Shelby County
Tennessee

Mark H. Luttrell, Jr., Mayor

Request for Proposal

Shelby County Government

Purchasing Department

160 N. Main Street, 9th Floor, Suite 900
Memphis, TN 38103

Issued: February 18, 2016
Due: March 18, 2016 no later than 4:00 P.M. (Central Standard Time)

RFP #16-002-47

Security Guard Services

(Shelby County Sheriff's Office)

Shelby County Government on behalf of the Shelby County Sheriff's Office is soliciting written proposals, on a competitive basis from interested and qualified firms for the provision of professional security services to provide monitoring of metal detectors and x-ray machines as well as provide guard and other security services at specified locations for Shelby County buildings and properties. Information regarding this RFP is located on the County's website at www.shelbycountytn.gov. At the top of the home page, click on the links "Department", "P" for the Purchasing Department and "Bids" to locate the name of the above-described RFP.

A mandatory pre-proposal conference to address your questions will be held at 10:00 a.m.(CST) on Monday, February 29, 2016 in the Shelby County Sheriff's Office Conference Room located at 201 Poplar Ave., Room 9-02 Memphis, TN 38103. All interested respondents are required to attend this meeting. If you plan to attend, you must contact the Purchasing Department via email at debra.louis@shelbycountytn.gov to confirm your attendance with a representative's name, company and contact number. Failure to attend this meeting will result in the rejection of your bid.

The proposal, as submitted, should include all estimated costs related to the services requested in this RFP. If selected, your proposal will be the basis for negotiating a contract with Shelby County Government. Your proposal must be received in the office of the Shelby County Purchasing Department **no later than 4:00 p.m. (CST) on Friday, March 18, 2016**. Proposals should be addressed to:

Debra D. Louis, Buyer
Shelby County Government
Purchasing Department
160 N. Main Street, 9th Floor, Suite 900
Memphis, TN 38103

The package containing an original (**clearly identified as original**) and seven (7) copies of your proposal must be sealed and marked with the Proposer's name and "**CONFIDENTIAL, SECURITY GUARD SERVICES, RFP #16-002-47**" noted on the outside.

Sincerely,

Signed Original On File

Debra D. Louis, Buyer
Shelby County Government
Purchasing Department

TABLE OF CONTENTS

I. INTRODUCTION
II. MINIMUM PROPOSER REQUIREMENTS
III. CORRESPONDENCE
IV. PROPOSAL SUBMISSION DEADLINE
V. PROPOSAL TIMELINE
VI. PROPOSAL CONDITIONS
VII. GENERAL REQUIREMENTS AND INFORMATION
VIII. AWARD OF CONTRACT
IX. PURPOSE/SCOPE OF WORK
X. CONTRACT REQUIREMENTS
XI. PROPOSAL SUBMISSION
XII. PROPOSAL EVALUATION AND SELECTION

Notes:

Please make sure you pay close attention to Sections: I-V, IX & XI. These sections will clearly outline what information is required to properly respond and prepare your RFP response.

Please download all of the additional information and attachments that accompany this RFP.

I. INTRODUCTION

Shelby County Government on behalf of the Shelby County Sheriff's Office (the "County"), is seeking proposals from interested and qualified professionals to work as **Armed Security Guards** to operate metal detectors and x-ray machines, monitor the entrances at the Criminal Justice Center, Shelby County Courthouse, Frayser, Whitehaven, Orange Mound and Hickory Hill and Cordova Community Courts, as well as provide security services (including traffic control) at the Shelby County Administration Building, Shelby County Archives Building, Shelby County overpass Parking Lot, Health Department Parking Lot, Shelby County East Facility, Galloway Warehouse, Cawthon Health Clinic, Hickory Hill Health Clinic, Shelby Crossing Clinic, Millington Health Clinic, Southland Mall Health Clinic, Collierville Health Clinic and other Shelby County and Health Department facilities as needed (the "Services"). This Request for Proposal ("RFP") is being released to invite interested and qualified Security Guard Companies to prepare and submit proposals in accordance with instructions provided where the successful candidate will be selected and invited to enter into a contractual relationship with Shelby County for the Services outlined in this RFP. In this RFP, the terms proposer and provider are used interchangeably unless the context indicates otherwise.

II. MINIMUM PROPOSER REQUIREMENTS

All Proposers must:

1. Have a minimum of three (3) years professional experience providing Security Guard Services.
2. Have adequate staffing to furnish **110,089** man hours of professional security services.
3. Have staff able to pass a criminal background check.
4. Have all appropriate licenses and certifications required in the State of Tennessee to perform the Services.
5. Comply with all federal, state and local laws, ordinances and regulations in any manner affecting the performance of the services. The preceding shall include, but not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration requirements and the Americans with Disabilities Act.
6. **Apply** and **qualify** for a vendor number through the Purchasing Department and an Equal Opportunity Compliance (EOC) certification number through our EOC Administration Office ***prior to submitting your response (*****MANDATORY***,* see details outlined below***).***
7. Provide a written statement of compliance that you adhere to all Title VI requirements and provide proof/documentation if necessary.
8. Possess the minimum insurance requirements (**MANDATORY**, please review closely).
9. Submit a bid bond or cashier's check in the amount of $25,000.00 payable to Shelby County Government with your proposal.

10. Independent contractors (sole proprietors) must adhere to State of Tennessee Public Chapter No. 436, known as the "Tennessee Lawful Employment Act" (effective date of 01/01/12). ***If applicable, proof and documentation of employment eligibility must be included with the proposal.***

Please Note: As a part of doing business with Shelby County, each individual, company or organization is required to obtain a vendor number and an "Equal Opportunity Compliance (EOC)" certification number.

If your company does NOT have a vendor number and EOC number you can access the online applications to receive the numbers indicated above at www.shelbycountytn.gov. To obtain a vendor number and an EOC number, please follow the instructions below:

Vendor Number (Purchasing Department)
At the top of the home page, click on the links "Department", "P" for the Purchasing Department and "Conducting Business with Shelby County". The "Vendor Registration" link is at the bottom of the drop down box. Please download the application instructions and read thoroughly prior to accessing the application. ***(Applications for a vendor number are accepted online only.)***

Equal Opportunity Compliance (EOC) Number (EOC Administration Office)
At the top of the home page, click on the links "Department", "E" for the Equal Opportunity Compliance and "Contract Compliance Program". The "Contract Compliance Packet" link is in the middle of the page. Please print the packet and ***mail or fax*** the completed packet to the EOC office. The mailing address is 160 N. Main Street, 2nd Floor, Suite 200, Memphis, TN 38103. The fax number is 901-222-1101.

If you have any questions regarding the applications, you may contact Purchasing at (901) 222-2250 or the EOC Administration Office at (901) 222-1100.

