



THE INDIANAPOLIS PUBLIC LIBRARY

REQUEST FOR PROPOSALS

SECURITY OFFICERS AND ALARM RESPONSE SERVICES

RFP Issue Date: October 3, 2012

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I. INTRODUCTION

The Indianapolis Public Library ("Library") is requesting proposals ("Proposals") from qualified Vendors to provide security officers services ("Security Officer Services") and after hours alarm response services ("Alarm Response Services") ("Security Officer Services" and "Alarm Response Services" are together referred to as "Security Services") for the Central Library "Central", the Library Services Center ("LSC"), and twenty (20) branch facilities ("Branches") ("Central", "LSC" and "Branches" are together referred to as "Facilities"). The services described in this Request for Proposals ("RFP") are to begin on January 1, 2013 for a period ending on December 31, 2015, with the option of two (2) separate one (1) year renewals. This RFP describes the Security Services to be performed by the Vendor and contains an overview of the terms under which such Security Services are to be provided. Throughout this RFP, the terms "Vendor" or "Respondents" are be used interchangeably to denote a firm that submits a Proposal in response to the RFP.

The Library plans to enter into an agreement for a set monthly Security Services fee, with approved additional services billed separately.

A. GENERAL REQUIREMENTS

1. Proposals: Vendors may offer Proposals for any and all combinations of the Security Services contained in the Technical Specifications of the RFP; however, special consideration may be given to Vendors who can provide all identified services. The Library will also consider Proposals from multiple Vendors who partner together to provide the full range of required services. The Library reserves the right to split the service agreement ("Contract" or "Agreement") among Vendors, to award only part of the services specified in this RFP, to negotiate with any qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of the Library to do so. The Library may negotiate different terms and conditions with any Vendor after opening all of the Proposals.
2. Public Records: All materials submitted in response to this RFP become the property of the Library upon delivery and shall be appended to any formal documentation, which would further define or expand the contractual relationship between the Library and the Vendor. Vendors are advised that information and material contained in a Proposal are subject to the Indiana Public Records Act, IC 5-14-3 et seq., and, after the contract award, may be viewed and copied by any member of the public, including news and competitors. Vendors claiming a statutory exception to the Indiana Public Records act must place all confidential documents (including the requisite number of copies) in a sealed envelope clearly marked "Confidential" and must indicate in the transmittal letter and on the outside of that envelope that confidential materials are included. The Vendor must also specify which statutory exception provision applies. The Library reserves the right to make determinations of confidentiality. If Library does not agree that the information designated is confidential under one of the disclosure exceptions to the Indiana Public Records Act, it may either reject the Proposal or discuss its interpretation of the allowable exceptions with the Vendor. If agreement can be reached, the Proposal will be considered. If agreement cannot be reached, the Library will remove the Proposal from consideration for award and return the Proposal to the Vendor. The Library will not determine prices to be confidential information. No submissions or supporting documentation will be returned to Vendor. Neither party shall be liable for disclosures required by law.
3. Contract: This RFP does not commit the Library to award a contract, to pay any costs incurred in the preparation of a Proposal to this request, or to contract for security services. The Library will evaluate Proposals based upon the effectiveness of the perceived performance as it relates to the Library's specific requirements. The lowest fee Proposal will not necessarily be selected.
4. Inconsistency: Any Vendor believing that there is any ambiguity, inconsistency or error in the RFP shall promptly notify the Library in writing of such apparent discrepancy. Failure to so notify the Library by the RFP Proposal submission deadline will constitute a waiver of claim of ambiguity, inconsistency or error.
5. Preparation Costs: The Vendor shall be responsible for all costs incurred in preparing or responding to this RFP. All materials and documents submitted in response to this RFP become the property of the Library and will not be returned after the Proposal submission deadline.
6. Protest: The Library reserves the right to reject any or all Proposals received, or any part thereof; to accept any Proposal or any part thereof; or to waive any informality when it is deemed to be in the Library's best interest. Any Vendor objecting to the rejection of a Proposal, or portion thereof, must submit a written protest stating the reasons for the protest to the Library within (5) calendar days from the date of the Library's notification letter.
7. Commission: By submission of a Proposal, the Vendor certifies that the Vendor has not paid or agreed to pay any fee or commission, or any other item of value contingent on the award of a contract to any employee, official or current contracting consultant of the Library.

8. Iran Investments: By submission of a Proposal, the Vendor certifies that the Vendor is not engaged in any investment activities in Iran pursuant to Ind. Code § 5-22-16.5-13(b).

B. LIST OF ATTACHEMENTS

1. Attachment A – Library Facility Inventory and Security Officer Service Schedules
The Library Facility Inventory and Service Schedules contain a listing of all Facilities requiring Alarm Response Services, a listing of the locations requiring Security Officer Services, and the required weekly Security Officer Services hours for each location.
2. Attachment B – Library security Officer Vendor Price Sheet and Non-Collusion Affidavit
In addition to submission of information required by the Library Security Officer Vendor Price Sheet, Vendors shall also quote a price for any on-call services that fall outside of the Technical Specifications. Respondents shall specify which costs, if any, are not included in the prices submitted in the Price Sheet.
3. Attachment C – Request for Proposal Schedule
The Request for Proposal Schedule ("Schedule") for this RFP is a guide. The Library retains the right to make changes to the Schedule and will provide proper notification to all interested Vendors at the time any changes occur.
4. Attachment D – E-Verify Affidavit
The Vendor must agree to enroll in and participate in the E-Verify Program as required by Indiana Code 22-5-1.7-11 during the hiring process for all employees hired after the date of the service Agreement. The Vendor must agree to require its subcontractors who may perform work under the services agreement to certify to Vendor that the subcontractor does not knowingly employ or contract with an unauthorized alien and that the subcontractor has enrolled and is participating in the E-Verify program. The Vendor must agree to maintain this certification throughout the duration of the term of a contract with a subcontractor. The Library may terminate a resulting services agreement for default if the Vendor fails to cure a breach of these E-Verify provisions no later than thirty (30) days after being notified by the Library of such breach. As a condition to entering into a services agreement, the Vendor must execute the E-Verify Affidavit, which shall be an exhibit to the services agreement. Such affidavit shall be in the form attached to this RFP as **Attachment D**.
5. Attachment E - Guidelines for Using Your Library
The Guidelines are posted at all our Facilities in both English and Spanish.

