

Request For Proposals
For Security Officer Services
For
GREENVILLE UTILITIES COMMISSION

Of the
City of Greenville, North Carolina

401 South Greene Street
Greenville, North Carolina 27834

Issue Date June 12, 2014

Response Due Date, July 3, 2014 by 4:00 pm (EDST)

Purpose Of Request For Proposals

Greenville Utilities Commission (GUC) is seeking written proposals for Security Officer Services.

Questions regarding this request for proposal (RFP) should be received by or before June 19, 2014. Answers shall be communicated by June 26, 2014. All questions shall be directed to the attention of Cleve Haddock at (252) 551-1533, haddocgc@guc.com.

THE PROPOSAL SHOULD CONTAIN, AT A MINIMUM, RECOMMENDED SECURITY OFFICER SERVICES THAT CAN MEET THE SPECIFICATIONS REQUIRED AS STATED IN: (GUC) Technical Specifications For Security Officer Services

GOOD FAITH STATEMENT:

All information provided by GUC in this RFP is offered in good faith. Individual item(s) are subject to change at any time. GUC makes no certification that any item(s) are without error. GUC is not responsible or liable for any use of the information or for any asserted claims.

PROPOSAL FORMAT:

Written or an MS Excel or PDF document is the preferred format for the proposal.

PROPOSAL DEADLINE:

Proposals, subject to the conditions made a part hereof, will be received in the Office of the Purchasing Department, Buyer II, Greenville Utilities Commission, 401 S. Greene Street, Greenville, North Carolina 27834 until 4:00 pm (EDST) on July 3, 2014.

PREPARATION OF PROPOSAL:

Proposals must be in envelopes clearly marked on the outside with the name of the proposal and the proposal due date and time. Proposals shall be addressed to: GREENVILLE UTILITIES COMMISSION, 401 S. GREENE STREET, GREENVILLE, NORTH CAROLINA 27834, ATTENTION: PURCHASING DEPARTMENT, CLEVE HADDOCK, BUYER II.

EVALUATION AND AWARD:

Proposals will be evaluated by GUC personnel. Selected vendors may be requested to present formal presentations/demonstrations on site on a date and time mutually agreeable by both parties.

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EVALUATION CRITERIA:

Vendor selection shall be based on evaluation and rating of Vendor's demonstrated competence and qualifications/performance for the type of services/products to be offered. The following guidelines will be used as minimum criteria for rating the Vendor:

- The quality of references from past customers of vendor.
- Quality of approach and methodology that demonstrates an understanding of the requirements.
- Quality, extent and relevance of vendor's staff / experience in conducting service(s).
- Vendor's response time for service(s).
- Overall cost

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal. If a proposal is to be awarded, it will be awarded to the responsible, responsive respondent whose evaluation by GUC indicates that the award will be in GUC's best interests.

MINORITY BUSINESS PARTICIPATION PROGRAM:

GUC has adopted an Affirmative Action and Minority and Women Business Enterprise Plan (M/WBE) Program. Firms submitting a proposal are attesting that they also have taken affirmative action to ensure equality of opportunity in all aspects of employment, and to utilize M/WBE suppliers of materials and/or labor.

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E-VERIFY:

The below Affidavit must be completed and returned with the proposal submission.

AFFIDAVIT

STATE OF NORTH CAROLINA

GREENVILLE UTILITIES COMMISSION

NOW COMES Affiant, first being sworn, deposes and says as follows:

1. I have submitted a bid for contract or desire to enter into a contract with the Greenville Utilities Commission;

2. As part of my duties and responsibilities pursuant to said bid and/or contract, I attest that I am aware of and in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):

___ After hiring an employee to work in the United States I verify the work authorization of said employee through E-Verify and retain the record of the verification of work authorization while the employee is employed and for one year thereafter; or

___ I employ less than twenty-five (25) employees in the State of North Carolina.

3. As part of my duties and responsibilities pursuant to said bid and/or contract, I attest that to the best of my knowledge any subcontractors employed as a part of this bid and/or contract are in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):

___ After hiring an employee to work in the United States the subcontractor verifies the work authorization of said employee through E-Verify and retains the record of the verification of work authorization while the employee is employed and for one year thereafter; or

___ Employ less than twenty-five (25) employees in the State of North Carolina.
Specify subcontractor: _____

This the _____ day of _____, 2014

Affiant

Sworn to and subscribed before me, this the _____ day of _____, 2014

[OFFICIAL SEAL]

_____, Notary Public

My Commission Expires: _____

Doc# Fin-E-Verify-13-0000

These Forms Must be Completed, Signed and Returned With The
Respondents Proposal.

