

RFP Title: Unarmed Security Services
RFP Number: Sutter-2019-03

REQUEST FOR PROPOSALS

SUPERIOR COURT OF CA, COUNTY OF SUTTER

REGARDING:

Unarmed Security Services, RFP # Sutter-2019-03

PROPOSALS DUE:

April 25, 2019 NO LATER THAN 3:00 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

The purpose of this Request for Proposals (“RFP”) is to solicit proposals from qualified Proposers to select and retain an experienced security firm to provide unarmed security services for the Superior Court of California, County of Sutter (“Court”).

Interested and qualified Proposers who can demonstrate their ability to successfully provide the Services described in this RFP are invited to submit a proposal. Proposals shall be submitted in accordance with the requirements set forth in this document.

An Agreement (“Agreement”) will be awarded to the Proposer who has met or surpassed the Court’s requirements and who has submitted the highest scored proposal. All materials submitted in response to this RFP shall become a part of the proposal, and may be incorporated in a subsequent Agreement between the Court and the selected Proposer.

The use of the term “Proposer” in this RFP shall be considered synonymous with the term “Contractor”. The use of the term “Agreement” in this RFP shall be considered synonymous with the term “Contract”.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

The Court seeks the services of a professional, experienced, and qualified security services company (“Proposer”) to provide unarmed security services to the Court as specified herein.

2.1 GENERAL DESCRIPTION:

Contractor will provide two (2) unarmed security guards who, under the direction of designated court staff or Sheriff personnel, will:

- Screen persons and parcels for dangerous and illegal objects upon entry into the Court facility using the Court’s electronic detection and imaging equipment in a courteous and service-oriented manner.
- Deny access to the Court facility to those individuals who possess, or who they have reason to suspect they possess, firearms, stun guns, tasers, knives, or anything else that can be used as a weapon unless specifically authorized by the Court. Also prohibited are any ignition devices or flammable items, and any topical or inhalation irritants.
- Remain distraction-free so as to be aware of all activity and court users prior to entry into the Courthouse lobby.
- Conduct searches of courtrooms and surrounding areas prior to court sessions to ensure courtroom security and proper placement of courtroom equipment; observe people and activities during court sessions and in

public areas and report security violations or suspicious items to a deputy sheriff or other appropriate personnel, or use the alarm system for emergencies; and, take immediate first aid/CPR action when needed.

- Perform periodic sweeps of the grounds outside and around the Courthouse to ensure the safety and security of those who work or have business at the Courthouse.
- Comply with Court policies regarding screening, including any periods of time that require enhanced screening at the direction of the Senior Court Attendant or the Court Manager providing supervision to the Court Attendant Unit.
- Direct members of the media and public to appropriate areas or personnel for assistance; respond to questions from the public in a courteous and service-oriented manner; assist and refer to appropriate staff requests from disabled persons for obtaining access to courthouse services and sessions.
- Provide assistance in the process for secure shutdown of the facility as directed.
- Contact appropriate personnel or agency in the event of a medical or other safety emergency. Comply with evacuation plans in the event of an emergency and report actions to sheriff personnel.
- Prepare a written incident report for any security or safety incident that occurs outside of the presence of a court attendant employee.

2.2 FACILITY PROFILE:

The Superior Court of California, County of Sutter, is located at 1175 Civic Center Blvd, Yuba City, California. The Courthouse is a three-story building with a basement. There are six (6) courtrooms, a jury assembly room, and other Court associated offices. The Courthouse has a single public point of entry on the first floor which leads to security screening. Security screening equipment consists of two (2) X-ray machines, two (2) magnetometers, hand-held wands, and additional security systems; in particular, closed-circuit television (CCTV) monitors and a wireless duress alarm system.

2.3 STAFFING:

Current staffing levels are two guards for screening with the use of an x-ray machine, a magnetometer, and a hand wand. Breaks and lunches may be relieved by a bailiff or court attendant employee. It is up to each Proposer to recommend staffing levels other than what is outlined in this RFP.

The Courthouse has deputy sheriff support along with a Sheriff's radio.