II. QUESTIONS AND CLARIFICATIONS

1. Oral Instructions: The Library shall not be responsible for any oral instructions given by any employees of the Library in regard to the Proposal instructions, specifications or Proposal documents as described in this RFP. Any changes will be in the form of an addendum, which will be furnished to all Vendors who are listed with the Library as having received the RFP, or to any other Vendor who requests an addendum.
2. Questions: Questions and clarification inquiries about this RFP must be received prior to the date and time established in **Attachment C** and should be directed in writing to:

Pamela Hammersley
Contract Administrator
The Indianapolis Public Library
2450 North Meridian Street
Indianapolis-Indiana 46206-0211
phammersley@indypl.org
Phone: (317) 275-4822 Fax: (317) 269-5220
Regarding: RFP Library Security Services

3. Responses: A complete listing of all Vendor questions along with the Library responses will be provided to each registered Vendor. Upon receipt of this RFP, all Vendors considering submission of a Proposal that wish to be included in communications shall submit the name, company, address, phone number, and fax number as well as the e-mail address of a single point of contact who is authorized to act on behalf of the Vendor to Pamela Hammersley, Contract Administrator, email address: phammersley@indypl.org.

III. SUBMISSION OF PROPOSALS

1. Submission date and time: Proposals must be received by the date and time listed in **Attachment C** by Pamela Hammersley at the address listed above. No late Proposals will be accepted.
2. Copies: Respondents shall submit six (6) complete copies of their Proposals.
3. Proposals will be opened publicly and parts of the Proposals read aloud in the Library Board Room at the Library Services Center at the address listed above on the date and time listed in **Attachment C**.
4. Additional Information: The Library reserves the right to request additional information and may conduct in-person interviews with the Vendors reasonably susceptible of being awarded the work. The Library will not share information gathered in such discussions with other competing Vendors.
5. Confidential Information: Vendors are advised that materials contained in the Proposals are subject to the Indiana Public Records Act, IC 5-14-3 *et seq.* ("IPRA") After the contract award, the entire Proposal may be viewed and copied by any member of the public, including news agencies and competitors. Vendors claiming a statutory exception to the IPRA must place all confidential documents in a sealed envelope marked confidential, and must indicate in their Proposal and on the outside of the envelope the nature of the confidential documents. The Library reserves the right to make determinations of the claimed confidentiality of the marked documents.

IV. SECURITY SERVICES REQUIREMENTS

This section of the RFP provides a detailed overview of the Security Services required. To the extent Respondent is incapable of complying with or takes exception to any aspect of the specifications or requirements provided in this Article IV, Respondent should specifically identify and describe such exceptions in its response to this RFP.

A. GENERAL REQUIREMENTS

1. Requirements: Vendor shall provide all labor, materials and equipment for the work to be performed under this RFP.
2. Insurance: Vendor shall secure, pay for and maintain the following insurance policies in full force and effect throughout the term of an Agreement that may be entered between vendor and Library, which policies shall protect against any loss or claim arising from or relating to the Agreement, Vendor's service and activities, or presence at the Library Facilities, and any act or omission of Vendor or its employees and/or agents or Subcontractors in connection with the services provided under the Agreement, and shall cover the contractual indemnification liability assumed by Vendor or pursuant to the Agreement:
 - a. Commercial General Liability Insurance with limits of not less than One Million Dollars (\$1,000,000) per occurrence for bodily injury (including death), personal injury, property damage, fire legal liability, contractual liability and products and completed operations, and Two Million Dollars (\$2,000,000) general aggregate. The policy shall be written on an

occurrence basis. The policy shall also not have exclusions for any of Vendor's activities at the Facilities. Any deductible shall be at Vendor's expense;

- b. Business automobile coverage, including coverage for owned, leased, and hired vehicles, which shall include vehicle and property (cargo) damage, and bodily injury, in an amount not less than One Million Dollars (\$1,000,000.00);
- c. Workers' Compensation insurance, affording coverage in accordance with the applicable state laws covering all of Vendor's employees, and Employer's Liability coverage in accordance with the applicable state laws but no less than Five Hundred Thousand Dollars (\$500,000) each accident, Five Hundred Thousand Dollars (\$500,000) each employee and Five Hundred Thousand Dollars (\$500,000) policy limit;
- d. Blanket employee dishonesty coverage with One Hundred Thousand Dollars (\$100,000) limit, with coverage extending to funds and/or property held by Vendor on behalf of Library;
- e. Property Insurance coverage for all materials, equipment, and other items owned, borrowed, or leased by Vendor shall be Vendor's responsibility. The Library shall not be responsible for such materials, equipment, and other items owned, borrowed, or leased by Vendor.
- f. Umbrella Liability insurance at not less than Five Million Dollars (\$5,000,000) limit for each occurrence providing for excess coverage over the limits and coverages prescribed above in Subsections 2. (a), (b), (c) and (d) above, which such policy shall be written on an occurrence basis.
- g. All insurance policies addressed in Subsections 2. (a), (b), (d) and (f) above shall be endorsed to name the following as additional insured's:

Indianapolis-Marion County Public Library and its trustees, directors, officers, employees, representatives, volunteers, agents, contractors, licensees, and successors.

