

**TOLEDO LUCAS COUNTY PUBLIC LIBRARY
REQUEST FOR PROPOSALS
SECURITY OFFICER SERVICES**

Issue Date: 07/18/25

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INTRODUCTION

The Toledo Lucas County Public Library ("Library") is requesting proposals ("Proposals") from qualified Vendors to provide Security Officer Services. Security Officer Services is referred to as "Security Services" for the Main Library, Library Branches, and all properties owned or leased by the Library. The services described in this Request for Proposals ("RFP") are to begin on **October 3, 2025**. This RFP describes the Security Officer Services to be performed by the Vendor and contains an overview of the terms under which Security Officer Services are to be provided. Throughout this RFP, the term "Vendor" is to be used to denote a firm that submits a Proposal in response to this RFP.

The Library plans to enter into an agreement for Security Services by **AUGUST 28, 2025**.

Anticipated Procurement Schedule:

| | |
|--|-------------------------|
| Pre-proposal Meeting via MS Teams | 07/25/2025 |
| Pre-proposal Questions Due | 07/31/2025 |
| Proposals Due | 08/08/2025 by Noon |
| Shortlisted Bidder Notification | 08/11/2025 |
| Shortlisted Bidders Interviews | 08/13/2025 |
| Selection of the Most Qualified Bidder | 08/20/2025 |
| Under Contract | 08/28/2025 |
| Transition of Services | 08/29/2025 – 10/02/2025 |
| Under New Management | 10/03/2025 |

1.0 GENERAL REQUIREMENTS

1.1 This RFP does not commit the Library to award a 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 most responsible vendor will be selected at the sole discretion of the Library.

1.2 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 notify the Library by the RFP Proposal submission deadline will constitute a waiver of claim of ambiguity, inconsistency, or error.

1.3 The Vendor shall be responsible for all costs incurred in preparing or responding to this RFP. These costs shall be borne by the vendor and are not reimbursable by the Library, whatsoever.

1.4 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. Note that all information submitted in response to this RFQ and to any subsequent addenda Security Officer Services is a public record, which will be made available for inspection as required by ORC 149.43 upon request at the conclusion of the selection process. Respondents recognize and agree that the Owner will not be responsible or liable in any way for any losses that the Respondent may suffer from the disclosure of information or materials to third parties.

1.5 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 in the Library's best interest.

2.0 LIST OF ATTACHMENTS

2.1 Attachment A – Library Facility Inventory and Security Officer Service Schedules

The Library Facility Inventory and Security Officer Service Schedules contain a listing of all Facilities, a listing of the locations requiring Security Officer Services, and the estimated weekly Security Officer Services hours for each location.

2.2 Attachment B – Scope of Security Officer Services

In addition to the 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.

2.3 Attachment C – Equipment and Uniforms

3.0 QUESTIONS AND CLARIFICATIONS

3.1 Oral Instructions: The Library shall not be responsible for any oral instructions given by any employees of the Library regarding the Proposal instructions, specifications, or Proposal documents as described in this RFP. Any changes or clarifications 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 the addendum. Firms shall not rely on any oral instructions or answers.

3.2 Respondents should not seek to discuss any information directly relating to this procurement with any Owner personnel or anyone affiliated with the Project, except during scheduled site visits, or as otherwise provided for in the RFQ.

3.3 Questions: Questions and clarification inquiries about this RFP must be received prior to **Noon (12 pm), on July 31, 2025**, and should be directed in writing to Jeffrey Sabo, Public Safety Manager, at jeff.sabo@toledolibrary.org. Questions will be reviewed and the Library will determine whether any addenda should be issued as a result of any pertinent or substantive inquiries. Addenda will be issued to all firms that have requested the RFQ for the Project.

3.4 Voluntary Prebid Meeting: A voluntary Prebid meeting will take place on July 25, 2025, at 1 p.m. EST via Microsoft Teams. Attendance is optional, but recommended to clarify or answer questions concerning the scope of services or any technical specification. Please email the Administrative Assistant of Operations for the link at the following email address: Natalie.Bostelman@toledolibrary.org

3.5 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, and phone number, as well as thee-mail address of a single point of contact who is authorized to act on behalf of the Vendor to: Jeffrey Sabo, Public Safety Manager, email address: Jeff.Sabo@toledolibrary.org

3.6 Term: The anticipated term will be a three-year agreement.

4.0 SUBMISSION OF PROPOSALS

4.1 Submission date and time: Sealed Proposals must be received by **Noon (12 pm) on August 08, 2025**, and addressed as follows.

