released by Edward Waters College for Contract Security Services as set forth herein and detailed in the scope of services section.

SECTION 1

GENERAL INFORMATION

Edward Waters College ("EWC") intends to solicit bids for contract security services at the College's Jacksonville, Florida campus as set forth herein.

The requirements and specifications in this proposal are complete. The representations made by EWC herein are accurate, true and complete to the best of our knowledge. EWC will work throughout the process with one (1) contact person from your firm.

Your proposal must be complete and presented in with the requirements. Should EWC accept your proposal and items are excluded related to cost and other such matters will remain excluded and be the responsibility of the successful bidder.

Proposals must be submitted in writing and signed by the firm's representative who is duly authorized to make such representations to EWC. The proposal you submit will form the basis of a purchase contract with EWC to include all equipment and materials that will be required to meet the objectives of this proposals.

Requirements of this proposal are not separated to be bid on separately. Simply, they may not be separated to bid on a single part of the established requirements. EWC has a strong preference to purchase a single vendor solution. If, in your judgment, EWC would be better served by a multi-vendor solution, you may offer that as an alternate proposal; however, your proposal should include a single-vendor approach.

Edward Waters College is a Florida corporation located in Jacksonville, Florida in Duval County. And Is subject to the laws of the State of Florida. The principal place of business is 1658 Kings Road, Jacksonville, Florida 32209.

Edward Waters College is a tax exempt institution, granted such status by the authority of the State of Florida. Likewise, EWC is exempt from Federal Tax (tax-free registry number: 59-1146751)

SECTION 2

TERMS AND CONDITIONS

2.1. EWC must receive your response to this RFP

On or before 5:00 PM in writing on December 6, 2019. Return one (1) original and three (3) copies along with an electronic version of your response to this RFP. The response must include all of the requested and required information with supporting documentation. Late submissions will not be accepted. EWC will not pay for, reimburse, or otherwise accept any delivery charges incurred by bidders in connection with this RFP.

2.2. Questions, discrepancies and omissions regarding this RFP shall be reported immediately in writing to the Contract Administrator by December 6, 2019. All clarifications will be reported in writing, written instructions or an addendum to the RFP will be distributed to all known potential bidders. The proposal and requirements are clear EWC will not accept any responsibility for any oral interpretation of the requirements. Questions submitted after December 6, 2019 cannot be responded to.

2.3. EWC reserves the right to solicit additional information from bidders to aid our determination of the bid that best meets the needs of EWC. If we need additional information and it is not provided timely, EWC reserves the right to reject the proposal as nonconforming.

2.4. EWC reserves the right to reject or accept any bids, in part or whole; select bidders whose proposals best meet the needs of EWC the proposal to ensure the best interests of EWC are met. EWC does not assume any contractual obligations or duties as the result of issuing this RFP. No employment relationship will be assumed between EWC and the successful bidder.

2.5. Bidders are not entitled to use EWC's name, service mark(s), trademarks or trade names without the express written permission of EWC.

2.6. The submitting responses to this RFP you are indeed certifying there are no potential conflicts of interest that exist between the bidder and EWC under this agreement. Please ensure that you immediately report any actual or appearance of a conflict. Additionally, by submitting a response, you are certifying that there has neither been provided any private inducements or consideration to any EWC board of trustee, officer, employee, or agent in return for better treatment concerning the award of this proposal. Any such activity if discovered will be considered breach of its agreement with EWC.

2.7. EWC expressly states that the bidder is a supplier or independent contractor of EWC and is not an agent, partner or employee of EWC. The bidder a contractor and not subject to normal employee employer relationship. Such as wages, taxes, Workers' Compensation, unemployment compensation, or any benefits of employment extended to regular employees of EWC. The bidder is not an agent of EWC, and may not bind EWC or represent EWC to other contracts. .

2.8. The State of Florida laws will govern the performance and interpretation Bidders, their successors or assigns expressly agree to bring any claims, demands, or actions asserted against the board of trustees of Edward Waters College, officers, employees or agents only to the appropriate Florida Court in Duval County.

2.9. The bidder must comply with all applicable State and Federal OSHA laws, standards and regulations concerning the performance of this agreement.