- h. All insurance policies required hereunder: (1) shall be endorsed to state that the insurance is primary and not contributive to any other insurance available to the Library; (2) shall provide for a waiver of rights of subrogation against the additional insurers on the part of the insurance carriers; (3) shall be written with insurance companies licensed to do business in the State of Indiana and rated no lower than A-VII in the most current edition of A.M. Best's Property-Casualty Key Rating Guide, and (4) shall provide for no less than thirty (30) days advance written notice to the Library prior to cancellation, non-renewal or material modification.
- i. Vendor shall deliver to the Library, prior to commencement of Services under the Agreement, Certificates of Insurance confirming the existence or issuance of all insurance policies required to be carried hereunder ("Certificates of Insurance"). If any such policy is not obtained, or if all Certificates of Insurance are not delivered to Library by the aforementioned time, or if any of such policies are canceled, the Library shall have the right to terminate the Agreement immediately and/or deny Vendor access to Library facilities.

- j. These insurance provisions are minimum requirements and shall not relieve Vendor of its indemnity, defense and hold harmless obligations.
3. Subcontractors: The Vendor and any subcontractors ("Subcontractors") the Vendor might hire shall be independent contractors. The Vendor and any Subcontractors are solely responsible for their employees. Planned use of Subcontractors in connection with this Agreement should be clearly explained and described in the Proposal. The main Vendor selected by the Library ("Prime Contractor") shall be responsible and shall take responsibility for the entire Agreement whether or not Subcontractors are used. In Vendor/Subcontractor arrangements involving more than one firm, it does not matter to the Library which firm assumes the lead, as long as that firm assumes full responsibility for the performance of the Security Services as delineated in the Agreement negotiated with the Library. The Library will only enter into an Agreement with the Prime Contractor.
 4. Conflict of Interest: The Library reserves the right to disqualify any Vendor on the basis of any real or apparent conflict of interest that is disclosed by the proposal submitted or any other data available to the Library. This disqualification is at the sole discretion of the Library. Any Vendor submitting a proposal, waives any right to object or at any future time, before any body or agency, including but not limited to, the Library, or any court, any objections to the exercise of this right or disqualification by reason of real or apparent conflict of interest as determined by the Library.
 5. Capabilities: Any Vendor submitting a Proposal in response to this RFP warrants and guarantees that the Vendor is fully capable of performing the tasks designated to be supplied. No limitation or exception to this warranty provision will be acceptable to the Library; except, it is understood that the Vendor is not responsible for any problems in performance caused by improper acts or omissions by the Library.
 6. Agent: The Vendor warrants that no person or selling agent has been employed or retained to solicit or secure the contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business. For breach or violation of this warranty, the Library shall have the right to annul the Agreement without liability or in its discretion to deduct from fees or payments due the Vendor the commission, percentage brokerage or contingent fee.
 7. Gratuities: The Library may, by written notice to the Vendor, terminate the right of the Vendor to proceed under the Agreement upon one (1) calendar day notice, if it is found that gratuities in the form of entertainment, gifts or otherwise were offered or given by the Vendor, or any agency or representative of the Vendor, to any officer or employee of the Library with a view toward securing or amending, or the making of any determinations with respect to the performance of such Agreement. In the event of such termination, the Library shall be entitled to pursue the same remedies against the Vendor as the Library could pursue in the event of default by the Vendor.
 8. Participation: The Library is committed to provide an equal opportunity for participation of minority and women owned business enterprises and providing equal opportunity in all Library business. It is the goal of the Library to achieve participation of minority and/or women owned business enterprises consistent with the City of Indianapolis' utilization policy in the procurement of goods and supplies, in the retention of professional services, and in the construction and renovation of facilities.
For purposes of tracking minority and/or women owned business enterprises utilization, Vendors who are MBE or WBE firms or who meet the criteria of MBE or WBE firms or similar requirements for out-of-state firms, are requested to provide a statement in the Proposal

indicating their status, the appropriate designation, and whether they are certified as such. If certified, a copy of a certification by the State of Indiana (or other state) or the City of Indianapolis should be included in the Proposal. The Library extends to each individual, firm, vendor, supplier, contractor and subcontractor an equal opportunity to compete for Library business and strongly encourages voluntary utilization of disadvantaged and/or minorities to reflect both industry and community ethnic composition.

A successful Vendor in performing services under the Agreement shall not discriminate against any worker, employee or applicant or any member of the public because of race, creed, color, religion, gender, national origin, age or disability, nor otherwise commit an unfair employment practice. Vendor will take affirmative action to ensure that applicants are employed, and that employees are dealt with during employment, without regard to their race, creed, color, religion, gender, national origin, age, or disability.