BUSINESS STATEMENT

Company Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone No.: _____ Fax No.: _____

Contact Person's Name: _____

Telephone No.: _____ Fax No.: _____

Email Address: _____

Business License No.: _____ City: _____

State: _____ Expiration Date: _____

Federal ID No. or Social Security No.: _____

Type of Organization: (Check all that apply)

- Corporation, under the laws of the State of _____
- Individual
- Joint Venture
- Municipal, State, or Federal
- S Corporation
- General Partnership
- Limited Partnership
- Non-Profit Corporation
- Small Business Enterprise: A business enterprise that is independently owned and operated; organized for profit; is not dominant in its field; and meets the criteria set forth by the Small Business Administration in Title 13, Code of Federal Regulations, Part 121.

VENDOR PROFILE QUESTIONNAIRE

Question	Answer
Organization name and corporate location?	
What is your organizations primary business?	
Is your organization a subsidiary to a larger parent company? If so, whom?	
Length of time your organization has been in business providing this type of services/products?	
Organization ownership?	
Number of employees: <ul style="list-style-type: none">• Total• Development• Product Support• Professional Services	

REFERENCES

The respondent must provide 3 references where the requested services of this RFP were implemented.

	REFERENCE NO. 1
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
	REFERENCE NO. 2
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
	REFERENCE NO. 3
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	

TERMS AND CONDITIONS

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal.

CONFLICT OF INTEREST:

In general, conflicts of interest relate to the potential for self-gain usually, but not always, of a fiscal nature. Potential for self-gain can serve to undermine the judgment or objectivity of vendors providing consultation services. A potential or actual conflict of interest exists when commitments and obligations to GUC are likely to be compromised by a vendor's other interests or commitments, especially economic, particularly if those interests or commitments are not disclosed. Not all conflicting interests are necessarily impermissible. Timely and complete disclosure of potential conflicts of interest may be a satisfactory remedy and protects the consultant from suspicion and accusations of breach of professional integrity. Vendors are asked to disclose any situation or relationship that might be regarded as potential conflict of interest with, but not limited to, their expected duties and recommendations as defined in this RFP.

VENDOR INCURRED COSTS:

All costs that may be incurred to prepare proposals, attend meetings, attend site inspections, provide requested follow-up information, make formal and informal presentations, and for the entire contract negotiations process if applicable, shall be the sole responsibility of each vendor. GUC is not responsible under any circumstances for reimbursement of any costs that may be incurred by vendors during the proposal preparation, subsequent selection or negotiation stages.

MINORITY BUSINESS PARTICIPATION PROGRAM:

GUC has adopted an Affirmative Action and Minority and Women Business Enterprise Plan (M/WBE) Program. Firms submitting a proposal are attesting that they also have taken affirmative action to ensure equality of opportunity in all aspects of employment, and to utilize M/WBE suppliers of materials and/or labor.

PROPOSAL WITHDRAWAL:

A proposer must notify GUC in writing of its request to withdraw a proposal within seventy-two (72) hours after the proposal opening, not including Saturdays, Sundays, or holidays. In order to justify withdrawal, the bidder must demonstrate that a substantial error exists and that the proposal was submitted in good faith.

AFFIRMATIVE ACTION:

The Provider will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without discrimination by reason of race, color, religion, sex, national origin, or physical handicap.