Note: To inquire whether your company is a certified vendor with Shelby County Government or after submitting the above applications, you may contact the Buyer of this RFP, Debra Louis at Debra.Louis@shelbycountytn.gov to assist in expediting the process.

III. CORRESPONDENCE

All correspondence, proposals and questions concerning the RFP are to be submitted to:

Debra D. Louis, Buyer
Shelby County Government
Purchasing Department
160 N. Main Street, 9th Floor, Suite 900
Memphis, TN 38103

Respondents requesting additional information or clarification are to contact Ms. Debra D. Louis in writing at debra.louis@shelbycountytn.gov or at the address listed above. Questions should reference the section of the RFP to which the question pertains and all contact information for the person submitting the questions. ***IN ORDER TO PREVENT AN UNFAIR ADVANTAGE TO ANY RESPONDENT, VERBAL QUESTIONS WILL NOT BE ANSWERED***. ***The deadline for submitting questions will be Monday, March 7, 2016 by 12:00 p.m. (CST).*** These guidelines for communication have been established to ensure a fair and equitable process for all respondents.

Note: All written questions submitted by the deadline indicated above will be answered and posted on the County's website at www.shelbycountytn.gov within forty-eight (48) hours of the above cut-off date.

Please be aware that contact with any other personnel (other than the person clearly identified in this document) within Shelby County regarding this RFP may disqualify your company from further consideration.

IV. PROPOSAL SUBMISSION & DEADLINE

All proposals must be received at the address listed above no later than **4:00 p.m. (CST) on Friday, March 18, 2016.** Facsimile or electronically submitted (emailed) proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals may not be considered for evaluation. Under no circumstances, regardless of weather conditions, transportation delays, or any other circumstance, will this deadline be extended.

V. PROPOSAL TIMELINE

Shelby County reserves the right to modify this timeline at any time. If the due date for proposals is changed, all prospective proposers shall be notified. The dates provided after the RFP closes are approximate and the County reserves the exclusive right to modify these dates in consultation with the successful proposer.

Request for Proposals Released	**Thursday, February 18, 2016**
Mandatory Pre-Proposal Conference	**10:00 a.m. (CST), Monday, February 29, 2016**
Deadline for Questions	**Monday, March 7, 2016 by 12:00 p.m. (CST)**
Proposal Due Date	**Friday, March 18, 2016 by 4:00 p.m. (CST)**
Notification of Award	**April – May 2016**
Services to Commence	**July 1, 2016 or immediately upon execution of the contract.**

A mandatory pre-proposal conference to address your questions will be held at 10:00 a.m.(CST) on Monday, February 29, 2016 in the Shelby County Sheriff's Office Conference Room located at 201 Poplar Ave., Room 9-02 Memphis, TN 38103. All interested respondents are required to attend

this meeting. If you plan to attend, you must contact the Purchasing Department via email at debra.louis@shelbycountytn.gov to confirm your attendance with a representative's name, company and contact number. Failure to attend this meeting will result in the rejection of your bid.

The County may reproduce any of the proposer's proposal and supporting documents for internal use or for any other purpose required by law.

VI. PROPOSAL CONDITIONS

A. Contingencies

This RFP does not commit the County to award a contract. The County reserves the right to accept or reject any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all proposers, in writing, if the County rejects all proposals.

B. Modifications

The County reserves the right to issue addenda or amendments to this RFP.

C. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the proposer's responsibility to ensure that its proposals arrive on or before the specified time.

D. Incurred Costs

This RFP does not commit the County to pay any costs incurred in the preparation of a proposal in response to this RFP and proposers agree that all costs incurred in developing this RFP are the proposer's responsibility.

E. Final Authority

The final authority to award a contract rests solely with the Shelby County Purchasing Department.

F. Proposal Validity

Proposals submitted hereunder will be firm through the execution of the contract with the successful proposer.

G. Disclosure of Proposal Contents

Provider understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any reports, data or other information supplied to the County is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and before the time of "Notice of Intent to Award" is issued. Thereafter, proposals will become public information. ***All proposals and other materials submitted become the property of Shelby County Government.***

H. LOSB

The County encourages the utilization of locally-owned small businesses as sources of subcontract work. The County notifies all respondents that all firms and/or individuals shall comply with the regulations relative to nondiscrimination in federally assisted programs of the Title VI of the Civil Rights Act of 1964, as amended.

LOCALLY OWNED SMALL BUSINESS PURCHASING PROGRAM RULES AND REGULATIONS:

(i) The Administrator of Purchasing in conjunction with the Administrator of EOC shall identify certain goods and services required by the County to be set aside for special purchasing procedures for locally owned small businesses.

(ii) Only certified locally owned small businesses will be allowed to submit competitive bids on the goods or services identified under paragraph (i) above.

(iii) The Administrator of Purchasing shall, in conjunction with the Administrator of EOC, annually review the Shelby County Capital Improvement Program to determine those projects with a construction cost of $250,000 or more. Contracts amounting to at least ten (10%) of the construction costs of such project shall be awarded to locally owned small businesses as defined herein, except as set forth in sub-paragraph (vi) of this section, either as part of the conditions of the solicitation for general contractors bidding on these projects, or as separate bids issued by the County for subcontracts that may be assigned to general contractors.

(iv) After adhering to all other bidding and purchasing requirements of the County, not inconsistent with this part, if no bids are received from locally owned small businesses, then the County may solicit bids for the goods or services from all other sources.

(v) On all purchases and/or contracts entered into by the County, the Purchasing Administrator or his or her designee shall have the right to negotiate with any supplier of goods or services to the County for the inclusion of locally owned small business subcontractors and/or suppliers in the contract award.

(vi) Failure by a supplier or contractor to include locally owned small business sub-contractors or suppliers in its bid or contract may be grounds for rejection of said bid or contract unless the supplier or contractor can show documented evidence of good cause why none were included.

(vii) Any locally owned small business awarded a contract or purchase order under this section shall not sublet, subcontract or assign any work or services awarded to it without the prior written consent of the Mayor or the Purchasing Administrator.

(viii) As to those purchases below the requirement for a formal bid solicitation (currently, under $15,000) and not included in the locally owned small business set aside, the Administrator of Purchasing shall determine if any locally owned small business offers that product or service. If so, at least one such eligible locally owned small business should be included in the vendors contacted for an opportunity to bid, and the Administrator of Purchasing may, at his discretion, designate in a purchase order the purchase of such goods and services from the identified locally owned small business.

