



**REQUEST FOR QUOTE
FOR
SECURITY SERVICES
#2291-30-2014-01**

Shasta County Health and Human Services Agency
Business and Support Services
1810 Market Street
Redding, CA 96001

I. INTRODUCTION

A. PURPOSE

The County of Shasta, Health and Human Services Agency, hereafter referred to as the "County", is seeking Quotes from interested and qualified organizations and firms, hereinafter referred to as "Responders" to provide security services at a number of County facilities.

B. DEFINITIONS

For the purposes of this Request for Quote (RFQ) process, the following definitions apply:

- Alarm Response Services means responding to the location of an alarm, notifying local emergency response authorities as deemed necessary, securing facilities and grounds, and contacting designated County contacts as needed.
- Contract means the written agreement between the County and the Responder selected to provide security services.
- Contractor means the person(s) or entity who/that enters into the Contract to provide security services.
- Daily Patrol Services means patrol/surveillance by car or truck (or on foot in areas not visible from vehicle) undertaken to maintain order and security. These services are generally provided during non-fixed post hours.
- On-Site Fixed Post Security Services means continuous highly visible patrol at specified location(s) during specified time periods designated by County.
- Quote means the written submission to the County in response to this RFQ.
- Special Response Services means any security response requested by County outside of the scope of services provided through Alarm Response Services, Daily Patrol Services, or On-Site Fixed Post Security Services. Examples may include, but are not limited to, after-hours stand-by for an un-securable location pending temporary repairs (such as broken doors or windows), time limited stand-by requests for a location not covered by On-site Fixed Post Security Services or in addition to scheduled On-Site Fixed Post Security Services, and/or additional Daily Patrol Services during a specific time period.

C. FUNDING

The initial funding period will be from July 1, 2014, through June 30, 2015. Should funding continue to be available, the Contract may, at the discretion of the County, be extended for up to two additional one-year periods. Funding for this program is contingent upon the availability of State and/or Federal funding.

D. Notice of Intent

Those intending to submit a Quote must notify, by email, the County Contact listed in paragraph E of this Section by **March 24, 2014 at 4:00 p.m. PST**, of their intent to submit a Quote. The Notice of Intent does not compel submission of a Quote. However, only those Responders who submit timely Notice of Intent will have their Quote considered. If the Responder has not received confirmation within 24-hours of submission of their Notice of Intent, it is the responsibility of the Responder to verify receipt of the Notice of Intent with the County Contact.

E. CORRESPONDENCE

All correspondence, including Quotes, shall be submitted to:

County of Shasta
Health and Human Services Agency
Business and Support Services
ATTN:Patricia Pratt, Contracts Unit
1810 Market Street
Redding, CA 96001
Phone (530) 245-6911
Fax (530) 225-5555
Email ppratt@co.shasta.ca.us

Responders may contact only the individual identified above and are specifically directed not to contact other County personnel for meetings, conferences, or technical discussions related to this RFQ. Failure to comply may result in a Responder being barred from consideration under this RFQ. No questions regarding this RFQ will be answered by other County staff. County responses to timely questions will be distributed to all Responders who/that submitted a timely Notice of Intent.

F. QUOTE SUBMISSION DEADLINE

All Quotes must be received at the address listed in Paragraph E of this Section no later than 4:00 p.m. PST on April 4, 2014. Facsimile or electronically transmitted Quotes will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late Quotes will not be considered.

II. PROGRAM REQUIREMENTS

A. BACKGROUND

Currently, the County contracts with private security firms to provide security services at various locations within the Health and Human Services Agency and the County Administration Center. The current contract will expire on June 30, 2014.

B. PURPOSE

The purpose of this RFQ and resulting Contract is to promote the safety of citizens and of County staff, and to administer security services efficiently and reliably with documented attention to security situations.