2.10 EWC will evaluate each bid received using the following criteria, listed here in no particular order of importance:

- a. Ability to successfully satisfy each term and condition fully.
- b. Must comply with the specifications stated herein.
- c. The vendor must demonstrate experience with the requirements or the specification.
- d. Cost .
- e. Ability to provide service for the items specified.
- f. Provide references from previous clients' work of similar scope.
- g. Provide other relevant information that may be listed or expressed in this proposal.

2.11. Proposals may not be withdrawn for thirty (30) days from the time of issue. After thirty (30) days, proposals may be withdrawn by way of a written request directed to the Contract Administrator. A withdrawn proposal will not be considered if later if EWC does not render a decision within the 30 days response time.

2.12. The successful proposal and or EWC if the need to withdraw from the agreement to necessary will do so within 30 days with a written notice. Termination or cancellation of this agreement does not affect the collection, enforcement or validity of any accrued obligations between the bidder and EWC.

2.13. Once the successful proposal has been determined and awarded, modifications deemed necessary to correct errors found to be the sole fault of the bidder and to satisfy performance of the agreement shall be made expediently and at no additional cost to EWC.

2.14. No information, report, etc. developed in connection with this RFP may be reproduced without EWC's consent in writing.

2.15. The bidder must perform all work unless EWC approves any subcontracting services in writing before any work being done,

2.16. The bidder is an independent contractor, licensed and bonded as necessary, and is solely responsible for employment, acts, omissions, insurance, control and direction of its employees. The bidder agrees to indemnify and hold harmless Edward Waters College, its board of trustee, officers, employees and agents from any and all damages, injury, loss, claims, demands, or causes of action in the event that the bidder fails or neglects to provide appropriate insurance coverage for its employees while working in performance of this contract at Edward Waters College, including but not limited to payment of any claims.

2.17. Any personal injury to the bidder, its successors, assigns, employees, agents, subcontractors or third parties or any property damage incurred in the performance of this agreement shall be the responsibility of the bidder. The bidder agrees to restore or make whole any loss of or damage to the property of Edward Waters College incurred during the performance of this agreement.

2.18. The Bidder agrees to accept EWC's standard payment terms, which are Net 30 days.

2.19. All bidders' responses to this RFP will become the sole property of EWC.

SECTION 3

SCOPE OF WORK

All proposals will be made based on, and either meet or exceed, the requirements contained herein. Proposer should inspect all assigned facilities and provide a comprehensive security plan to Edward Waters College. The comprehensive plan must include but not be limited to personnel hours and equipment. At least three (3) daily officers on campus, and four (4) evening officers on campus. Day hours are 6:00 a.m. – 6:00 p.m. and evening hours are from 6:00 p.m. – 6:00 a.m. The security officers shall perform, but not be limited to the following:

3.1. Guard will be provided specified hours of operation.

3.2. Guard shall make an hourly walk through of the interior of the building.

3.3. Guard shall patrol the exterior of the building at least twice during every shift.

3.4. Guard shall assist staff in the event of an emergency, including helping with the evacuation of the building in emergencies.

3.5. Guard shall report any unusual activity to the contract administrator, and, depending on the severity of the situation, the Jacksonville Sheriff's Office.

The guard will support as directed to resolve the situation.

3.6. At least two (2) nightly drives through campus to survey the facilities shall be incorporated within the plan.

3.7. Guards will be required to carry two-way radios and drive marked vehicles provided by the Contractor.

3.8. Ensure door and gates are locked and unlocked as required by the Edward Waters College.

3.9. Monitor all security systems including, but not limited to, burglary, fires, and close circuit television.

3.10. Monitor individuals visiting campus and insure all guests are checked in and issued a guest badge.

3.11. Monitor parking in restricted areas.

3.12. Adjust schedule to provide security for major events on campus.

3.13. Contractor shall work in conjunction with the Edward Waters College Division of Student Success & Engagement

SECTION 4

SCHEDULE

4.1. Security Officers service shall be provided fifty-two (52) weeks per year, 24 hours per day at the specified times listed on the following chart. Contractor shall be able to provide additional security guard hours beyond those listed with twenty- four (24) hour notice.