(ix) In those situations where a locally owned small business as defined herein, engages in open competitive bidding for County contracts, the Administrator of Purchasing shall provide for a preference for the locally owned small business where responsibility and quality are equal. Said preferences shall not exceed five percent (5%) of the lowest possible bidder meeting specifications. The preference shall be applied on a sliding scale in the following manner:

a. A preference of up to five percent (5%) shall be allowed for contracts up to $500,000.00;

b. A preference of up to three and one-half percent (3.5%) shall be allowed for contracts up to $750,000.00;

c. A preference of two and one-half percent (2.5%) shall be allowed for contracts up to $1,000,000.00;

d. A preference of two percent (2%) shall be allowed for contracts that exceed $1,000,000.00.

(x) For construction contracts over $2,000,000.00, the Administrator of Purchasing shall provide for a preference of two percent (2%) to general contractors meeting the requirements of Section 1, Subparagraph B, if fifty percent (50%) or more of the total work comprising the bid has been or will be awarded to certified locally owned small businesses. The fifty percent subcontracting threshold must be met prior to contract execution.

(xi) The Administrator of Purchasing may divide a single bid package for any purchase of goods and services into two or more smaller bid packages in any case that the Administrator of Purchasing reasonably believes that the smaller bid packages will result in a greater number of bids by locally owned small businesses.

(xii) The Administrator of Purchasing, upon approval of the County Mayor, may establish special insurance and bonding requirements for certified locally owned small businesses so long as they are not in conflict with the laws of the State of Tennessee.

(xiii) The Administrator of Purchasing, with the approval of the County Mayor, shall adopt and promulgate, and may from time to time, amend rules and regulations not inconsistent with the provisions of this ordinance, governing the purchase of goods and services from locally owned small business concerns to effectuate and implement the Locally Owned Small Business Purchasing Program within the intent of this ordinance.

(xiv) The Administrator of EOC shall, in conjunction with the Administrator of Purchasing, provide a written quarterly report to the Mayor and Board of Commissioners which shall include a summary of the purchases selected for this program, a listing of the contracts awarded to locally owned small businesses for the period, and the dollar amounts of each such contract, and the percentage which such contracts bear to the total amount of purchases for the period.

VII. GENERAL REQUIREMENTS AND INFORMATION

A. Background

Security guard services are needed for the safety of the employees who work in the Shelby County buildings, on County property, and for the safety of the public who come into Shelby County buildings and on County property to conduct business.

B. Scope of Contract

The County wishes to engage in a contractual relationship with the best-qualified proposer selected through a competitive process that will work well with the County's personnel in the performance of the Services in a manner that is cost-effective and practical of which price is but one of the selection criteria.

C. Project Time Frame

The initial contract term will begin July 1, 2016 or immediately upon execution of the contract through June 30, 2017 with the option to renew for two (2) additional one-year periods beginning July 1, 2017 through June 30, 2018 and July 1, 2018 through June 30, 2019 with the same terms and conditions, satisfactory performance of all criteria, and subject to the availability of funds for the renewal period. The optional renewal period will be upon mutual written consent of both parties. The successful Provider must be prepared to begin immediately upon receipt of a Notice to Proceed.

D. Reservation of Rights

The County reserves the right, for any reason to accept or reject any one or more proposals, to negotiate the term and specifications for the services provided, to modify any part of the RFP, or to issue a new RFP.

The County may at any reasonable time, at its expense, make an audit of the Provider's books relative to the Accounts.

E. Selection Criteria

Each proposal response will be evaluated on the criteria outlined in Section XI & XII of this document. Each proposer should set out in its response to this RFP to clearly identify the qualifications of its company and each individual who will work on this project.

F. Additional Information and References

Any additional information that would be helpful to the County in evaluating a proposal, including a list of current and former clients with a similar profile to Shelby County, should be submitted. At least three (3) former clients who have terminated in the last five (5) years should be included on this list.

VIII. AWARD OF CONTRACT

Proposers are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor.

The award will be made to the proposer whose proposal is determined to be best in terms of professional and technical completeness. The selection process may, however, include a request for additional information or an oral presentation to support the written proposal.

The proposers whose proposals do not meet the mandatory minimum requirements will be considered noncompliant. After evaluation of the proposals and selection of the successful proposer, all proposers will be notified in writing of the selected firm.

IX. PURPOSE / SCOPE OF WORK

To select the best-qualified proposer (hereinafter referred to as "Provider") and award a County-approved contract for professional services to perform the Services and to satisfactorily complete all activities associated with the Services.

Required Services (Scope of Work)

1. The Provider must have adequate staff to furnish approximately **110,089** man hours (annually) of professional security services requested by the County to perform the services outlined in the RFP. This includes **107,577** man hours of staffing with "**Armed Security Guards**" and **2,512** man hours of **on-site Supervision**.

2. The Provider must provide full service at 12:01 a.m. on July 1, 2016 or immediately upon the execution of the contract.

3. The Provider must be the employer of all officers assigned to the Shelby County Sheriff's Office, as such, shall be responsible for all costs involved in their employment including but not limited to salaries, fringe benefits, taxes, insurance, training, uniforms, etc.

4. The Provider shall be solely responsible for the compliance with all local, state and federal laws and regulations pertaining to the employment of security guards.

5. The Provider must provide staffing only with guards that meet all State of Tennessee requirements for "Armed Security Guards". A State of Tennessee Department of Commerce and Insurance I.D. card must be presented at time of training as proof that all requirements have been met. Renewal updates must be submitted to the Sheriff's Office prior to expiration dates.

6. The Provider must receive prior approval from the County before any officers are placed on any post on County property.

7. The Provider will be responsible for replacing any lost, stolen or damaged Shelby County equipment assigned to it.

8. The Provider must staff all posts with officers that successfully complete an NCIC background check conducted by the County as a condition of working on Shelby County Government property.

9. The Provider must provide an on-site Supervisor with a minimum of two (2) years of successful experience in field supervision (civilian community law enforcement, military service, law enforcement or security officer). The same State of Tennessee requirements for Armed Security Guards also must be met.

10. The Provider must assign officers who have successfully completed a five-panel drug test prior to hire and are subject to monthly random drug testing, (***at the expense of the Provider***) throughout the duration of the contract.

11. The Provider must provide on-call supervision available to handle contract service issues twenty-four (24) hours a day, seven (7) days a week. Emergency contact numbers must be kept current with the County.

12. The Provider must have all assigned personnel successfully complete a four-hour course of training prescribed and administered by the County prior to assignment to any post on County property. There will be a start-up briefing prior to the beginning of a contract and shall be attended by the Provider as well as all Security Officers assigned to the respective buildings at no cost to the County.

13. The Provider will not sublet work without prior approval from the County.

14. A copy of the Provider's company policies and procedures, as well as any updates/revisions, should be on file with the Shelby County Sheriff's office.

15. The Provider shall assign only personnel who are qualified to effectively perform as security guards. Guards shall be armed as specified and carry their credentials at all times while on duty for the County.