C. SCOPE OF WORK

1. Quotes must address, at a minimum, provision of the following services:

- a. On-Site Fixed Post Security Services at six regular locations on days specified except County holidays (see Paragraph D.1 of this Section for link to list of County holidays). Actual level of services at time of Contract negotiations and during the term of the contract may vary.
 - 1 location for 19.5 hours per day (Monday – Friday)
 - 1 location for 19 hours per day (Monday – Friday)
 - 2 locations for 12 hours per day (Monday – Friday)
 - 2 locations for 11 hours per day (Monday – Friday)

- 1 location for 1.5 hours per day (Monday – Friday)
 - 1 location(s) for 4 hours per day (1 day per week)
- b. Daily Patrol Service during hours not covered by On-Site Fixed Post Security Services or Special Response Services:
- 3 locations: minimum 2, maximum 10 patrols per day
 - 4 locations: minimum 1, maximum 5 patrols per day
- c. Alarm Response Services
- 7 locations, as needed
- d. Special Response Services as needed, including, but not limited to:
- Disaster Response Events
 - Flu Clinic Events
 - Contagious Disease Prevention and Control Activities
 - Community Benefit Events
2. On-Site Fixed Post Services duties may include, but are not be limited to:
- a. Patrolling the interior and exterior of the facilities, being alert to potential threats, panhandlers, and unauthorized solicitors; maintaining a highly visible profile while on duty; escorting County employees to and from County buildings when requested.
 - b. Patrolling the parking areas and exterior grounds of the facilities; maintaining a highly visible profile while on duty, particularly in staff parking areas at the beginning of normal work hours between 7:00 a.m. and 8:00 a.m., during lunch hours (12:00 p.m. to 1:00 p.m.), and at the end of normal work hours between 5:00 p.m. and 6:00 p.m.; checking onsite County vehicles to ensure they are secured.
 - c. Assist in maintaining client confidentiality by making certain County files and records are not taken from any location without authorization and verbally notifying designated County staff of any unauthorized removal or attempted removal of County files and records within one hour of occurrence.
 - d. Responding to calls for assistance quickly and appropriately including providing emergency response support as identified in the location's Emergency Action Plan.
 - e. Observing, responding, and reporting all requests for assistance received from County staff. Certain locations may require an oral report of all requests for assistance within one hour, as well as a written report. Reporting requirements may include reporting to multiple County contacts.
 - f. Locking and/or unlocking specified areas of the location.
 - g. Writing daily activity and/or incident specific reports regarding On-Site Fixed Post Services and providing that written report to the designated County staff within one day of the service.
3. Daily Patrol Service shall include, but not be limited to:
- a. Patrol/surveillance by vehicle and/or on foot at times and frequency as shown in Paragraph 1.b of this Section.
 - b. Writing daily activity and/or incident specific reports regarding all actions taken, including contacts with County staff, suspicious occurrences, and preparation of written incident reports, when applicable, and providing that written report to the designated County staff within one day of the service.

4. Alarm Response Services shall include, but not be limited to:
 - a. Providing alarm response services during non-business hours on weekdays, and 24 hours per day on weekends and County holidays (see Paragraph D.1 of this Section for link to list of County holidays).
 - b. Serving as primary responder to burglar and/or fire alarms for designated County locations and notifying local authorities as Contractor determines to be necessary, securing buildings and grounds, and notifying the designated County staff.
 - c. Writing incident specific report regarding any Alarm Response Service and providing that written report to the designated County staff within one day of the service.
5. Special Response Services shall include, but not be limited to:
 - a. Providing Special Response Services at time and locations requested by County.
 - b. Writing daily activity and/or incident specific reports regarding any Special Response Service and providing that written report to the designated County staff within one day of the service.

D. PROGRAM RELATED INTERNET SITES

The following Internet sites may provide Responders with information relevant to this RFQ:

Shasta County Personnel Rules: Chapter 11 Holidays

http://www.co.shasta.ca.us/support_services/docs/Personnel_Rules_2-24-14.sflb.ashx

California Department of Consumer Services – Bureau of Security and Investigative Services

<http://www.bsis.ca.gov/>

III. PROCUREMENT TIMELINE

- | | |
|--|----------------|
| A. RFQ Release Date | March 16, 2014 |
| B. Notice of Intent Deadline | March 24, 2014 |
| C. Deadline for Quotes | April 4, 2014 |
| D. Tentative date for Mailing Award/Denial Letters | April 18, 2014 |
| E. Tentative Deadline for protests | April 28, 2014 |
| F. Tentative date for awarding of Contract(s) | June 3, 2014 |
| G. Tentative Start Date for Contract | July 1, 2014 |

The above dates are subject to change as deemed necessary by the County.