Fiscal Officer
c/o Dispatch Office
325 N. Michigan Street
Toledo, Ohio 43604

Late proposals will be deemed non-responsive.

4.2 Proposal Quantity: Interested Vendors must submit five hard copies and one electronic copy in PDF format on a flash drive of the proposal enclosed in a sealed envelope. The envelope shall be plainly marked on the outside "TOLEDO LUCAS COUNTY PUBLIC LIBRARY – SECURITY OFFICER SERVICES- PROPOSAL."

4.3 The Library reserves the right to request additional information as necessary from Vendors.

4.4 Vendors are advised that materials contained in the Proposals are not confidential. Vendors claiming a statutory exception to this policy 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 as required by law.

5.0 GENERAL REQUIREMENTS

5.1 Requirements: Vendor shall provide all labor, materials, and equipment for the work to be performed under this RFP.

5.1.1 Training Requirements:

- a. **Two-hour** annual De-Escalation training for each officer. Once upon hire and annually every year thereafter. Training shall be approved by Library Public Safety Manager in advance.
- b. All security staff will be trained in customer service, mental illness, poverty, racism, anti-bias, body language, and cultural competency training.
- c. All security staff will be trained/certified in AED, adult, child, and infant CPR and First Aid, and the use of Narcan. Once certified and trained, officers will

need to maintain current certifications.

- d. All required security officer training shall be completed prior to working at the library. Proof of the required training shall be provided to the Library's Public Safety Manager.
- e. Armed officers will be trained on firearms twice a year, once in the fall and once in the spring. No less than 2 hours of range time each session.
- f. Each Vendor shall provide verification that it has a current and valid license issued by the Ohio Department of Public Safety and shall provide a copy of same, that it is fully compliant with all applicable provisions of Ohio Revised Code Chapter 4749 and Ohio Administrative Code Chapter 4501:7. Vendor shall also indicate if its license expired at any time or if its license has been non-renewed, suspended, canceled, revoked or discontinued for any period of time and shall state the reason(s) why there was any nonrenewal, suspension, cancellation, revocation or discontinuance.

All Security Officers will have no less than 80 hours of field training with the Vendor's Field Training Officer on-site before being evaluated and released to work by themselves.

5.2 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.

5.2.1 Commercial General and Professional or Errors and Omissions Liability Insurance with limits of not less than One Million Dollars (\$1,000,000) per occurrence. 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 the Vendor's activities at the Facilities. Any deductible shall be at the Vendor's expense.

5.2.2 Business automobile coverage, including coverage for owned, leased, and hired vehicles, an amount not less than One Million Dollars (\$1,000,000.00); Combined single limit.

5.2.3 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;

5.2.4 Blanket employee dishonesty coverage with a Five Hundred Thousand Dollars (\$500,000) limit, which includes Third-party dishonesty, with coverage extending to funds and/or property held by the Vendor on behalf of the Library;

5.2.5 Property Insurance coverage for all materials, equipment, and other items owned, borrowed, or leased by the Vendor shall be the Vendor's responsibility. The Library shall not be responsible for such materials, equipment, and other items owned, borrowed, or leased by the Vendor.

5.2.6 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 coverage above in Subsections 2. (a), (b), (c), and (d) above, which such policy shall be written on an occurrence basis.

5.2.7 All insurance policies addressed in Subsections 2. (a), (b), (d) and (f) above shall be endorsed to name the following as additional insured's: Toledo Lucas County Public Library and its trustees, directors, officers, employees, representatives, volunteers, agents, contractors, licensees, and successors.

5.2.8 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. (3) shall be written with insurance companies licensed to do business in the State of Ohio 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.

5.2.9 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 the 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.

5.2.10 These insurance provisions are minimum requirements and shall not relieve the Vendor of its indemnity, defense, and hold harmless obligations.

5.3 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 person 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.

5.4 Capabilities: Any Vendor submitting a Proposal in response to this RFP warrants and guarantees that it 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 that it is understood that the Vendor is not responsible for any problems in performance caused by improper acts or omissions by the Library.

5.5 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.

5.6 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.

5.7 Participation: The Library is committed to providing an equal opportunity for participation of MBE, WBE, DBE/SBC, EDGE, and VFBE-certified. The Library extends to each person, 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.

5.8 Independent Contractor: Any Agreement entered into as a result of this RFP will not constitute, create, give rise to, or otherwise be recognized as 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.