16. The County reserves the right to exclude from work as security guards such employees of the Provider deemed incompetent, insubordinate or otherwise unsuitable for the work.

17. The Provider must provide uniforms for all contracted officers as specified by the County. The Provider will be required to dress all entry control officers in Class A hard uniform complete with the security company's markings and identity badge. An approved weapon, handcuffs and magazine should be on the duty belt. Officers must wear a minimum retention Level II holster.

18. Security guards will be required to wear Sheriff's Office issued I.D. badges at all times while on duty.

19. Security guards shall perform their duties and/or be at their assigned post at all times, except for scheduled breaks and meal periods. Emphasis shall be placed on alertness and conscientious performance of duty.

20. Periodic meetings may be called with security officers and management to evaluate job performance and security measures at the work sites.

21. The Provider will furnish Security Guard Services at designated County Government sites at the following locations and hours of work needed:

PROPOSED CONTRACTED SECURITY SERVICES FY'17

Criminal Justice Center - 201 Poplar

NUMBER OF GUARDS		HOURS	DAYS	HOURS
Station 22		**Washington Street Entrance (West)**		
1	Armed	7:00 A - 3:00P	Mon.-Fri.	1,992
1	Armed	3:00P - 11:00P	Mon.-Fri.	1,992
1	Armed	11:00P - 7:00A	Mon.-Fri.	1,992
1	Armed	8:00A - 12:00P	Mon.-Fri.	996
1	Armed	7:00A - 3:00P	Weekends & Holidays	920
1	Armed	3:00P - 11:00P	Weekends & Holidays	920
1	Armed	11:00P - 7:00A	Weekends & Holidays	920
Station 23		**Poplar Street Entrance (North)**		
1	Armed	7:00A – 5:00 P	Mon.-Fri.	2,512
Station 24		**Poplar Street Entrance (West)**		
1	Armed	7:00A - 5:00P	Mon.-Fri.	2,512
Station 25		**Poplar Street Entrance (East)**		
1	Armed	7:00A - 5:00P	Mon.-Fri.	2,512
1	Armed	8:00A - 4:00P	Mon.-Fri.	1,992
2	Armed	8:00A - 12:00P	Mon.-Fri.	1,992
Station 26		**Lower Level Entrance**		
1	Armed	7:00A - 5:00P	Mon.-Fri.	2,512
Station 27		**Lower Level (Top of Steps) Entrance**		
2	Armed	7:00A - 5:00P	Mon.-Fri.	5,024
2	Armed	8:00A - 12:00P	Mon.-Fri.	1,992

Station 28		**CJC Lobby**		
1	Armed	7:00A - 5:00P	Mon.-Fri.	2,512

CRIMINAL JUSTICE CENTER TOTAL **33, 292 HOURS**

SHELBY COUNTY COURTHOUSE - 140 ADAMS

NUMBER OF GUARDS		HOURS	DAYS	HOURS
Station 31		**Second & Washington Entrance**		
1	Armed	6:00A - 6:00P	Mon.-Fri.	3,120
Station 32		**Third & Washington Entrance**		
	EXIT ONLY - NO PERSONNEL REQUIRED			
Station 33		**Third & Adams Entrance**		
1	Armed	6:30A – 4:30P	Mon.-Fri.	2,512
1	Armed	7:00A - 5:00P	Mon.-Fri.	2,512
1	Armed	8:00A - 12:00P	Mon.-Fri.	996
Station 34		**Second & Adams Entrance**		
1	Armed	7:00A - 5:00P	Mon.-Fri.	2,512
1	Armed	8:00A - 4:00P	Mon.-Fri.	1,992
1	Armed	8:00A - 12:00P	Mon.-Fri.	996
Station 35		**Third & Adams Entrance**		
	EXIT ONLY - NO PERSONNEL REQUIRED			

SHELBY COUNTY COURTHOUSE TOTAL **14, 640 HOURS**

SHELBY COUNTY ADMINISTRATION BUILDING - 160 N. MAIN

NUMBER OF GUARDS		HOURS	DAYS	HOURS
Station 41	**Garage Entrance (Inside Level)**			
1	Armed	7:00A - 3:00P	Mon.-Fri.	1,992
1	Armed	3:00P - 11:00P	Mon.-Fri.	1,992
1	Armed	11:00P - 7:00P	Mon.-Fri.	1,992
1	Armed	7:00A - 3:00P	Weekends & Holidays	920
1	Armed	3:00P - 11:00P	Weekends & Holidays	920
1	Armed	11:00P - 7:00A	Weekends & Holidays	920
Station 42	Basement Entrance (Garage Level)			
1	Armed	7:15A - 5:15P	Mon.-Fri.	2,512
Station 43	**Garage Entrance (Outside Level)**			
1	Armed	7:00A - 4:00P	Mon.-Fri.	2,241
Station 44	Administration Lobby (1ST FLOOR Level)			
2	Armed	7:00A - 5:00P	Mon.-Fri.	5,024
SC ADMINISTRATION BUILDING TOTAL				**18,513 HOURS**

SHELBY COUNTY ARCHIVES BUILDING - 150 WASHINGTON

NUMBER OF GUARDS		HOURS	DAYS	HOURS
Station 62	**Building Patrol**			
1	Armed	8:00A - 4:30P	Mon.-Fri.	2,122
	ARCHIVES TOTAL			**2,122 HOURS**

SHELBY COUNTY PARKING LOT - THIRD & WINCHESTER (Under Overpass)

Station 63		**Patrol Lot**			
1	Armed		7:00A - 5:00P	Mon.-Fri.	2,512
		PARKING LOT TOTAL			**2,512 HOURS**

EAST OFFICE – 1075 MULLINS STATION ROAD

Station 64		**Patrol Building & Parking Lot**			
1	Armed		7:00A - 5:00P	Mon.-Fri.	2,512
		MULLINS STATION TOTAL			**2,512 HOURS**

COUNTY OFFICE BUILDING – 157 POPLAR

Station 65		**OFFICE BUILDING**			
1	Armed		7:00A – 5:00P	Mon. – Fri.	2,512
		OFFICE BUILDING TOTAL			**2,512 HOURS**

Juvenile Court – 616 Adams

Station 66		**Juvenile Court (Adams Station)**			
1	Armed		11:00P - 7:00A	Mon.-Fri.	1,992
1	Armed		11:00P - 7:00A	Weekends & Holidays	920
		JUVENILE COURT TOTAL			**2,912 HOURS**

THE SEAL OF SHELBY COUNTY TENNESSEE XVI AGRICULTURE COMMERCE NOVEMBER 24, 1819

NUMBER OF GUARDS		HOURS	DAYS	HOURS

RELIEF OFFICER (Relieves designated posts for breaks)