9. Independent Contractor: Any Agreement entered into as the result of this RFP will not constitute, create, give rise to or otherwise recognize a joint venture, agreement or relationship, partnership or formal business organization of any kind between the parties. The Vendor will agree that no persons supplied by it in the performance of the Agreement are employees of the Library and further agrees that no rights of the Library's civil service, retirement or personnel rules accrue to such persons. The Vendor shall have the total responsibility for all salaries, wages, bonuses, retirement, withholdings, workers' compensation and occupational disease compensation insurance, unemployment compensation, other benefits and taxes and premiums appurtenant thereto concerning such persons provided by such Vendor in the performance of the Agreement and shall save and hold the Library harmless with respect thereto.
10. Records: The Contractor must keep all resulting contract records separate and make them available for audit by Library personnel upon request.
11. Press: News releases or other means of communicating with the media pertaining to the services provided pursuant to this RFP shall not be made without prior approval of the Library.
12. Licenses: Each Vendor shall provide, as part of its Proposal, documentation to the Library evidencing all necessary licenses to practice the business for which Vendor has submitted its Proposal. It shall be a condition to the Agreement that any out-of-state Vendor that may be selected to provide the Security Services shall be duly registered and qualified to do business within the State of Indiana.
13. Suitability: The Vendor shall ensure that all security personnel detailed to provide Security Services under an Agreement with the Library are physically, emotionally and intellectually capable of reacting to potentially volatile, threatening and/or stressful situations. The Library reserves the right to request that the selected Vendor reassign any security service personnel whom, in the judgment of the Library, are unqualified or unsuitable to perform the required Security Services without justification.
14. Weapons: The Security Guard Officers assigned to the Library for provision of Security Services under this RFP are not to be armed, nor are they required to possess policing powers.
15. Holidays: The hourly rate that Vendors quote for holidays shall only apply to those holidays the Library observes. Those holidays are New Year's Day, Martin Luther King Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.
16. Personnel: Upon written request by the Library, the selected Vendor shall provide the employee job descriptions, job qualifications, resumes, and employee pay ranges (in actual hourly wage rates) for all Security Services staff positions to be filled in connection with the services to be provided under this RFP.

17. Schedule: The Library reserves the right to change the schedule of the security offices at any time as well as the total hours of the Agreement, as needed, in response to specific service needs.
18. Additional Services Invoices: Invoiced hours must be submitted with each Officer being identified, days worked, service location and hourly rate.
19. Postings: A copy of the Library security officer personnel schedule shall be transmitted via e-mail to the Library Facilities Manager two weeks in advance of the start of the schedule. Changes to that schedule shall be confirmed by the Library Facilities Manager via e-mail at the time the change is made.
20. Monthly Billing Rate: The Vendor will calculate the Total Monthly Cost to the Library based upon the information presented in this RFP. Any other possible expenses to be charged to the Library must be identified separately on **Attachment B**.
21. Payments: The Library will pay for completed Security Services on a monthly basis.
22. Term: The Security Services are to begin on January 1, 2013 for a period ending on December 31, 2015, with the option of two (2) separate one (1) year renewals.

B. SECURITY OFFICER AND ALARM RESPONSE SERVICES

1. Duties: While on duty Security Officers shall be responsible, in coordination with Library Staff and Management, for the consistent, fair, unbiased, objective, and appropriate enforcement of all Library Policies and Guidelines for acceptable use of Library facilities. The Guidelines are included in **Attachment E**. Security officers shall be familiar with regular patrons, Library Guidelines, and Library Management expectations to enable Security Officers to provide appropriate support for enforcement of the Guidelines. Security Officers shall present themselves in a professional manner and exercise good judgment at all times.
2. Responsibilities: While on duty, Vendor's Security Officers shall be thoroughly trained, ready, and capable to immediately respond to any emergency situation or security incident at any Library facility. Security officers shall be completely familiar with Library procedures, actions plans, and physical plant conditions to enable Security Officers to provide appropriate support in any emergency or security incident. Situations may include, but are not limited to, fire, flood, power outages, violent weather, vandalism, theft, criminal trespass, disruptive conduct, smoking in inappropriate locations, panhandling, arguments, fights, physical confrontations, stalking, lewd actions, lascivious behavior, sexual misconduct, workplace violence, computer tampering, and possession or viewing of child pornography. Security Officers shall be observant of any security concerns, safety issues, fire hazards, or maintenance items, and report the concerns promptly to Library Staff.
3. Central Library: The Vendor shall provide Security Officers at the times identified in **Attachment A**. The Vendor shall provide one (1) Security Officer at the Central Library on Library observed holidays and should reflect the inclusion of such holidays in their pricing provided in **Attachment B**. Security Officers shall routinely patrol the building, parking garage, and grounds.
4. Branches: The Vendor shall provide Security Officers at the locations and times identified in **Attachment A**. Security Officers shall routinely patrol the building and grounds. The Vendor will not be required to provide security guard personnel at the Branches on Library observed holidays.
5. Library Services Center: The Vendor shall provide one (1) Security Officer at the Library Services Center as described in **Attachment A**, to be stationed at the main entrance reception desk. The Vendor will not be required to provide security guard personnel at the Library Services Center on Library observed holidays. Security Officer shall make periodic rounds through the building and parking lot, but not less than two (2) per shift. The Security