2.4 UNIFORMS:

Contractor shall provide appropriate uniforms to unarmed security guards bearing a patch identifying the contractor. Unarmed security guards shall wear a picture identification card provided by the Court. All garments which are designed or intended to provide ballistic or puncture protection to the wearer shall be worn in a concealed fashion.

2.5 TRAINING ON EQUIPMENT:

Because Court personnel do not have expertise on the operation of equipment, it will be the Proposer’s responsibility to train staff as required, directly with the manufacturer or other parties available to train. Staff should also be trained on the California Code of Regulations, Title 17, which governs the use of radiation-emitting devices and the requirements for an effective Radiation Protection Program.

3.0 TIMELINE FOR THIS RFP

The Court has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the Court.

| EVENT | DATE |
|--|---|
| RFP issued | March 28, 2019 |
| Deadline for questions submitted to admin@suttercourts.com | April 2, 2019 |
| Questions and answers posted at www.suttercourts.com <i>(estimate only)</i> | April 5, 2019 |
| Latest date and time proposal may be submitted | April 25, 2019 No Later Than 3:00 PM |
| Evaluation of proposals <i>(estimate only)</i> | April 26, 2019 - May 17, 2019 |
| Notice of Intent to Award <i>(estimate only)</i> | May 20, 2019 |
| Negotiations and execution of contract <i>(estimate only)</i> | May 21, 2019 – June 30, 2019 |
| Contract start date <i>(estimate only)</i> | July 1, 2019 |
| Contract end date <i>(estimate only)</i> | June 30, 2022 |

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

| ATTACHMENT | DESCRIPTION |
|--|--|
| Attachment 1: Administrative Rules Governing RFPs (Non-IT Services) | These rules govern this solicitation. |
| Attachment 2: Court Standard Terms and Conditions | If selected, the person or entity submitting a proposal (the “Proposer”) must sign this Court Standard Form agreement. |
| Attachment 3: Proposer’s Acceptance of Terms and Conditions | On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions. |
| Attachment 4: General Certifications Form | The Proposer must complete the General Certifications Form and submit the completed form with its proposal. |
| Attachment 5: Darfur Contracting Act Certification | The Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal. |
| Attachment 6: Payee Data Record Form | This form contains information that the Court requires to process payments. The form must be completed and submitted. |
| Attachment 7: Unruh and FEHA Certification | The Unruh Civil Rights Act and California Fair Employment and Housing Act Certification must be completed and submitted. |
| Attachment 8: Cost Proposal | The Proposer must complete the Cost Proposal and submit the completed certification with its cost proposal (<u>to be submitted separately from the technical proposal</u>). |
| | |

5.0 SUBMISSIONS OF PROPOSALS

5.1 Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.

- 5.2 The Proposer must submit its proposal in two parts, the technical proposal and the cost proposal.
- a. The Proposer must submit **one (1) original** of the technical proposal. The original must be signed by an authorized representative of the Proposer. The original technical proposal must be submitted to the Court in a single sealed envelope, separate from the cost proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - b. The Proposer must submit **one (1) original** of the cost proposal. The original must be signed by an authorized representative of the Proposer. The original cost proposal must be submitted to the Court in a single sealed envelope, separate from the technical proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - c. The Proposer must submit an electronic version of the entire proposal on CD-ROM or USB memory stick/flash drive. The files must be in Word, or Excel formats.
- 5.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:
- Superior Court of California, County of Sutter
Attn: Court Fiscal Manager
1175 Civic Center Blvd.
Yuba City, CA 95993
- 5.4 Late proposals will not be accepted.
- 5.5 Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

6.0 PROPOSAL CONTENTS

- 6.1 Technical Proposal.** The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.
- a. The Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if the Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.

- b. Name, title, address, telephone number, and email address of the individual who will act as the Proposer's designated representative for purposes of this RFP.
- c. An Executive Summary: The Proposer must provide a "high-level", general overview of how it proposes to accomplish the requirements of this RFP. The Executive Summary should demonstrate the Proposer's understanding of the requirements.
- d. For each key staff member, that Court will be interfacing with: a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
- e. Names, addresses, and telephone numbers of a minimum of three (3) clients for whom the Proposer has conducted similar services. The Court may check references listed by the Proposer.

6.2 Company Profile

Proposer shall provide a short description of its company and a summary of how the proposer will provide the requested services.