MEDIATION/BINDING ARBITRATION:

In the event of any dispute between the Parties, the Parties agree to submit any dispute to nonbinding mediation before a mutually agreeable Mediator prior to initiating litigation. If the Parties are unable to agree upon a Mediator within thirty (30) days after demand therefore, either Party may petition a Court of competent jurisdiction for the designation of a qualified Mediator for these purposes. Each Party shall bear its own costs and expenses of participating

in the mediation (including, without limitation, reasonable attorneys' fees), and each Party shall bear one-half (1/2) of the costs and expenses of the Mediator. Unless otherwise agreed, the Parties will hold the mediation in Greenville, North Carolina. The matters discussed or revealed in the mediation session shall not be disclosed in any subsequent litigation. In the event the matter is not resolved in mediation, either Party may request arbitration. The parties shall jointly select an Arbitrator, and shall be bound by the decision of the Arbitrator with respect to any dispute between the parties with respect to this Agreement. If the parties are unable to mutually agree upon an Arbitrator, the Parties shall each select an Arbitrator, and the two Arbitrators so selected shall select a third Arbitrator, and the decision of the majority of the Arbitrators shall be conclusive and binding upon the Parties. The Parties at all times agree to equally split the costs of any Arbitrator(s) selected in an effort to resolve the dispute between the Parties. Any party desiring to resolve a dispute under the terms of this Agreement shall notify the other Party in writing, and the Parties shall seek to agree upon a mutually agreed upon Arbitrator within a period of ten (10) days from the date of such written demand. If the Parties are unable to agree within such ten (10) day period, the Parties shall each select an Arbitrator, and the two (2) Arbitrators so selected shall select a third Arbitrator within fifteen (15) days from the date of the written demand for arbitration, and a decision shall be rendered by the Arbitrator(s) so selected within five (5) days after such Arbitrator(s) is selected.

INDEMNITY PROVISION:

Provider agrees to indemnify and save GREENVILLE UTILITIES COMMISSION of the City of Greenville, Pitt County, North Carolina, and the City of Greenville, North Carolina, its co-owners, joint venturers, agents, employees, and insurance carriers harmless from any and all losses, claims, actions, costs, expenses including reasonable attorney fees, judgments, subrogations, or other damages resulting from injury to any person (including injury resulting in death), or damage (including loss or destruction) to property of whatsoever nature of any person arising out of or incident to the performance of the terms of this Contract by Provider, including, but not limited to, Provider's employees, agents, subcontractors, and others designated by Provider to perform work or services in, about, or attendant to, the work and services under the terms of this Contract. Provider shall not be held responsible for any losses, expenses, claims, subrogations, actions, costs, judgments, or other damages, directly, solely, and proximately caused by the negligence of Greenville Utilities Commission of the City of Greenville, Pitt County, North Carolina. Insurance covering this indemnity agreement by the Provider in favor of Greenville Utilities Commission of the City of Greenville, Pitt County, North Carolina, shall be provided by Provider.

GOVERNING LAWS:

All contracts, transactions, agreements, etc., are made under and shall be governed by and construed in accordance with the laws of the State of North Carolina.

ADMINISTRATIVE CODE:

Bids, proposals, and awards are subject to applicable provisions of the North Carolina Administrative Code.

CONTRACT PERIOD

This Agreement(s) shall be for a one (1) year period. Based on mutual agreement between the parties, this agreement(s) may be renewed for additional annual renewal extension(s), not exceeding a total five (5) year contract term. The pricing for annual renewal will be subject to the mutual agreement between the parties.

GREENVILLE UTILITIES COMMISSION

TECHNICAL SPECIFICATIONS FOR

SECURITY OFFICER SERVICES

I. SCOPE OF WORK

General

A. Schedule

1. Provide Security Officer Services 24-hours per day, 7 days per week.
2. Security Officer coverage shall be provided in a 3-shift rotation.
3. The 1st shift of each weekday, Monday through Friday, is to be filled by the Security Officer Site Supervisor.
4. The 1st shift of each weekend day, Saturday and Sunday, may be filled by a non-supervisory Security Officer.
5. The 2nd and 3rd shifts of each weekday, Monday through Sunday, are to be staffed with 2 Security Officers.

B. Shift Activities

1. The objectives of Security Officer Services shall include, but not be limited to, the following:
 - a. Controlling site access.
 - b. Observing the happenings on Greenville Utilities Commission locations.
 - c. Investigation activities.
 - d. Reporting.
 - e. Remaining visible.
2. In collaboration with Greenville Utilities Commission, a detailed set of post orders shall be developed and it is the expectation that each Security Officer shall abide by those orders. Orders shall include, but not be limited to, the following:
 - a. The Operations Center entrance gate shall be staffed at all times, 24-hours per day, 7 days per week.
 - i. Visitor check-in and access control shall be maintained.
 - ii. Vendor delivery and access times shall be enforced.
 - b. Roving tours of all major Greenville Utilities Commission locations shall be conducted.
 - i. Security Officers shall use Greenville Utilities Commission motor and utility vehicles as transportation for onsite and offsite roving Officer tours.