- Officer shall monitor the building's security camera monitors, severe weather radio, and the building alarm panel. The Security Officer shall act as the greeter and gate-keeper for the public entrance to the building, providing directions and assistance as needed.
6. Closing: When on duty at the closing of a Facility, a Security Officer shall assist in the closing of the building including determining the building is vacant, arming of the intrusion detection system, and accompany Library staff to their cars in the staff parking lot at the close of business. A Security Officer shift shall end no sooner than fifteen (15) minutes after the close of each Facility.
 7. Alarm Response: Vendor shall provide emergency, on-call Alarm Response Security Services for all Library facilities on a 24/7/365 basis to respond to alarm signals and incidents. The expectation is for the Security Officer to be on site within 30 minutes of receiving a dispatch call. The Vendor shall be available to assisting in the resetting of the intrusion detection system as required by the location. The Vendor shall provide the cost for these services in the space provided in **Attachment B** either as a weekly, hourly, or per run basis.
 8. After Hours Special Requests: Vendor shall provide on-call Security Services for all Library facilities on a 24/7/365 basis to respond to Library special requests. Special request may include monitoring construction access, assisting with other contractor's access to Library facilities, monitoring un-authorized site usage, or arming of the intrusion detection systems. The Vendor shall provide the cost for these services in the space provided in **Attachment B** either as a weekly, hourly, or per run basis.
 9. Management: One of the Security Services Officers assigned to the public hours of operation shall be designated as the Security Services Manager. The Security Services Manager must be capable of performing the management and supervisory functions associated with coordinating all Security Services performed by the Vendor at all Library facilities, possess the authority to manage subordinate Security Officers assigned to any Library security detail, and possess the authority to act on behalf of the selected Vendor. The Security Services Manager shall communicate with the Library by means of e-mail and also be available by cellular telephone. An office space for the selected Vendor's Security Services Manager will be provided by the Library at the Central Library. The Security Services Manager shall attend weekly Central Library Events planning and coordination meetings to ensure Security Services are provided to Special Events that meet Library expectations.
 10. Supervision: One of the Security Services Officers assigned to any shift of operation of the Central Library shall be designated as the Security Services Supervisor. The Security Services Supervisor must be capable of performing the supervisory functions associated with coordinating all Security Services performed by the Vendor at the Central Library, possess the authority to manage subordinate Security Officers assigned to the Central Library security detail, and possess the authority to act on behalf of the selected Vendor. The Security Services Supervisor shall communicate with the Library to ensure all incidents, situations, and events are handled appropriately.
 11. Book Sales: The Vendor shall be required to provide additional Security Services during book sales at the Library Services Center. The dates, hours, and service requirements for all book sales shall be provided to the selected Vendor at least two (2) weeks in advance of the book sales by the Library Facilities Manager. There are approximately ten (10) book sale weekend events per calendar year. The Vendor shall provide an hourly rate for additional Security Services in the space provided in **Attachment B**.
 12. Special Events: The Vendor shall provide additional Security Officers for special events and functions at the Central Library and other Library locations. The additional Security Officers shall have the same training and comply with the same hiring requirements as the permanent

Security Officers assigned to the Library. The Vendor shall provide an hourly rate for additional Security Services in the space provided in **Attachment B**.

13. Plain-clothes Surveillance: At the Library's written request, the Vendor may be required to provide plain-clothes surveillance services in response to loss prevention or behavior issues. The Vendor shall provide an hourly rate for the plain clothes surveillance services in the space provided in **Attachment B**.
14. Security Services Interruptions: Vendor shall perform Security Services without interruption except as provided herein. If the Vendor believes that Security Services cannot be performed due to inclement weather or other unsafe conditions, the Vendor shall notify the Library Facilities Manager to determine whether the Security Services performed by the Vendor may be postponed or excused. The decision whether to postpone or excuse the performance of the Vendor shall in be in sole discretion of the Library Facilities Manager and shall be final.
15. On Duty Conduct: While on duty Security Officers shall be fully engaged in the duties and task at hand. Security Officers shall be alert and vigilant at all times in the protection of Library Staff, patrons, contractors, volunteers, guest, and the public in the performance of their duties. To meet this requirement, specifically, Security Officers shall not:
 - a. Watch television, video, DVD, computers or game devices of any size.
 - b. Wear headphones or listening devices except for items connected to the radio system.
 - c. Make personal phone calls or text messages.
 - d. Read newspapers, magazines, pamphlets, or other non-work related items.
 - e. And, engage in any other activity that would distract them from their duties.
16. Reporting: Within 24 hours the Vendor shall file formal, written incident reports regarding any unusual, non-routine incidents that a Security Officer observes while assigned to a Facility. Copies of the reports shall be sent to the Library Facilities Manager. Non-routine incidents include but shall not be limited to theft of property, assault, disorderly conduct, injury or suspected injury or any other Library patron conduct that, in the opinion of security personnel, Library staff or other Library patrons, appears to be suspicious or threatening in nature. The cost of providing incident reports shall be included within the hourly rates provided in **Attachment B**.

C. EQUIPMENT AND UNIFORMS

1. Requirements: The selected Vendor shall provide all the required equipment and uniforms for the performance of the Security Services.
2. Computers: Computers required to perform the Security Services shall be provided, installed, maintained, and updated by the selected Vendor at the Vendor's sole expense.
3. Cellular Phones: The Security Services Manager and Alarm Response Security Officer are to be equipped by the selected Vendor with fully functioning cellular devices.
4. Vehicle: The selected Vendor shall provide a marked patrol vehicle for the performance of the Alarm Response and On-Call Services. Vehicle shall be properly maintained, clean, appropriately marked, and have the required safety lighting. The vehicle shall have, at a minimum, these items: Radio, cellular phone, emergency response equipment, first-aid kit, reflective night clothing, and safety cones.
5. Rounds: The selected Vendor shall utilize a system to document and report the successful completion of rounds at the Central Library. The Library shall have the right to review the system and request updates or modifications to meet Library expectations.
6. Central Office: An office space for the selected Vendor's Security Services Manager will be provided by the Library at the Central Library. The office will be equipped with a desk, file cabinets, telephone, inter-net connection, and appropriate seating. The office and drawers will have locking devices.