1	Armed	8:30A - 4:30P	Mon.-Fri	1,992
		RELIEF OFFICER TOTAL		**1,992 HOURS**

ON-SITE SUPERVISOR (Schedules & Supervises Contract Personnel)

1	Armed	6:00A - 4:00P	Mon.-Fri.	2,512
		ON-SITE SUPERVISOR TOTAL		**2,512 HOURS**

HEALTH DEPARTMENT POSTS

NUMBER OF GUARDS		HOURS	DAYS	HOURS
Station 70	**Patrol – 814 Jefferson**			
1	Armed	5:00A - 1:00P	Mon.-Fri.	1,992
Station 70A	**Patrol – 814 Jefferson**			
1	Armed	9:00A - 5:00P	Mon.-Fri.	1,992
Station 70B	**Patrol – 814 Jefferson**			
1	Armed	3:00P - 11:00P	Mon.-Fri.	1,992
Station 71	**Parking Lot - 814 Jefferson**			
1	Armed	6:00A - 3:00P	Mon.-Fri.	2,252
Station 72	**Galloway Warehouse - 757 Galloway**			
1	Armed	8:00A - 4:30P	Mon.-Fri.	2,122

SEAL OF SHELBY COUNTY TENNESSEE XVI AGRICULTURE COMMERCE NOVEMBER 24, 1819

Station 73B **(Part-time) Hickory Hill Clinic – 6590 Kirby Center Cove**

1	Armed	7:30A-2:00P	**(2nd & 4th Saturdays)**	156

Station 74 **Southland Mall – 1278 Southland Mall**

1	Armed	9:00A - 5:00P	Mon.-Fri.	1,992

Station 75 **Shelby Crossing Clinic - 6170 Macon**

1	Armed	7:00A - 5:00P	Mon-Tues-Thurs-Fri	1,992

Station 76 **Relief Officer – Relieve Post Officers as Needed**

1	Armed	7:30A – 3:30P	(814 Jefferson Mon.-Fri.)	1,992

Station 77 **Millington Clinic – 8225 Hwy 51 N. Millington**

1	Armed	7:00A – 5:00P	Tues.-Fri.	1,992

Station 78A **Part-time Southland Mall Clinic – 1287 Southland Mall**

1	Armed	9:00A– 1:00P	**2nd & 4th Saturdays**	96

Station 78B **Part-time Collierville Clinic – 167 Washington, Collierville, TN**

1	Armed	8:00A-4:30P	Tues. & Thurs.	884

Station 79 **Cawthon Clinic – 1000 Hayes**

1	Armed	7:00A - 5:00P	Mon., Tues., Wed. & Thurs	1,992

Station 80 **Floater to All Clinics on Regular Officers' Days Off**

1	Armed	Monday	7:00A – 5:00P	Millington Clinic	
1	Armed	Tuesday	7:00A – 5:00P	Hickory Hill Clinic	
1	Armed	Wednesday	7:00A - 5:00P	Shelby Crossing Clinic	
1	Armed	Thursday	7:00A – 5:00P	Cawthon Clinic (**1000 Haynes**)	
					2,512

HEALTH DEPARTMENT TOTAL **23,958 HOURS**

THE SEAL OF SHELBY COUNTY TENNESSEE XVI AGRICULTURE COMMERCE NOVEMBER 24, 1819

COMMUNITY COURTS

NUMBER OF GUARDS		HOURS	DAYS	HOURS
Station 81	**Frayser Community Court**			
1	Armed	12:30P - 4:30P	1st & 3rd Tuesdays	96
Station 82	**Whitehaven Community Court**			
1	Armed	12:30P - 4:30P	4th Thursdays	48
Station 83	**Orange Mound Community Court**			
1	Armed	12:30P - 4:30P	3rd Thursdays	48
Station 84	**Hickory Hill Community Court**			
1	Armed	12:30P - 4:30P	2nd Thursdays	48
Station 85	**Cordova Community Court**			
1	Armed	12:30P - 4:30P	2nd & 4th Tuesdays	96

COMMUNITY COURTS TOTAL **336 HOURS**

ANNUAL MOCK TRIAL COMPETITIONS

1 Armed 284

ANNUAL MOCK TRIAL COMPETITIONS TOTAL **284 HOURS**

SCSO HEALTH DEPARTMENT SECURITY GUARD

1 Armed (Projected) 1,992

SCSO HEALTH DEPARTMENT SECURITY GUARD TOTAL **1,992 HOURS**

TOTAL CONTRACTED HOURS: **110,089 HOURS**

X. CONTRACT REQUIREMENTS

The successful Provider will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

A. General Requirements

1. Control. All services by the Provider will be performed in a manner satisfactory to the County, and in accordance with the generally accepted business practices and procedures of the County.

2. Provider's Personnel. The Provider certifies that it presently has adequate qualified personnel to perform all services required under this Contract. The Provider will supervise all work under this Contract. The Provider further certifies that all of its employees assigned to serve the County have such knowledge and experience as required to perform the duties assigned to them. Any employee of the Provider who, in the opinion of the County, is incompetent, or whose conduct becomes detrimental to the work, shall immediately be removed from association with services under this Contract.

3. Independent Status. (a) Nothing in this Contract shall be deemed to represent that the Provider, or any of the Provider's employees or agents, are the agents, representatives, or employees of the County. The Provider shall be an independent Provider over the details and means for performing its obligations under this Contract. Anything in this Contract which may appear to give the County the right to direct the Provider as to the details of the performance of its obligations under this Contract or to exercise a measure of control over the Provider is solely for purposes of compliance with local, state and federal regulations and means that the Provider shall follow the desires of the County only as to the intended results of the scope of this Contract.

(b) It is further expressly agreed and understood by the Provider that neither it nor its employees or agents are entitled to any benefits which normally accrue to employees of the County; that the Provider has been retained by the County to perform the services specified herein (not hired) and that the remuneration specified herein is considered fees for services performed (not wages) and that invoices submitted to the County by the Provider for services performed shall be on the Provider's letterhead.

4. Termination Or Abandonment. (a) It shall be cause for the immediate termination of this Contract if, after its execution, the County determines that either:

(i) The Provider or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has pled nolo contendere, or has pled or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, or any other collusive and illegal activity pertaining to bidding and governmental contracting.

(ii) The Provider has subcontracted, assigned, delegated, or transferred its rights, obligations or interests under this Contract without the County's consent or approval.

(iii) The Provider has filed bankruptcy, become insolvent or made an assignment for the benefit of creditors, or a receiver, or similar officer is appointed to take charge of all or part of Provider's assets.

(b) The County may terminate the Contract upon five (5) days written notice by the County or its authorized agent to the Provider for the Provider's failure to provide the services specified under this Contract.