5.9 Records: The Contractor must keep all resulting contract records separate and make them available for audit by Library personnel upon request.

5.10 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.

5.11 Licenses: Each Vendor shall provide verification that it has a current and valid license issued by the Ohio Department of Public Safety and shall provide a copy of same, that it is fully compliant with all applicable provisions of Ohio Revised Code Chapter 4749 and Ohio Administrative Code Chapter 4501:7. Vendor shall also indicate if its license expired at any time or if its license has been non-renewed, suspended, canceled, revoked or discontinued for any period of time and shall state the reason(s) why there was any nonrenewal, suspension, cancellation, revocation or discontinuance.

5.12 Suitability: The Vendor shall ensure that all security personnel detailed to provide

Security Officer 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 who, in the judgment of the Library, are unqualified or unsuitable to perform the required Security Services without justification.

5.13 Security Officer Services under this RFP are to provide Security Officers assigned to the Library in armed and unarmed capacities. All security officers shall be properly licensed by the State of Ohio, Department of Public Safety, and/or any appropriate agency. All armed security officers shall bear all necessary and appropriate weapons licensing and training and shall be properly qualified for any assigned weapon.

5.14 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, Juneteenth, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

5.15 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 Officer Services staff positions to be filled in connection with the services to be provided under this RFP.

5.16 Schedule: The Library reserves the right to change the schedule of the security officers at any time and the total hours of the Agreement, as needed, in response to the library's specific service needs.

5.17 Additional Services Invoices: Invoiced hours must be submitted with each Officer being identified, days/hours worked, service location, and hourly rate.

5.18 Postings: A copy of the Library security officer personnel schedule shall be transmitted via e-mail to the Library Public Safety Manager two weeks in advance of the start of the schedule. Changes to that schedule shall be confirmed by the Library Public Safety Manager via e-mail at the time the change is made.

5.19 Monthly Billing Rate: The Vendor will calculate the Total Monthly Cost to the Library based upon the information presented in this RFP.

5.20 Payments: Security Services will be billed to the Library on a weekly basis.

6.0 REQUIRED PROPOSAL FORMAT

6.1 General Requirements: The Proposals shall contain information responsive to the RFP and the items listed below.

6.2 Specific Proposal Format and Content: Information contained in the sealed Proposals should not exceed thirty-five (35) pages.

In order to facilitate comparison and review of the Proposals, each Vendor should use section numbers and titles consistent with the format outlined below:

1. Scope of Security Officer Services

1. Cost of Security Officer Services

- a. Hourly bill rate for Security Officer Services, itemized per Security Officer position.
- b. Estimated Annual Cost of Officers, based on Attachment A – Library Facility Inventory and Security Officer Service Schedules
- c. Monthly Vehicle Costs
- d. Monthly Fuel Costs
 - i. Estimated mileage is 65 miles per day, per vehicle. This is subject to change as the Library's needs change.

2. Vendor introduction and cover letter:

- a. Vendor name, address, phone, and e-mail address.
- b. Contact person for the Vendor's response to the RFP.
- c. Signature of the contact person.

NOTE: This signature serves as verification that the Vendor is a legal entity, the Vendor does not discriminate, the contact person is legally authorized to act on the Vendor's behalf, and the Proposal will remain valid for at least sixty (60) days.

3. Vendor profile:

- a. Information relating to the business organization of the Vendor and any third-party or subcontractor which would be partnering with the Vendor.
- b. Description of holidays, vacations, sickness, medical benefits, break time allowances, mealtime allowance, and hourly wages for Vendors employees.
- c. Description of who is responsible for paying for uniforms and ongoing training procedures.

4. Vendor experience providing Security Services in Public Libraries:

- a. 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.

b. 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.

5. Vendor references:

The Vendor shall identify three (3) current contracts that are comparable in size to the Library and the scope of services listed in this RFP and provide references. Provide the name of the client and contact information for the Contract Manager at each location

6. Vendor Diversity Initiatives:

The Library is committed to providing an equal opportunity for participation of MBE, WBE, DBE/SBC, EDGE, and VFBE-certified. 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. For information on the State of Ohio certified supplier diversity programs, please visit

<http://www.das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification/tabid/134/Default.aspx>

7. 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.

8. Supplemental questions:

Provide a detailed response to the following questions:

1. What is your company's Security philosophy?
2. How has your company evolved due to police brutality and racism?
3. What does your company do differently from other similar contract security officer firms?
4. If awarded the contract at the Library, how would your philosophy change?
5. Is there any pending litigation with your company?