7. Radios: The Library will provide radios for use by the selected Vendor in the performances of the Security Services at the Central Library.
8. Library Services Center: A work space for the selected Vendor's Security Officer will be provided by the Library at the Library Services Center main entrance reception desk. The desk will be equipped with a chairs, locking file cabinets, telephone, and appropriate seating.
9. Break Area: At all Library locations requiring Vendor's Security Officer Services, the Library will provide access to a telephone, restroom, and a break area.
10. Uniforms: Security Officers shall be properly and professionally uniformed while on duty. Uniforms shall include badges, patches, and other items signifying their position of authority and employment by the selected Vendor. The Library is open to discussion on the type and color of the uniform to be worn by the Security Officers in response to specific security situations and requirements.
 - a. Central Library: The Vendor shall provide Security Officers in "Professional Attire." Uniforms include jackets, white shirts, ties, gray slacks, belts, and polished shoes.
 - b. Branch Libraries: The Vendor shall provide Security Officers in "Professional Attire." Uniforms include jackets, white shirts, ties, gray slacks, belts, and polished shoes.
 - c. Library Services Center: The Vendor shall provide Security Officers in "Business Casual Attire." At a minimum, uniforms shall include white shirts, gray slacks, belts, and polished shoes.
 - d. Alarm Response: The Vendor shall provide Security Officers in "Security Attire." At a minimum, uniforms shall include dark shirts with caplets, gray slacks, belts, and polished shoes.
 - e. Book Sales: The Vendor shall provide Security Officers in "Business Casual Attire." At a minimum, uniforms shall include white shirts, gray slacks, belts, and polished shoes.
 - f. Special Events: The Vendor shall provide Security Officers in "Professional Attire." At a minimum, uniforms shall include jackets, white shirts, ties, gray slacks, belts, and polished shoes.
11. Safety Gear: The selected Vendor shall provide all the required safety equipment for the performance of the Security Services, including but not limited to, reflective clothing, safety glasses, hearing protection, and gloves.

D. QUALITY ASSURANCE PROGRAMS

1. Assessment: The selected Vendor, after execution of the Agreement and beginning of the Security Services, shall complete a Library system wide security assessment of all Facilities listed in **Attachment A**, including the InfoZone and the Flanner House Branches. The Assessment shall be completed with a full written report (in triplicate) and a presentation to the Library Facilities Manager by March 1, 2013. The Assessment shall include, at a minimum, these factors:
 - a. Security risks to patrons and staff associated with the Facilities, and determine if existing mitigation strategies are effective.
 - b. Physical security items including doors, keys, lighting, landscaping, windows, exits, and lockers.
 - c. Access controls, intrusion detection, and security cameras.
 - d. Analysis of local crime statistics and vandalism relative to each Facility.
 - e. Safes and money handling procedures.
 - f. Computers, library materials, and valuable equipment.
 - g. Distribution of Security Officers to Facilities.
 - h. Reporting and tracking methods.
 - i. Security awareness and emergency procedures.
 - j. Identification of quantifiable metrics to use in monitoring Security Services performance.

- k. Recommendations for improvement.
2. **Improvement:** The selected Vendor shall lead a regular monthly meeting with the Library Facilities Manager to provide updates regarding the services performed, to review overall performance relative to the established metrics, to plan possible improvement measures, and to track agreed upon improvement measures.
3. **Deficiencies:** The selected Vendor shall work closely with the Library Facilities Manager to address all issues with the Security Services. The Vendor shall correct all deficiencies within forty-eight (48) hours after being notified by Library Facilities Manager.
4. **Training:** The Vendor is responsible for the actions of the Security Officers assigned to Library and shall provide to the Library the Vendor's methods of ensuring proper supervision, training and development of the Security Officer as part of the response to the RFP.

V. REQUIRED PROPOSAL FORMAT

1. **General Requirements:** The Proposals shall contain information responsive to the RFP and the items listed below.
2. **Specific Proposal Format and Content:** Information contained in the Proposals should not exceed thirty-five (35) pages, including the Library Security Officer Services Vendor Price Sheet. In order to facilitate comparison and review of the Proposals, each Vendor should use section numbers and titles consistent with the format outlined below:
 - a. Vendor Price Sheet and Non-Collusion Affidavit included as **Attachment B**.
 - b. Vendor introduction and cover letter:
 - 1) Vendor name, address, phone, fax and e-mail address.
 - 2) Contact person for the Vendor's response to the RFP.
 - 3) Signature of the contact person. This signature serves as verification the Vendor is a legal entity, the Vendor does not discriminate, the contact person is authorized to act on the Vendor's behalf, and the Proposal will remain valid for at least sixty (60) days.
 - c. Vendor profile:
 - 1) Information relating to the business organization of the Vendor and any third-party or subcontractor which would be partnering with the Vendor.
 - 2) Description of holidays, vacations, sickness, medical benefits, break time allowances, meal time allowance, and hourly wages for Vendors employees.
 - 3) Description on who is responsible to pay for uniforms and on-going training procedures.
 - d. Vendor experience providing Security Services in Public Libraries.
 - 1) The Vendor shall provide the employee job descriptions, job qualifications, , and employee pay ranges (in actual hourly wage rates) for all Security Services positions to be filled in connection with the Security Services to be provided under this RFP.
 - 2) The Vendor shall provide the resumes of all persons intended to serve the Library in supervisory and management roles for the Security Services to be provided under this RFP.
 - e. Vendor references:
 - 1) Provide list of all security contracts presently held by the Vendor. The Vendor shall identify three (3) contracts from this list as references by providing the name and contact information for the Contract Manager at each location.
 - 2) Provide a list of all contracts that have been closed within the last three years. The Vendor shall identify three (3) contracts from this list as references by providing the name and contact information for the Contract Manager at each location.
 - f. Vendor employee screening and initial training procedures.
 - g. Vendor on-going training, screening, and performance evaluation procedures.