(c) This Contract may be terminated by either party by giving thirty (30) days written notice to the other before the effective date of termination. In the event of such termination, the Provider shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date; however, the Provider shall not be reimbursed for any anticipatory profits that have not been earned as of the date of termination.

(d) All work accomplished by the Provider prior to the date of such termination shall be recorded and tangible work documents shall be transferred to and become the sole property of the County prior to payment for services rendered.

(e) Notwithstanding the above, the Provider shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of the Contract by the Provider and the County may withhold any payments to the Provider for the purpose of setoff until such time as the exact amount of damages due the County from the Provider is determined.

5. Subcontracting, Assignment Or Transfer. Any subcontracting, assignment, delegation or transfer of all or part of the rights, responsibilities, or interest of either party to this Contract is prohibited unless by written consent of the other party. No subcontracting, assignment, delegation or transfer shall relieve the Provider from performance of its duties under this contract. The County shall not be responsible for the fulfillment of the Provider's obligations to its transferors or sub-contractors. Upon the request of the other party, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the assignment.

6. Conflict Of Interest. The Provider covenants that it has no public or private interest and shall not acquire, directly or indirectly, any interest which would conflict in any manner with the performance of its services. The Provider warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-contractor to the Provider in connection with any work contemplated or performed relative to this Contract.

7. Covenant Against Contingent Fees. The Provider warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Provider, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other

than a bona fide employee working solely for the Provider any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Contract. For breach or violation of this warranty, the County will have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

8. Employment of County Workers. (a) The Provider shall not engage, on a full or part-time or other basis during the period of the Contract, any professional or technical personnel who are in the current employment of the County.

(b) Notwithstanding the foregoing, no prior County official or employee may be employed by or receive compensation, wages or benefits from the Provider for a period of one (1) year from employment separation from the County if during the period of employment with the County the employee or official had any direct or indirect involvement with the Provider's services or operations provided to the County.

9. Arbitration. Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Provider and the County will be referred to the Shelby County Contract Administrator or his/her duly authorized representative, whose decision regarding same will be final.

10. General Compliance With Laws. (a) If required, the Provider shall certify that it is qualified and duly licensed to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and it shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

(b) The Provider shall, at all times, observe and comply with all federal, state, and local laws, ordinances, and regulations in any manner affecting the conduct of the work. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements and the Americans with Disabilities Act (ADA) requirements.

(c) This Contract will be interpreted in accordance with the laws of the State of Tennessee. By execution of this Contract the Provider agrees that all actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Contract will be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, and in no other. In accordance herewith, the parties to this Contract submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

11. Nondiscrimination. The Provider hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Provider on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Provider shall upon request

show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.

12. Entire Agreement. This Contract contains the entire Contract of the parties and there are no other promises or conditions in any other Contract whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.

13. Amendment. This Contract may be modified or amended, only if the amendment is made in writing and is signed by both parties.

14. Severability. If any provision of this Contract is held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Contract shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Contract shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance here from. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added automatically as a part of this Contract a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and be legal, valid and enforceable.

15. No Waiver Of Contractual Right. No waiver of any term, condition, default, or breach of this Contract, or of any document executed pursuant hereto, shall be effective unless in writing and executed by the party making such waiver; and no such waiver shall operate as a waiver of either (a) such term, condition, default, or breach on any other occasion or (b) any other term, condition, default, or breach of this Contract or of such document. No delay or failure to enforce any provision in this Contract or in any document executed pursuant hereto shall operate as a waiver of such provision or any other provision herein or in any document related hereto. The enforcement by any party of any right or remedy it may have under this Contract or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.

16. Matters To Be Disregarded. The titles of the several sections, subsections, and paragraphs set forth in this contract are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Contract.

17. Subject To Funding. This Contract is subject to annual appropriations of funds by the Shelby County Government. In the event sufficient funds for this Contract are not appropriated by Shelby County Government for any of its fiscal period during the term hereof, then this Contract will be terminated. In the event of such termination, the Provider shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date.

18. Travel Expenses. All travel expenses payable under this Contract shall be in accordance with the County Travel Policy and Procedures. This includes advance written travel authorizations, submission of travel claims, documentation requirements, and reimbursement rates. The County will make no travel advances.

19. Incorporation Of Other Documents. (a) The Provider shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within the Shelby County Request for Proposals as well as, the response of the Provider thereto, all of which are maintained on file within the Shelby County Purchasing Department and incorporated herein by reference.

(b) It is understood and agreed between the parties that in the event of a variance between the terms and conditions of this Contract and any amendment thereto and the terms and conditions contained either within the Request for Proposals or the Response thereto, the terms and conditions of this Contract as well as any amendment shall take precedence and control the relationship and understanding of the parties.

20. Contracting With Locally Owned Small Businesses. The Provider shall take affirmative action to utilized Locally Owned Small Businesses when possible as sources of supplies, equipment, construction and services.

21. Incorporation Of Whereas Clauses. The foregoing whereas clauses are hereby incorporated into this Contract and made a part hereof.

22. Waiver Of Proprietary Interest. Notwithstanding anything to the contrary contained herein or within any other document supplied to the County by the Provider, the Provider understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any report, data or other information supplied to the County by the Provider due to services performed pursuant to this Contract is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee.

23. Organization Status And Authority. (a) The Provider represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the State of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.

(b) The execution, delivery and performance of this Contract by the Provider has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Provider, any provision of any indenture, agreement or other instrument to which the Provider is a party, or by which the Provider's respective properties or assets are bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.

24. Warranty. The Provider warrants to the County that all Services shall be performed in accordance with acceptable standards in the industry applicable to the Services. The Provider shall correct, at its sole cost and expense, any work reasonably deemed to be unsatisfactory by the County.

The Provider warrants to the County that all Services shall be in strict compliance with the terms of this Contract, and all applicable governmental laws, rules and regulations.

25. Rights in Data. The County shall become the owner, and the Provider shall be required to grant to the County, or its successors, a perpetual, non-exclusive, non-transferable, royalty-free right, in the County's name, to use any deliverables provided by the Provider under this Contract, regardless of whether they are proprietary to the Provider or to any third parties.

B. Indemnification and Insurance Requirements

1. Responsibilities For Claims And Liabilities. (a) The Provider shall indemnify, defend, save and hold harmless the County, and its elected officials, officers, employees, agents, assigns, and instrumentalities from and against any and all claims, liabilities, losses or damages—including but not limited to Title VII and 42 USC 1983 prohibited acts arising out of or resulting from any conduct; whether actions or omissions; whether intentional, unintentional, or negligent; whether legal or illegal; or otherwise that occur in connection with, or in breach of, this Contract or in the performance of the duties hereunder, whether performed by the Provider, its sub-contractors, agents, employees or assigns. This indemnification shall survive the termination or conclusion of this Contract.