9. Additional information:

Vendor may provide any other information within the maximum page limit that

they believe may add to their Proposal. To the extent the Vendor is incapable of complying with or takes exception to any aspect of the specifications or requirements, Vendor should specifically identify and describe such exceptions in its response to this RFP.

7.0 AWARD

The successful Vendor must be ready to proceed with Security Services within **thirty (30) days** after receipt of the Notice of Intent to enter into an Agreement. 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

| Branch | Address | Zip Code |
|------------------------|--|----------|
| Main (Armed & Unarmed) | 325 N. Michigan St. Toledo, Ohio | 43604 |
| Birmingham | 203 Paine Ave. Toledo, Ohio | 43605 |
| Heatherdowns | 3265 Glanzman Rd. Toledo, Ohio | 43614 |
| Holland | 1032 S. McCord Rd. Holland, Ohio | 43528 |
| Kent | 3101 Collingwood Blvd. Toledo, Ohio | 43610 |
| King | 3900 King Rd. Toledo, Ohio | 43617 |
| Lagrange | 3422 Lagrange St. Toledo, Ohio | 43608 |
| Locke | 703 Miami St. Toledo, Ohio | 43605 |
| Maumee | 501 River Rd. Maumee, Ohio | 43537 |
| Mott | 1011 Dorr St. Toledo, Ohio | 43607 |
| Oregon | 3340 Dustin Rd. Oregon, Ohio | 43616 |
| FOL Book Center | 1301 N. Reynolds Rd. Toledo, Ohio | 43615 |
| Point Place | 2727 117th St. Toledo, Ohio | 43611 |
| Reynolds Corners | 4833 Dorr St. Toledo, Ohio | 43615 |
| Sanger | 3030 W. Central Ave. Toledo, Ohio | 43606 |
| South | 1736 Broadway St. Toledo, Ohio | 43609 |
| Sylvania | 6749 Monroe St. Sylvania, Ohio | 43560 |
| Toledo Heights | 423 Shasta Dr. Toledo, Ohio | 43609 |
| Washington | (Future Location) 3025 Alexis Rd. Toledo, Ohio | 43613 |
| Waterville | 800 Michigan Ave. Waterville, Ohio | 43566 |
| West Toledo | 1320 Sylvania Ave. Toledo Ohio | 43612 |

| Location | Hours per week |
|----------------|----------------|
| Main Library | 440.5 |
| West Toledo | 40 |
| Toledo Heights | 12 |
| South | 40 |
| Sanger | 44 |
| Road Patrol | 154 |
| Mott | 48 |
| Locke | 27.5 |
| Lagrange | 40 |
| Kent | 48 |
| Birmingham | 29 |
| Washington | TBD |
| Total | 923 |

*Note that these hours are estimates and are subject to change.

ATTACHMENT B

SCOPE OF SECURITY OFFICER 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 D. Security officers shall be familiar with regular patrons, Library Guidelines, Library Policies, and Library Management expectations to enable Security Officers to provide appropriate support for enforcement of the Guidelines and Policies. Security Officers shall always present themselves in a professional manner and exercise good judgment.
2. Responsibilities: While on duty, Vendor's Security Officers shall be thoroughly trained, ready, and capable of immediately responding to any emergency or security incident at any Library facility. Security officers shall be completely familiar with Library procedures, action 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. Closing: When on duty at the closing of a Facility, a Security Officer shall assist in closing the building, including determining if the building is vacant, arming the intrusion detection system, and accompanying Library staff to their cars in the staff parking lot at the close of business. A Security Officer's shift shall end no sooner than fifteen (15) minutes after the close of each Facility.
4. Management: A designated Site Manager will be dedicated to the Library account. The Site 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 Site 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 Site Manager will be provided by the Library at the Main Library. The Security Site Manager shall attend Main Library Events and planning

and coordination meetings to ensure Security Services are provided for Special Events that meet Library expectations.

5. Special Events: The Vendor shall provide additional Security Officers for special events and functions at the Main 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 proposal as a separate line item.**

6. 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 Public Safety Manager to determine whether the Security Services performed by the Vendor may be postponed or excused. The decision to postpone or excuse the Vendor's performance shall be at the sole discretion of the Library's Public Safety Manager and shall be final.

7. On-Duty Conduct: While on duty, Security Officers shall be fully engaged in the duties and tasks at hand. Security Officers shall always be alert and vigilant in the protection of Library Staff, patrons, contractors, volunteers, guests, and the public in the performance of their duties. To meet this requirement, specifically, Security Officers shall not:

- a. Watch television, videos on any device, DVDs, 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. Engage in any other activity that would distract them from their duties.