- ii. Roving Officer tours shall be conducted 3 times during 2nd shift, 7 days per week, when the 2nd Officer is available to watch the entrance gate.
 - iii. Roving Officer tours shall be conducted 3 times during 3rd shift, 7 days per week, when the 2nd Officer is available to watch the entrance gate.
 - c. All Security Officers shall monitor and address the computer-based surveillance cameras and access control systems.
 - d. Each Security Officer shall complete a Security Officer Report at the end of each shift.
 - e. An incident report shall be completed by the Security Officer after each incident.
- 3. Additional services shall be provided, on an as-needed basis. Services shall include, but not be limited to, the following:
 - a. Security Officers will be stationed, off-post, to staff elevator and stairwell access during Public Meetings which typically take place between 8:00 AM and 7:30 PM. Standing for up to 2 hours may be necessary during these activities and approximately 2-4 Public Meetings are held each month.
 - b. The roving Officer will serve as a monitor and escort for incoming and outgoing Greenville Utilities Commission staff. These duties may vary throughout the year.

C. Uniform Appearance, Conduct and Capabilities

- 1. All individuals serving as Security Officers shall be licensed as such in the state of North Carolina.
- 2. A valid North Carolina Driver's License is required.
- 3. Motor Vehicle Records shall be checked and remain in good standing.
- 4. Greenville Utilities Commission is a drug- and alcohol-free worksite. All Security Officer personnel shall comply with this requirement.
- 5. Officer apparel must display a uniform appearance.
- 6. Security Officers must appear neat and clean at all times.
- 7. Offensive behavior and/or language shall not be tolerated
- 8. Security Officers shall be courteous and capable of clearly communicating with visitors, vendors, customers and employees.
- 9. Security Officers shall be capable of operating mobile radio equipment to serve communication needs.
- 10. No sub-contracting of labor force.

SUBMIT COST PROPOSALS ON ATTACHED

Hourly Billing Rate: \$_____

The total estimated annual hours for this service are 14,560.

The total annual cost for this service is: \$_____

Complete and Check All Math: It is the responsibility of the Proposer to extend all prices and supply a total price.

Copies of required license and insurance certificates must be submitted with proposal.

Contractor shall (if awarded) supply background check(s) for employees on GUC site(s).

It is certified that this proposal is made in good faith and without collusion or connection with any other person submitting a proposal on these services. It is also certified that this proposal is made in good faith and without collusion or connection with any GUC employee(s).

Certified check or cash for \$ n/a or bid bond for \$ n/a attached.

Firm Name _____ Phone (____) _____

Address _____

City _____ State _____ Zip Code _____

Fax (____) _____ E-Mail _____

Authorized Official _____ Title _____

Typed Name

_____ Date _____

Signature

**Three (3) copies of your proposal should be received no later than
July 3, 2014 at 4:00 pm (EDST).**

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MEMORANDUM

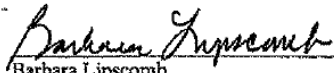
TO: All Employees
DATE: August 23, 2013
SUBJECT: 2014 HOLIDAY SCHEDULE

The following holidays will be observed by the City of Greenville and Greenville Utilities Commission during 2014:

New Year's	Wednesday, January 1, 2014
Martin Luther King, Jr. Day	Monday, January 20, 2014
Good Friday	Friday, April 18, 2014
Memorial Day	Monday, May 26, 2014
Independence Day	Friday, July 4, 2014
Labor Day	Monday, September 1, 2014
Veterans Day	Tuesday, November 11, 2014
Thanksgiving	Thursday, November 27, 2014 Friday, November 28, 2014
Christmas	Wednesday, December 24, 2014 Thursday, December 25, 2014 Friday, December 26, 2014
New Year's (2015)	Thursday, January 1, 2015

This information is being provided now in order to allow you to make personal plans for the use of the holidays.

dr


Barbara Lipscomb
City Manager


Anthony C. Cannon
GUC General Manager/CEO