- h. Vendor financial documentation. Provide financial statements covering the past three (3) years, demonstrating the Vendor possesses adequate reserves and credit capacity to perform the Security Services described in the RFP.
- i. Additional information. Vendor may provide any other information with the maximum page limit that they believe may add to their Proposal. To the extent Respondent is incapable of complying with or takes exception to any aspect of the specifications or requirements provided in Article IV, Respondent should specifically identify and describe such exceptions in this section of its response to this RFP.

VI. EVALUATION CRITERIA

The Library will evaluate the proposals based on the criteria listed below. The Library may not award the Agreement based solely on the lowest cost proposal. In addition to cost, the Library will weigh the following criteria:

- | | |
|--|-----|
| 1. The satisfaction level of current and former customers of the Vendor under contract for Security Services similar to the requirements of the Library. | 40% |
| 2. Overall cost. | 20% |
| 3. Adequacy of the responses to and exceptions to the general and specific requirements of the RFP. | 10% |
| 4. Demonstrated expertise in the areas of the requested services. | 20% |
| 5. The financial stability of the Vendor. | 5% |
| 6. Any other criteria deemed relevant by the Library. | 5% |

VII. Award

The successful Vendor must be ready to proceed with Security Services within fifteen (15) days after receipt of the Notice of Intent to Enter into an Agreement but not prior to January 1, 2013. The Library shall conduct a pre-operation conference after to issuing the Notice of Intent to Enter into an Agreement establishing all lines of communication.

Attachment A
Library Facility Inventory and Security Officer Service Schedules
Facilities Requiring Alarm Response Services

<u>Facility/Branch Name</u>	<u>Address</u>	<u>Zip Code</u>
1. Library Services Center	2450 North Meridian	46206
2. Central Library	40 East St. Clair	46206
3. Brightwood Branch	2435 North Sherman Drive	46218
4. College Avenue Branch	4180 College Avenue	46205
5. Decatur Branch	5301 Kentucky Avenue	46221
6. Eagle Branch	3325 Lowry Road	46222
7. East Washington Branch	2822 East Washington Street	46219
8. East 38 th Street Branch	5420 E. 38 th Street	46218
9. Fountain Square Branch	1066 Virginia Avenue	46203
10. Franklin Branch	5550 S. Franklin Road	46219
11. Garfield Park Branch	2502 Shelby Street	46203
12. Glendale Branch	6101 N. Keystone Avenue	46220
13. Haughville Branch	2121 West Michigan Street	46222
14. Irvington	5625 East Washington Street	46250
15. Lawrence Branch	7898 North Hague Road	46256
16. Nora Branch	8625 North Guilford	46260
17. Pike Branch	6525 Zionsville Road	46268
18. Southport Branch	2630 East Stop 11 Road	46227
19. Spades Park	1801 Nowland Avenue	46201
20. Warren Branch	9701 East 21st Street	46229
21. Wayne Branch	198 South Girls School Road	46231
22. West Indianapolis Branch	1216 Kappes	46221

Note: The InfoZone Branch in the Children's Museum and the Flanner House Branch at 2424 Martin Luther King Boulevard do not require Security Services.

ATTACHMENT A- Continued
Library Facility Inventory and Security Officer Service Schedules
Branch Library and Services Center Security Officer Services Requirements

Facility	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
Brightwood	1400-1815			1200-2015	1200-2015	1230-2015	1230-1815
College	1400-1815			1500-2015	1500-2015	1500-2015	1400-1815
Eagle	1400-1815	1300-1700		1400-2015	1400-2015	1400-2015	1400-1815
East 38th	1000-1800	1000-1800		1200-2000	1200-2000	1200-2000	1000-1800
East Washington	1500-1815			1500-2015	1500-2015	1500-2015	1500-1815
Haughville	1500-1815			1500-2015	1500-2015	1500-2015	1500-1815
Irvington	1400-1815	1400-1715		1400-2015	1400-2015	1400-2015	1400-1815
Library Services Center	1200-1800			1200-2030	1200-2030	1200-2030	1200-2030
Pike (2 officers)	1400-1815			1400-2015	1400-2015	1400-2015	1400-1815
Warren				1600-2015	1600-2015	1600-2015	

ATTACHMENT A Continued
Library Facility Inventory and Security Officer Service Schedules
Central Library Security Officer Services

Hours	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
0600-1400	X	X	X	X	X	X	X
0600-1400	X			X		X	X
0600-1600					X		
0600-1800		X	X				
0900-1700	X		X	X	X	X	X
0900-1715		X					X
0900-1715		X					X
0900-1715		X					
0900-1715		X					
0900-1715		X					
1000-1715	X						X
1000-1715	X						X
1000-1715	X						
1000-1715	X						
1000-1800	X			X	X	X	X
1000-2015				X	X	X	X
1000-2015				X	X	X	X
1000-2015				X	X	X	X
1000-2015				X	X	X	X
1200-1715			X				
1200-1715			X				
1400-2200	X	X	X	X	X	X	X
1400-2200	X	X	X	X	X	X	X
1600-2400					X	X	X
2200-0600	X	X	X	X	X	X	X
2200-0600	X	X	X	X	X	X	X
2200-1000				X	X		

ATTACHMENT B – Continued

Library Security Services Vendor Price Sheet and Non-Collusion Affidavit

NON-COLLUSION AFFIDAVIT

The undersigned qualified provider or agent, being duly sworn on oath, says that they have not, nor have any other member, representative, or agent of the firm, company or corporation or partnership represented by him, entered into any combination, collusion or agreement with any person relative to the price to be proposed by anyone at such letting nor to prevent any person from proposing nor to induce anyone to refrain from proposing, and that this proposal is made without reference to any other proposal and without any agreement, understanding or combination with any other person referring to such proposal.