4.2. The contract administrator will request that guard service be provided even though Edward Waters College is closed for holidays or inclement weather.

SECTION 5

DUTIES

Personnel shall perform, but not be limited to the following:

5.1. All personnel furnished to EWC shall be trained and experienced in building security and in handling all ages of people. Classes are offered on-site. Visitors to the campus range from young

children to adults. Personnel should also be fully trained and knowledgeable regarding various equipment used on Campus.

5.2. Uniformed security guards must have a minimum of two years of experience as an armed guard.

5.3. Extensive knowledge and experience in law enforcement, armed services and patrol services procedures.

Note: Extensive Knowledge is defined as a broad knowledge of elements of a job and interrelated business areas to develop or direct the development of new methods, procedures or processes, implement their use and integration into existing programs and assume responsibility for peoples and its services.

5.4. Specialized training in laws and liabilities, security awareness, mediation and conflict resolution, disaster and emergencies and managing personnel at various facilities.

5.5. Maintain respect for employees, contractors, and visitors and conduct themselves with a high level of professionalism. Maintain a business like demeanor at all times.

5.6. Not depart their assigned duty areas(s) until they have been properly relieved. Under no circumstances shall any assigned duty area be left abandoned without EWC approval.

5.7. Alert to surrounding area of responsibility at all times.

5.8. Ensure unauthorized personnel are not permitted on EWC grounds and in facilities at any time.

5.9. Avoid using force except when necessary to protect persons and property.

5.10. Physically and mentally qualified to perform the requirements of these requirements listed.

5.11. High school graduate or hold GED equivalent.

5.12. All personnel furnished by contractor must be able to communicate orally and read and write in English.

SECTION 6

UNIFORMS

Uniforms shall include, but not be limited to the following:

6.1. Security officers must be in uniform at all times while on duty. The uniform shall be neat, clean, pressed and kept in good physical condition. Non-company supplied symbols, pins, buttons, or slogans may not be applied to the uniform.

6.2. Wear an identifying name badge with the company logo which shall be visible.

- 6.3. Wear and display a contractor assigned badge.
- 6.4. Must maintain a neat and professional appearance at all times.
- 6.5. All equipment necessary carry out the performance of their duty.

SECTION 7

SITE SUPERVISOR

The site supervisor shall be knowledgeable of the specification requirements and post instructions to ensure strict compliance with the requirements are continually maintained. The site supervisor shall make on-site inspections every week and provide EWC contract administrator with a copy of inspection report. Problems and issues shall be handled in the following manner:

- 7.1. Any identified problems or issues shall be corrected within 24 hours.
- 7.2. Corrective measures shall be taken the next day and site supervisor shall provide an expected time of resolution.
- 7.3. If a problem or issue cannot be corrected within 24 hours, the site supervisor shall contact the EWC contract administrator by phone. The site supervisor shall follow up in writing explaining the nature of the problem and why it cannot be corrected within 24 hours.
- 7.4. The site supervisor shall schedule relief for security guard personnel for lunch or breaks each day. No security officer shall leave an assigned area without proper approval.
- 7.5. The site supervisor shall schedule replacement security guard(s) for personnel on personal or sick leave.
- 7.6. Basic supervisory and customer service skills are required, as well as an overall knowledge of operations, locations, etc.

SECTION 8

TRAINING

- 8.1. If a new security guard is provided after EWC provided training, the vendor shall ensure the newly assigned security guard is properly trained on EWC security procedures for a minimum of four hours at no additional cost to EWC, before assigning duty locations.

8.2. Training shall include, but not be limited to, working on-site at a EWC security guard post with a previously vendor-trained guard.

8.3. Meeting with the Dean of Students to ensure security staff have a complete understanding of EWC protocols and procedures.

SECTION 9

EQUIPMENT

9.1. The Contractor shall provide each guard with all clothing and equipment necessary to perform the tasks described herein and the post orders. These may include, but are not limited to, appropriate seasonal outer garments, flashlights, safety shoes, reflective vests, etc. The Contractor shall ensure that guards have their transportation for campus patrolling.

