



**City of Jonesboro
Office of the City Manager**

**REQUEST FOR PROPOSALS FOR
UNARMED SECURITY SERVICES**

(22-0016)

Issue Date:

September 13, 2022



CITY OF JONESBORO
OFFICE OF THE CITY MANAGER
124 North Avenue
Jonesboro, GA 30236
(770) 478-3800 FAX (770) 478-3775

Date Issued: September 13, 2022

Bid Number: 22-0016

REQUEST FOR ARMED SECURITY SERVICES

Jonesboro City Center
1859 City Center Way
Jonesboro, Georgia 30236

SECTION 1: GENERAL PURPOSE

The City of Jonesboro (City) is requesting proposals from qualified licensed security companies/firms to provide unarmed security services. The contracted company/firm will provide service-oriented armed security services for this location as outlined within this Request for Proposal (RFP). It is the City's intention to establish a service agreement with a professional security company that will provide consistent, reliable, quality service with an emphasis on performance-based contracting and a consistent method for ensuring quality service delivery

SECTION 2: SCOPE OF SERVICES

2.1.1 The awarded company/firm shall be required to provide qualified personnel to meet the security needs and screening requirements at the Jonesboro City Center. The following shall be required in the performance of this contract, and in achieving the City's project objectives:

- a) Personnel Requirements: Contractor shall provide unarmed, uniformed security officers as a minimum:
1. **Hours of Coverage.** Contractor shall ensure that three officers cover the City Center, from 7:30 a.m. to 5:30 p.m., Monday – Friday.
 2. **Additional Hours of Coverage.** Contractor shall provide a fixed hourly rate for additional hours needed to cover the facility for special events and/or meetings outside of normal operating hours.
 3. **Enforcement.** Contractor shall ensure the enforcement of all facility security protocol. This includes the observance and enforcement of all rules and regulations governing the facility building and grounds and other duties as may be assigned to ensure the safety of the facility.
 4. **Officer Qualifications -Minimum.** Officer(s) shall meet the State of Georgia minimum qualifications for unarmed security guards. Officer shall at least be 21 years of age. Current CPR and First Aid training certificate. Renew certification as required. Valid Georgia Driver's License. Minimum of three (3) years security officer/law enforcement/military experience required. Excellent verbal and written communication skills in English. The City reserves the right at any time, to

interview and/or review applicants prior to or after permanent assignment and to request the Contractor add or remove any security officer or supervisor from the work site. Each of the Contractor's security officers assigned to the facility, including supervisors, will be provided the specific training needed to successfully operate.

5. **Officer Appointment.** Officer(s) shall have sufficient training, proper licensing, pass an FBI fingerprint Criminal History Records Check, and shall be required to undergo drug/alcohol testing upon hire and as requested by the Chief of Police.
6. **Uniforms.** Contractor shall provide, at no cost to the City, officers with distinctive uniforms that consist of white button-down shirt, with a blue tie, black tie, gray slacks, and black shoes. All contractors shall ensure that personnel at all times, wear a name badged that reads "City Center Security." Appointed officers will be expected to maintain a professional and friendly appearance and demeanor at all times while on duty. (no weapons, nightsticks, handcuffs, or mace are permitted)
7. **Account Manager.** The contractor shall provide an accounting manager that serves as the point of contact and also shall be responsible for coordinating the scheduling of officers, act as a liaison between the City and the Contractor administration, coordinate proper training/recurrent training of officers, responsible for dealing for any disciplinary matters involving security guards, serves as the point of contact for billing purposes.
8. **Facility Knowledge.** All personnel are to maintain and continuously develop a knowledge base of the facility Emergency Management Plan. This would include the necessary training to all personnel on all emergency systems.
9. **Reporting. Prepare** daily activity reports which provide consistent, clear information concerning mishap/incidents that occur on the facility during each shift. The report(s) include, but not limited to, medical emergencies, employee incidents, turned-in recovered property, security and safety violations, etc., that occur on the premises of the City Center.
10. **Screening.** Personnel shall be properly trained on using the provided security scanning equipment to ensure that all visitors are properly screened. This includes the provided screening checkpoints, baggage screening checkpoint as well as any other equipment provided by the City to ensure the safe entry of all guests.
11. **Customer Service.** Personnel shall ensure that positive customer service is provided at all times.
12. **Visitors.** Contractor shall provide directions and assistance to the facility's employees, visitors, guests in addition to referring visitors to the information desk for further assistance.

b) Insurance Requirements: The Contractor shall provide a certificate of insurance listing the City of Jonesboro as additional insured under the following limits:

1. Workers Compensation. Workers Compensation coverage on a statutory basis for the State of Georgia with an Employer's liability limit of \$1,000,000. The increased Employer's Liability limit may be provided by an Umbrella or Excess Liability Policy.
2. Commercial General Liability. Coverage to be provided on "occurrence," not "claims made" basis. The coverage is to include Contractual liability, Per Project Limit of Liability, losses caused by Explosion, Collapse, and Undergrounds ("XCU") perils, the "City of Jonesboro, Georgia" is to be added as an Additional Insured and Products and Completed Operations coverage is to be maintained for two years (2) following completion of work.
 - a. LIMITS OF LIABILITY \$1,000,000 Per Occurrence
 - b. \$1,000,000 Personal and Advertising

- c. \$50,000 Fire Damage*
- d. \$5,000 Medical Payments*
- e. \$1,000,000 General Aggregate
- f. \$1,000,000 Products/Completed Operations per Occurrence and Aggregate

***These are automatic minimums**

Before the start of any work, the Contractor shall furnish to the City:

- A. Certificates of Insurance manifesting that the applicable above mentioned requirements have been met, all certificates to contain:
 - a. The name of the Insurance Company
 - b. Policy Number
 - c. Policy inception and expiration dates
 - d. Name and address of insured
 - e. Name and Address of agent.
 - f. Limits of liability
 - g. Type of insurance coverage
 - h. Any amendment that expands or reduces standard Insurance Service Office (ISO) policy coverage.
 - i. Statement that the policy applies to the project number of job concerned.
 - j. Attach copy of Endorsement that shows that each of the policies have been amended to provide thirty (30) day's notice to certificate holders prior to termination or non-renewal and that the General Liability Policy has been endorsed to show certificate holder as additional insured.

SECTION 3: PRE-BID CONFERENCE

3.1.1 A pre-bid conference will be held to discuss this RFP at 11:00 a.m. on Wednesday, September 28, 2022 in the City's Court Room, 2nd floor of 170 South Main Street, Jonesboro, Georgia 30236. The purpose of the conference will be to provide interested proposers with an oral presentation of the City's vision and requirements, and to allow the presentation of questions.

SECTION 4: BID SUBMISSION DEADLINE AND OPENING

4.1.1 To be considered, proposals must arrive at the City of Jonesboro, Office of the City Manager at 2:30 PM on Friday, September 30, 2022. Respondents are required to submit one (1) set of completed documents and one electronic copy via usb, or email, all copies to be signed in blue ink by the respondent's contractually binding authority. All proposals are to be inserted in a sealed envelope and clearly marked on the outside with the proposal RFP – Unarmed Security Services, the company name, and the submitting proposer's name, addressed and delivered by the date specified to:

Ricky L. Clark, Jr.
Attn: RFP – Unarmed Security Services
City Manager, City of Jonesboro
124 North Avenue Jonesboro, Georgia 30236

4.1.2. Any proposals received after the stated time and date shall not be considered. It shall be the sole responsibility of the Applicant to have their proposal delivered to The City of Jonesboro for receipt on or before the above stated time and date. The time/date stamp clock located in the City Manager's Office shall serve as the official authority to determine lateness of any proposal. The proposal delivery time shall be strictly observed. If the U.S. Postal Service sends a proposal, the Applicant shall be responsible for its timely delivery to City Hall. Proposals delayed by the mail shall not be considered, and arrangements shall be made for their return at the Applicant's request and expense.

SECTION 5: EVALUATION AND SELECTION PROCESS

5.1.1 Highest Responsible Bidder: The City will make the award in accordance with Georgia law to the most responsible bidder meeting the terms and conditions as set forth herein.



PROPOSAL FORM COVER SHEET

SUBMITTED TO:

The City of Jonesboro
Attn: Ricky L. Clark, Jr., City Manager
124 North Avenue
Jonesboro, Georgia 30236

Responses must be received by 2:30 p.m. on September 30, 2022.

The time/date stamp clock located in the Office of the City Manager shall serve as the official authority to determine lateness of any proposal. The above response deadline shall be strictly observed. Under no circumstance shall proposals delivered after the specified time be considered. Such proposals will be returned unopened.

Typed and/or print information

SUBMITTED BY:

Name: _____

Firm: _____

Address: _____

Telephone: _____

Email _____

Other # _____

I am fully aware of the requirements established by the City for selection of a developer and accept these requirements. The attached information is complete and accurate.

Print Name

Signature

Title

Date