6.3 Company Background Information

The Court requires the Proposer to be a reputable company of strong financial standing with prior experience providing Unarmed Security Services. The Proposer's proposal must provide the information requested below. If the Proposer is a joint venture, information about the Prime Subcontractor and the Subcontractor must be submitted separately. The information to be provided is as follows:

- A short narrative description of the Proposer's organization, including organization charts and indication of company officers where applicable.
- Principal type of business.
- Total number of years in business.
- Number of years providing products and services similar in size and scope to those requested in this RFP.
- Significant transactional events in the past five (5) years such as: bankruptcies, mergers, acquisitions, initial public offerings (IPO's).
- Annual contract value of the vendor's three (3) largest contracts for similar products and services in the past three (3) years.
- Percent of turnover of service staff for each of the last three (3) years in the Proposer's organization that will be responsible for providing products and services described in this RFP (e.g. Security Guards, Account Manager, Customer Service personnel, etc.).

- Provide experience of key personnel, e.g., officer, directors, managers (as applicable) and key employees that will be working closely with our project.

If subcontractors are proposed for this RFP, describe the Proposer's contract management process for subcontractors included in the Proposer's proposal and provide copies of signed formal contracts (e.g., teaming contracts or any other legally binding document), if any exist, between the proposer and each proposed subcontractor.

6.4 Subcontracts

If the Proposer intends to subcontract, describe the Proposer's experience with each of the proposed subcontractors. For each proposed subcontractor provide the names, addresses, and telephone numbers for a minimum of three (3) customer references, for products and services similar to those described in this RFP. The Proposer should include a brief description of the scope of products and services provided to the customer and the duration of the contract.

6.5 Subcontractors

If subcontractors are proposed for this RFP, provide the following information for each Subcontractor:

- Subcontractor name and address.
- Federal identification and/or social security number.
- If incorporated, in which state.
- A short narrative of the subcontractor's organization, including organization charts and indication of company officers where applicable.
- Principal type of business.
- Total number of years in business.
- Number of years providing services similar in size and scope to those requested in this RFP.
- Significant transactional events in the past five (5) years such as: bankruptcies, mergers, acquisitions, initial public offerings (IPO's).
- Percent of turnover of service staff for each of the last three (3) years in the Subcontractor's organization that will be responsible for providing services described in this RFP (e.g. Security Guard, Account Manager, Customer Service personnel, etc.).

6.6 Experience and Qualifications

Prior Experience and References

The Court requires the Proposer and its subcontractors to have prior experience in all aspects of the services described in this RFP for customers similar to or with relevance in the size, complexity and scope of this RFP. Proposer shall:

- Describe the Proposer's experience as it pertains to providing products and services similar in size, complexity and scope to those required under this RFP and in the manner required pursuant to this RFP.
- Provide the names, addresses, and telephone numbers for a minimum of three (3) customers for whom the Proposer has provided similar services within the last 18 months. The Proposer should include a brief description of the scope of services provided to the customer and the duration of the contract. The Court may contact some or all of the references provided in order to determine the Proposer's performance record. The Court reserves the right to contact references other than those provided in the proposal and to use the information gained from them in the evaluation process.

6.7 Proposed method to complete the work.

Proposer shall provide a project plan and staffing proposal that describes how the Proposer intends to provide the requested services. The description shall include, but is not limited to, the following:

- Who will perform services
- Supervisory plan
- Relief staffing plan
- Account Team structure and role (including description of sales contact process, Account Team support, and periodic account review process)
- Communication process with the Court and the Proposer
- Training (initial and ongoing) & Accreditation of Guards
- Time Schedule
- Program Evaluation
- Attire
- Training on ADA certification process and the Radiation Protection Program.

6.8 Customer Service

Describe the level of customer service that will be provided to the Court and also towards the visitors and clients of the Court, including procedures that will ensure

consistency and problem escalation and resolution. The description should include, but is not limited to:

- Customer service organizational structure (both to Court and visitors of the Court)
- Contact process (phone, face to face, e-mail.)
- Issue resolution procedures
- Customer service training plan for staff (clinics, seminars, written material).