(b) The Provider expressly understands and agrees that any insurance protection required by this Contract or otherwise provided by the Provider shall in no way limit the responsibility to indemnify, defend, save and hold harmless the County or its elected officials, officers, employees, agents, assigns, and instrumentalities as herein provided.

(c) The County has no obligation to provide legal counsel or defense to the Provider or its sub-contractors in the event that a suit, claim, or action of any character is brought by any person not party to this Contract against the Provider as a result of or relating to obligations under this Contract.

(d) Except as expressly provided herein, the County has no obligation for the payment of any judgment or the settlement of any claims against the Provider as a result of or relating to obligations under this Contract.

(e) The Provider shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, 9th floor, Suite 950, Memphis, TN 38103, of any claim or suit made or filed against the Provider or its sub-contractors regarding any matter resulting from or relating to Provider's obligations under this Contract and will cooperate, assist and consult with the County in the defense or investigation thereof.

(f) The Provider shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, 9th Floor, Suite 950, Memphis, TN 38103, of cancellation or changes in any of the insurance coverage required.

2. Insurance/Bond Requirements. For all services and operations under this agreement, the Provider shall maintain through the life of the contract, insurance from insurance companies authorized to do business in the State of Tennessee and currently rated A-:X or better by A.M. Best with limits of no less than shown below:

1) ***Commercial General Liability Insurance*** - $500,000 limit per occurrence bodily injury and property damage/$500,000 personal and advertising injury/$500,000 General Aggregate/$500,000 Products-Completed Operations Aggregate. Shelby County Government, its elected officials, appointees, employees and members of boards, agencies, and commissions shall be named as additional insured. Providers with a SIR (Self-insured Retention) or deductible in excess of $100,000 shall submit current audited financial records be approved by the Administrator of the Shelby County Government, Department of Finance, or his designee. The insurance shall include coverage for the following:

a) Premises/Operations
b) Products/Completed Operations
c) Contractual
d) Independent Contractors
e) Broad Form Property Damage
f) Personal Injury
g) Assault & Battery
h) Sexual Abuse/Molestation

2) ***Business Automobile Liability Insurance*** - $500,000 each accident for bodily injury and property damage. Coverage is to be provided on all:

a) Owned/Leased Autos
b) Non-owned Autos
c) Hired Autos

3) ***Workers Compensation and Employers' Liability Insurance*** - Coverage as required by Tennessee statutes. The Provider's workers compensation policy will include the following endorsement: WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT: (form WC 00 03 13). A completed copy of this form will be included in documents provided to Shelby County Government by Provider's insurance agent/broker/company.

4) ***Security Guard Service Professional Liability/Errors & Omissions Insurance*** - $500,000 per claim/$1,000,000 annual aggregate.

All policies will provide for sixty (60) days written notice to Shelby County of cancellation of coverage provided. Ten (10) days' notice is applicable to non-payment of premium. If the insurer is not required by the policy terms and conditions to provide written notice of cancellation to Shelby County, the Provider will provide immediate notice to Shelby County and evidence of replacement coverage with no lapse.

All insurance policies maintained by the Provider shall provide that insurance as applying to Shelby County shall be primary and non-contributory irrespective of such insurance or self-insurance as Shelby County may maintain in its own name and on its own behalf.

If the Provider maintains higher limits than the minimums shown above, the COUNTY requires and shall be entitled to coverage for the higher limits maintained by the Provider. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the COUNTY as additional insured.

5) ***Bid Bond or Cashier's Check –*** Payable to Shelby County Government in the amount of $25,000.00 must accompany each proposal when submitted.

The Provider shall furnish Shelby County with proposal security in the form of a proposal bond, cashier's check, a certified check drawn on a national or Tennessee bank, or satisfactory proof of an escrow account titled for the benefit of Shelby County, in the amount of $25,000.00. Any of these instruments will serve as a guarantee that a Provider who receives notice of Shelby County's intent to award a contract will fulfill all requirements of this Request for Proposal (RFP), subject to any exceptions set forth in the Provider's proposal. If the successful Provider defaults in so doing, the proposal security shall become the property of Shelby County. Any bid bond shall be written by the surety company authorized to do business in the State of Tennessee and signed by a Tennessee licensed resident agent. This bid bond shall accompany the proposal and shall be immediately effective, and shall not be due to expire, according to its own terms, until the contract has been fully executed by all parties. The bond shall be accompanied by a duly authenticated or certified document, in duplicate, evidencing that the person executing the bond on behalf of the surety is a licensed Tennessee agent for the bonding company. The authority to so execute the bond should be conferred prior to the date of the bond, and the document showing the date of appointment and enumeration of powers of the person executing the bond must be accompanied by a certification that the appointment and powers have not been revoked and remain in effect. The Provider agrees that the date of certification above described shall be the same date as the date the bond is issued by the Provider and/or his surety.

The cost of the proposal security shall be borne by the Provider.

Proposal security will be returned to all unsuccessful proposers as soon as practicable after the opening of the proposals and/or termination of negotiations and to the successful Provider upon the execution and submission of all contract documents, bond and insurance.

The Provider shall maintain during the life of this contract all required insurance stated above as such shall protect the contractor against claims for damages resulting from bodily injury, including wrongful death and property damage which may arise from operations under this contract whether

such operations are by himself or by his subcontractor or anyone directly or indirectly employed by either of them.

The Provider shall not commence work under this contract until he obtains all insurance required under this RFP and certificates showing proof of such coverage have been received and approved by Shelby County Government, nor shall the Contractor allow any subcontractor to commence work on his subcontract until all similar insurance required of the subcontractor has been obtained and approved. If coverage on said insurance is to expire prior to completion of all terms of this contract, the Contractor shall furnish a Certificate of Insurance evidencing renewal of such coverage to Shelby County Government.

C. Right to Monitor and Audit

Access To Records. During all phases of the work and services to be provided hereunder the Provider agrees to permit duly authorized agents and employees of the County, to enter the Provider's offices for the purpose of inspections, reviews and audits during normal working hours. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places. The Provider will maintain all books, documents, papers, accounting records, and other evidence pertaining to the fee paid under this Contract and make such materials available at their offices at all reasonable times during the period of this Contract and for three (3) years from the date of payment under this Contract for inspection by the County or by any other governmental entity or agency participating in the funding of this Contract, or any authorized agents thereof; copies of said records to be furnished if requested.

XI. PROPOSAL SUBMISSION

A. General

1. All interested and qualified proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the proposer has read and understands this entire RFP, including all attachments, exhibits, schedules, and addenda (as applicable) and all concerns regarding this RFP have been satisfied.