9.2. The on-site personnel shall use a security station provided by the EWC. The computer is used for business purposes only. The security station will be stocked with ordinary office supplies by the vendor. Use of any other EWC equipment without permission of the Contract Administrator is prohibited.

9.3. Keys and access cards will be issued to the Contractor by EWC. The post orders prepared by the Contractor shall have a section that describes the issuance and control of access cards and keys. If the Contractor loses a key or keys, he/she may be responsible for the total cost of key replacement, re-keying of locks, or re-keying of an entire building depending on the severity of the security breach. The Contractor shall report the occurrence of a lost key or access card immediately, following procedures provided by the Contract Administrator. Contractor shall require all employees performing under this Contract to personally sign and be responsible for each electronic access card to gain entry to work areas. Access cards are to be used only by the individual who has been assigned the card and approved by the EWC. When the Contractor no longer employs an individual, the card must be reassigned using the EWC employee exit procedures. If a card is lost, the Contract Administrator must be notified immediately. Use of electronic pass card by any person other than the individual to whom the card is assigned will be ample cause for termination of the Contract. EWC reserves the right to charge the Contractor for lost or damaged cards.

SECTION 10

RIGHT OF REMOVAL

10.1. EWC reserves the right to require immediate removal of any employee from service it deems unfit for service for any reason. This right is nonnegotiable and the Contractor agrees to this condition by accepting this Contract. The Contractor should have enough qualified guards to be able to provide a replacement within twenty-four (24) hours. Posts remaining vacant beyond these time limits may be cause for termination of the Contract.

10.2. The anticipated agreement terms will is expected to begin on after January 1, 2020.

10.3. EWC will provide the following to the firm in support of their role

- a. Computer access;

10.4. Security firm is responsible for the following

- a. Staff background checks and behavior while on EWC facilities
- b. Staff management and evaluations, including designating a site supervisor who shall be responsible for coordinating all EWC security needs and activities.
- c. Scheduling of personnel to meet the institution's needs
- d. Training of personnel throughout employment
- e. Designating a site supervisor responsible for evenings and weekend event coverage

SECTION 11

VENDOR QUALIFICATION CRITERIA

11.1. Firm Overview

- a. Provide a narrative or organizational chart of your firms' structure and ownership and number years in operations.
- b. List, by professional discipline, the total number of full time employees. Include a brief job resume of employees involved in the scope of services.
- c. Describe how your firm interacts with local law enforcement agencies.
- d. Provide a brief narrative on your firm's plan to ensure adequate and consistent service on the campuses.
- e. Describe the defining value added services your firm would provide to the college.
- f. Describe your firm's philosophy on scheduling concerning part-time versus full-time employees and how you would minimize turnover in personnel assigned at EWC.
- g. Describe the financial position of your company as it pertains to the requirements of completing the requirements of this RFP.

11.2. Experience

- a. List 3 similar bids in which your firm was the successful bidder within the last five (5) years.
- b. Provide 3 references; include the company name, address, a contact, email and their phone number.
- c. Provide a list of higher education clients your firm has serviced in the last five (5) years.
- d. Provide a list of contracts your firm has lost in the last three (3) years.

SECTION 12

FORM OF PROPOSAL

12.1. Pricing

- a. Proposals to include the cost for proposed services, detailed by the hourly rate for staff for all periods (i.e. Weekday, off hours, weekend, holiday)
- b. Proposal to include cost for both armed and unarmed security officer options.
- c. Proposal to include all other costs associated with the scope of services, including but not limited to start-up costs, uniforms, equipment etc.).

12.2. Evaluation Process

- a. Evaluation and selection will be based upon price, ability to meet the criteria outlined in this RFP, firm qualifications and references
- b. Top candidates will be interviewed will be conducted with the top candidates on December 6, 2019.

12.3. Other

- a. Provide a sample contract document.

All responses to this RFP shall contain the signature page as a cover sheet, the complete and entire proposal, and any necessary documentation to support your proposal. Staple or otherwise bind each copy of your proposal and return it to EWC by the due date and time listed on Page One of this Request for Proposal.

IMPORTANT NOTE:

Proposals are to be delivered to:

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VP for Finance, Administration, and Business Innovation

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Jacksonville, FL 32209

Phone: 904.470.8014

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