6.9 Reports

Proposer shall describe the standard reports that are available to the Court. Include the type of report, the information provided in the report, the frequency of the report, and the process used to deliver the report. Proposers are required to include a sampling of common reports.

6.10 Invoicing

Proposer shall describe its invoicing process, including but not limited to the following:

- Description of proposer's billing system
- Availability of consolidated billing and process for consolidated billing
- Frequency of billing (weekly, monthly, etc.).
- Examples of invoices currently in use.
- Details by location and employee.

6.11 Required Forms

- a. Cost Proposal – Attachment 8 (sealed in a separate envelope)
- b. Acceptance of Terms and Conditions – Attachment 3
- c. General Certifications Form – Attachment 4
- d. Darfur Certification – Attachment 5
- e. Payee Data Record Form – Attachment 6
- f. Unruh and FEHA Certification – Attachment 7

6.12 Acceptance of the Terms and Conditions.

- i. On Attachment 3, the Proposer must check the appropriate box and sign the form. If the Proposer marks the second box, it must provide the required additional materials. An "exception" includes any addition, deletion, or other modification.
- ii. If exceptions are identified, the Proposer must also submit (a) a red-lined version of the Terms and Conditions that implements all proposed changes, and (b) a written explanation or rationale for each exception and/or proposed change.

6.13 Certifications, Attachments, and other requirements.

- i. The Proposer must complete the General Certifications Form (Attachment 4), the Darfur Contracting Act Certification (Attachment 5), the Payee Data Record Form (Attachment 6), and the Unruh and FEHA Certification Form (Attachment 7), and submit the completed forms with its proposal.
- ii. If Proposer is a California corporation, limited liability company (“LLC”), limited partnership (“LP”), or limited liability partnership (“LLP”), proof that Proposer is in good standing in California. If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer conducts or will conduct (if awarded the contract) intrastate business in California, proof that Proposer is qualified to do business and in good standing in California. If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer does not (and will not if awarded the contract) conduct intrastate business in California, proof that Proposer is in good standing in its home jurisdiction.
- iii. Copies of the Proposer’s (and any subcontractors’) current business licenses, professional certifications, or other credentials.
- iv. Proof of financial solvency or stability (e.g., balance sheets and income statements for the last two years of business).

6.14 Cost Proposal. The following information must be included in the cost proposal, Attachment 8.

An hourly rate for the Guards and any other hourly rates or fees that may apply.

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss leader” as defined in Section 17030 of the Business and Professions Code.

7.0 OFFER PERIOD

A Proposer's proposal is an irrevocable offer for ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period.

8.0 EVALUATION OF PROPOSALS

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

The Court will evaluate the proposals on a 100 point scale using the criteria set forth in the table below. Award, if made, will be to the highest-scored proposal.

If a contract will be awarded, the Court will post an Intent to Award notice at www.suttercourts.com.

| CRITERION | MAXIMUM NUMBER OF POINTS |
|---|--------------------------|
| Experience and Capability | 25 |
| Staff Qualifications | 20 |
| Plan for Providing the Requested Services | 10 |
| Business References | 5 |
| Cost Proposal The Cost Proposal will be evaluated on the overall reasonableness of the prices submitted. | 30 |
| Acceptance of the Terms and Conditions | 5 |
| DVBE Incentive | 5 |

9.0 INTERVIEWS

The Court may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court's offices. The Court will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Court will notify eligible Proposers regarding interview arrangements.

The Court also reserves the right to request further clarification, where needed, to be able to conduct a fair and impartial solicitation.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE AND RULE 10.500 OF THE CALIFORNIA RULES OF COURT. The Court will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” or otherwise, and regardless of any statement in the proposal (a) purporting to limit the Court’s right to disclose information in the proposal, or (b) requiring the Court to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

11.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE

Additional details regarding the Disabled Veteran Business Enterprise Incentive are available upon request.

12.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contracting Manual (see www.courts.ca.gov/documents/jbcl-manual.pdf). Failure of a Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the Court to receive a solicitation specifications protest is the proposal due date, April 25, 2019. Protests must be sent to:

Stephanie M. Hansel, Court Executive Officer
Superior Court of California, County of Sutter
1175 Civic Center Blvd.
Yuba City, CA 95993