At all Library locations requiring Vendor's Security Officer Services, the Library will provide access to a telephone, a restroom, and a break area.

8. 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 Public Safety 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.

ATTACHMENT C

EQUIPMENT AND UNIFORMS

Equipment

The selected Vendor shall provide all the required equipment and uniforms for the performance of the Security Officer positions attached to this RFP.

1. The selected Vendor shall utilize SilverTrac, or similar system to document and report the successful completion of rounds at the Main Library. The Library shall have the right to review the system and request updates or modifications to meet Library expectations.
2. Vendor will provide a Verizon iPhone package for the Dispatch Office, Site Manager, and supervisors as deemed necessary by the Public Safety Manager.
3. Provided by the security vendor, two Vehicles to be dedicated to the Library site only. A SUV 4X4 style vehicle that can be selected from the list below. Vehicles must be black in color with no markings. The vehicle is to have a mobile, county-wide communication radio installed in each car. This equipment can be transferred from prior vehicles if the equipment is functioning properly. In-car radio equipment is to be installed, and the handheld microphone is to be properly mounted. The Library will provide countywide radios. All vehicle equipment installation, maintenance, and gasoline and insurance coverage for Library Security Services will be provided by the security vendor. Vehicles shall be in good operating condition, free of any noticeable dents or scratches. A new vehicle is to be on site every three years.

- Ford Explorer
- Chevy Traverse
- Dodge Durango

UNIFORMS

Assistant Chief /Site Manager and Command Staff

- Five (5) long-sleeve shirts, five (5) short-sleeve shirts, five (5) uniform pants, and one (1) uniform tie.
- One (1) winter and one spring coat, provided by the security vendor.
- Duty belt, double magazine holder, mace holder, Mace brand Gel mace, handcuff case, handcuffs, glove holder, and belt keepers. 21" ASP brand baton and ASP brand holder. This equipment will be provided by the vendor. The firearm holster will be a level II-III retention and needs to be approved by the Public Safety Manager.
- The security vendor will issue firearms, which must be 9 mm semi-automatics with three (3) magazines. When a handgun is issued to officers, the security provider will provide 9 mm ammunition (JHP).

Command Public Safety Officer

- The security vendor will provide five (5) long-sleeved shirts, five (5) short-sleeved shirts, five (5) uniform pants, and one (1) uniform tie.
- One (1) winter coat and one spring coat are provided by the security vendor.
- Duty belt, double magazine holder, mace holder, handcuff case, glove holder, and belt keepers. ASP brand baton and holder. The vendor will provide all this equipment. The firearm holster will be a level II-III retention and approved by the manager of public safety.
- The security vendor will issue firearms, which must be 9 mm semi-automatics with three (3) magazines. When a handgun is issued to officers, the security provider will provide 9 mm ammunition (JHP).

Public Safety Officer

- Five (5) long-sleeve shirts, five (5) short-sleeve shirts, five (5) uniform pants, and one (1) uniform tie.
- One (1) winter coat and one spring coat are provided by the security vendor.
- Duty belt, double magazine holder, mace holder, Mace brand Gel mace, handcuff case, handcuffs, glove holder, and belt keepers. 21" ASP brand baton and ASP brand holder. The vendor will provide this equipment. The firearm holster will be a level II-III retention and needs to be approved by the Public Safety Manager.
- The security vendor will issue firearms, which must be 9 mm semi-automatics with

three (3) magazines. When a handgun is issued to officers, the security provider will provide 9 mm ammunition (JHP).

Security Officer

- Five (5) long-sleeve shirts, five (5) short-sleeve shirts, five (5) uniform pants, and one (1) uniform tie provided by the contracted security vendor.
- One (1) winter coat and one spring coat are provided by the security vendor.
- The security vendor provided the duty belt, latex glove holder, mace holder with Mace brand Gel, handcuff case, handcuffs, and belt keepers.

Dispatch Staff

- Five (5) short-sleeved Polo Shirts with the security vendor's name on them, as well as the vendor shield-style badge Patch sewn on. The polo shirts will be navy blue.
- Five (5) long-sleeved Polo Shirts with the security vendor's name on the polo as well. The polo shirts will be Navy Blue in color. The vendor shield-style badge Patch will be sewn on.
- Five (5) pairs of dark navy uniform pants.
- One (1) winter coat and one spring coat are provided by the security vendor.