2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

3. Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.

4. **Hard copy proposals must be received <u>no later than 4:00 p.m. (CST) on March 18, 2016</u>, in the office of the Shelby County Government Purchasing Department, 160 N. Main St., 9th Floor, Suite 900, Memphis, TN 38103.**

5. The proposer agrees to provide the County with any additional information it deems necessary to accurately determine their ability to perform the services proposed. Furthermore, submission of this proposal constitutes permission by this organization for the County to verify all information contained in the proposal. Failure to comply with any request for additional information may disqualify the organization from further consideration. Such additional information may include evidence of financial ability to perform.

B. Proposal Presentation

1. One (1) original proposal (**clearly identified as original**) and seven (7) copies of the proposal are required.

2. The package containing the original and copies must be sealed and marked with the proposer's name and "**CONFIDENTIAL, SECURITY GUARD SERVICES, RFP #16-002-47**" with due date and time indicated.

3. Proposals must be typed. Erasures and "white-out" are not permitted. Mistakes may be crossed out, and corrections may be typed adjacent and initialed in ink by the person signing the proposal. Please identify all attachments, literature and samples, etc., with your firm name and our RFP number.

4. Proposals must be verified before submission as they cannot be withdrawn or corrected after being opened. The County will not be responsible for errors or omissions on the part of the proposers in preparing their proposals. A responsible officer or employee must sign the proposal. Tennessee sales tax shall not be included in the Provider's proposal.

C. Proposal Format

Response to this RFP must be in the form of a proposal package that must be submitted in the following format: **<u>Please download the attachment to this document</u>**. The Proposal Response Sheet ***(required document)*** <u>should be the first page of your written response.</u>

1. Cover Page/Proposal Response Sheet – Submit on letterhead stationary, signed by a duly authorized officer, employee, or agent of the organization/firm.

2. Comprehensive Response
(This portion of the proposal must address each item listed below.)

a. This portion of the proposal must specifically address all requirements and services outlined in Section II – Minimum Requirements and Section IX – Purpose/Scope of Work in your proposal.

b. Outline of how respondent can meet or exceed the minimum requirements.

c. Detail of how the respondent is qualified to provide the services required.

d. Detail the techniques, approaches, and methods that will be utilized to complete the project including a detailed plan on proposed strategy.

3. Cost and Fees ***(Cost will be set for the length of the Contract.)***

a. Provide the applicable itemized fees and any commissions included in the proposal for the Services for each element in the scope of work (this includes a break-down of the cost proposed for any sub-contractor working in conjunction with your organization on the project).

b. Explain any assumptions or constraints in a price proposal to perform the Services.

c. Explain any additional charges or fees in the proposal.

Note: The total cost should include all expenses to perform the Services.

4. Experience of the Respondent.

A sufficient description of the experience and knowledge base of the proposer to show the proposer's capabilities should be included in the proposal. At a minimum, the description of the experience and knowledge base of the proposer included in the proposal should include, but not necessarily be limited to, the following:

a. A brief description of the history and mission of the proposer, including the proposer's background and mission statement, the length of time the proposer has been in business, a description of the proposer's organizational structure and a description of the proposer's customer make-up;

b. A statement of how long the proposer has provided services similar to the Services requested herein;

c. A general description of the proposer's experience and background in providing services similar to the Services requested herein;

d. Any other relevant information about the experience and knowledge base of the proposer which is deemed to be material.

e. Resume of each employee engaged in the services, including the roles of each and an overview of their previous experience with similar projects.

5. References

References of the proposer, including at least three (3) other clients for whom the proposer has provided services similar to the Services (with preference given to clients comparable to Shelby County Government) and, for each such reference, the business name, the identification of a contact person, the title of the contact person and a telephone number. At lease three (3) former clients who have terminated in the last five (5) years should be included on this list.

6. Additional Information

a. A description of any other resources available to the proposer that will be useful in providing the Services.

b. A description of the methods used by the proposer to measure the satisfaction of its clients.

c. Any other relevant information about the capabilities of the proposer deemed to be material.

XII. PROPOSAL EVALUATION AND SELECTION

A. Evaluation Process

1. Initial Review – All proposals will be initially evaluated to determine if they meet the following minimum requirements:

   a. The proposal must be complete, in the required format, and be in compliance with all the requirements of the RFP.

   b. Proposers must meet the Minimum Proposer Requirements outlined in Section II of this RFP.

2. Technical Review – Each proposal will be reviewed by a special Ad-Hoc Committee which may elect to schedule a personal presentation and interview with one or more of the proposers. The evaluation committee shall review the submitted

proposals and score points as provided in the scoring guidelines. ***The total maximum points the proposer can receive is 100.***

All proposals meeting the above requirements will be evaluated based on the following criteria:

a. Understanding of the Services required by the County;
b. Quality and responsiveness of the proposal and the ability to present a clear understanding of the nature and scope of the project and all terms and requirements are discussed clearly and succinctly;
c. Qualifications and experience of specific personnel assigned to this project;
d. Previous experience in successfully performing similar Services;
e. Proposed approach in completing the Services;
f. References;
g. Proposed cost to Shelby County Government; and
h. Time frame for completion.

EACH PROPOSAL WILL BE EVALUATED INDEPENDENT OF THE OTHER.

3. Oral Presentation.

Shelby County Government reserves the right to interview, or require an oral presentation from, any respondent for clarification of information set forth in the proposer's response. In this regard, at the discretion of the evaluation committee, some or all proposers who submit a proposal in response to this RFP may be asked to submit to an interview or give an oral presentation of their respective proposals to the evaluation committee. If so, this is not to be a presentation restating the proposal, but rather an in-depth analysis of certain qualifications of the proposer. The interview or oral presentation, if utilized, is intended to provide an opportunity for the proposer to clarify or elaborate on its qualifications without restating the proposal. The interview or oral presentation is to be a fact finding and explanation session only and is not to be used to negotiate any terms of the contract. If required, the time and location of such interview or oral presentation will be scheduled by the Administrator of Purchasing or his designee. Interviews and oral presentations are strictly an option of Shelby County Government or its evaluation committee and, consequently, may or may not be conducted. All travel expenses to and from the interview or oral presentation shall be the responsibility of the proposer.

Selection will be based on determination of which proposal best meets the needs of the County and the requirements of this RFP.

B. CONTRACT AWARD

Contract(s) will be awarded based on a competitive selection of proposals received. The proposers are advised that the lowest cost proposal will not necessarily be awarded the Contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor. The proposals submitted will be evaluated by the County. All decisions are made at the discretion of the County.

The contents of the proposal of the successful proposer will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

The County reserves the right to negotiate any portions of the successful proposer's fees and scope of work or utilize their own resources for such work.