Further, the undersigned qualified provider or agent says that no person or persons, firm, or corporation has, have or will receive directly or indirectly, any rebate, fee, gift, commission or thing of value on account of such proposal.

(Vendor): _____

By (Written Signature): _____

(Printed Name): _____

(Title): _____

Attachment C

Request for Proposal Schedule

RFP Issued	Wednesday, October 3, 2012
Public Notification of RFP	Friday, October 5 and 12, 2012
Pre-proposal Conference	Monday, October 15, 2012, 11:00AM EDT at the Central Library, with Mike Coghlan and Mark Curlin
Sites Available for Visits by Vendors	Tuesday, Wednesday, and Thursday October 16, 17, and 18, 2012 between 10:00 AM and 6:00 PM EDT.
Questions Due from Vendors to Library	Friday, October 19, 2012, 5:00 PM EDT
Answers to Questions sent to Vendors	Tuesday, October 23, 2012, 5:00 PM EDT
RFP Due and Public Opening	Thursday, November 1, 2012, 2:00 PM EDT deadline, 2:05 PM EDT Public Opening at LSC
Library Selection Committee Meets to Review Received Proposals	Monday, November 5, 2012
In-Person Interviews with Vendors Reasonably Susceptible of Being Awarded the Contract for Services with the Library Selection Committee	Wednesday, November 7, 2012, at LSC, the selected Vendors present for a maximum of one hour each. Meetings will be held in the 9:00AM and 11:00 AM EDT. Order of invitation to interview does not indicate standings in the selection process.
Library Selection Committee Meets to Review Selected Proposals	Friday, November 9, 2012
Preliminary Recommendation Presented to the Library Board Building Committee	Tuesday, November 13, 2012
Final Recommendation to the Library Board of Trustees at their monthly public meeting.	Monday, November 26, 2012
Notification of Intent to Enter Into an Agreement	Tuesday, November 27, 2012
Agreement Executed	Friday, December 14, 2012
Agreement Begins 12:01 AM	Tuesday, January 1, 2013

ATTACHMENT D

E-Verify Affidavit

Pursuant to Indiana Code 22-5-1.7-11, the Vendor entering into a contract with the Indianapolis-Marion County Public Library is required to enroll in and verify the work eligibility status of all its newly hired employees through the E-Verify program. The Vendor is not required to verify the work eligibility status of all its newly hired employees through the E-verify program if E-verify no longer exists.

The undersigned, on behalf of the Vendor, being first duly sworn, deposes and states that the Vendor does not knowingly employ an unauthorized alien. The undersigned further affirms that, prior to entering into its contract with the Indianapolis-Marion County Public Library, the undersigned Vendor will enroll in and agrees to verify the work eligibility status of all its newly hired employees through the E-Verify program.

(Vendor): _____

By (Written Signature): _____

(Printed Name): _____

(Title): _____

Important – Notary Signature and Seal Required in the Space Below

STATE OF _____

SS:

COUNTY OF _____

Subscribed and sworn to before me this ____ day of _____ 20____.

My commission expires: _____ (Signed) _____

Residing in _____ County, State of _____

Attachment E Guidelines for Using Your Library

These Guidelines are posted at all our Facilities in both English and Spanish.

Guidelines for Using Your Library

In order to maintain a safe and welcoming environment for all patrons, Library policies prohibit inappropriate or threatening behavior that interferes with the rights of others to enjoy the Library's resources and services. Such behavior includes:

- Neglecting to provide proper supervision of children
- Loitering
- Sleeping
- Smoking inside buildings
- Eating and drinking except where permitted
- Gambling
- Begging/Panhandling
- Voyeurism
- Unwanted sexual advances
- Public indecency
- Failing to wear shoes and clothing which substantially covers the torso
- Exhibiting a pervasive odor that unreasonably interferes with others' use of the Library
- Molestation
- Solicitation for unlawful purposes
- Using obscene language
- Using threatening or abusive language
- Fighting
- Carrying a firearm other than allowed by law
- Carrying a weapon (other than a lawfully allowed firearm)
- Public Intoxication
- Possessing alcohol or illegal drugs
- Vandalism
- Misuse of Library computer resources
- Violating any federal, state or local laws, codes or ordinances, or acceptable use standards for Library computer resources which are posted at www.imcpl.org

Disorder

The Library reserves the right to eject or refuse further admission to individuals who display inappropriate or threatening behavior, or actions or behavior that may violate the rights of staff or Library users, or create disorder on Library property. This behavior includes any situation in which:

- Actions of a person present an imminent danger to the life or safety of others on Library property
- A person is observed in an attempt to steal Library property or that of another Library user or employee, or to maliciously destroy Library property
- A person willingly and purposefully disturbs Library staff or Library users or whose behavior is in any way disruptive to the legitimate use of Library facilities by others
- A person's behavior is threatening or inappropriate to the use of the Library building or outside grounds for the purposes for which it is legally constituted

Violators: Those persons who violate these rules will be asked to leave the Library, or, when appropriate, be subject to arrest. Repeated violators and/or those who refuse to leave will be subject to arrest and prosecution under IC 35-43-2-2 entitled "Criminal Trespass." Records of violators will be maintained.

Unattended Children

For the safety and comfort of children, it is appropriate that a responsible adult or caregiver accompany young children while they are using the Library. The Library does not accept or assume responsibility for unattended children. Police will be notified if a child is left unattended when a Library facility closes.

For Every Individual . . .