IV. QUOTE SUBMISSION

A. GENERAL

1. Quote Submission

To be considered, all Quotes must be submitted in the manner set forth in this RFQ. **It is the Responder's responsibility to ensure that its Quote arrives on or before the specified time.** All Quotes and materials submitted become the property of the County.

2. All interested and qualified Responders are invited to submit a Quote for consideration. A Responder may submit more than one Quote. Submission of a Quote indicates that the Responder has read and understands this entire RFQ, to include all appendices, attachments, exhibits, schedules, and addendum (as applicable) and agrees that all requirements of this RFQ have been satisfied
3. Quotes must be submitted in the format described in this Section. Quotes are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFQ. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFQ instructions, responsiveness to the RFQ requirements, and on completeness and clarity of content.
4. Quotes must be complete in all respects as required in this Section. A Quote may not be considered if it is conditional or incomplete.
5. Quotes must be received at the designated location, specified in Section I, Paragraph E – Correspondence, no later than the date and time specified in Section I, Paragraph F - Quote Submission Deadline.
6. All Quotes and materials submitted become the property of the County.

B. QUOTE PRESENTATION

One unbound original of each Quote is required. Additionally, an electronic copy (CD or Diskette) of each Quote in a MS Word or PDF must be submitted with the original Quote. Each Quote must be submitted in a separate, sealed envelope, plainly marked "**Response to RFQ for Security Service #2291-30-2014-01**". Failure to submit the original and the electronic copy may result in rejection of the Quote. No facsimiles or emails will be accepted.

C. QUOTE FORMAT

Each Quote must be submitted as a single document and arranged in the following sequence and using the specified attachments:

1. Completed Statement of Experience, see **Attachment A**. Attachment A will be provided to those who request it or it can be accessed at http://www.co.shasta.ca.us/index/hhsa_index/PublicNoticesRFPs.aspx
2. A description of the proposed security services, including detail on each item described in this RFQ in the Scope of Work, Section II, Paragraph C.
3. A schedule/timeline for the implementation of each element of the services to be provided as identified in the RFQ.
4. A description of the Responder's current capacity to meet the Minimum Responders Requirements, Section VI, Paragraph C, including proof of compliance with Private Security Services Act.
5. A rate schedule/estimated cost for the period covered by this RFQ.

6. Copies of insurance policies, binders, or certificates evidencing the following insurance coverage:
 - a. Comprehensive general liability (including auto and non-owned auto, bodily injury and property damage): \$1,000,000 combined single limit; and
 - b. Workers' Compensation: Statutory levels.

V. QUOTE EVALUATION AND SELECTION

A. EVALUATION PROCESS

If only one Responder submits a Quote, the County may, at its sole discretion, enter into negotiations with that Responder to provide the Services or it may reject that Quote.

Should more than one Responder submit a Quote, the following evaluation process will be used to select the Contractor.

B. EVALUATION CRITERIA

1. Initial Review - All Quotes will be initially evaluated to determine if they meet the following minimum requirements:
 - a. The Quote must be complete, in the required format, and be in compliance with all the requirements of this RFQ.
 - b. Proposers must meet the requirements as stated in the Minimum Proposer Requirements as outlined in Section VI, Paragraph C.
 - c. Failure to meet these requirements may result in a rejected Quote.
2. Evaluation–The Contract, if awarded, will be awarded to the Responder submitting the Quote deemed, by the County, in its sole discretion, to be most advantageous. The factors to be considered in the evaluation of each Quote are as follows:

	Points
Adequate staff size and competence to provide all requested services in Scope of Work	30
Responder's background and experience in performing similar services	30
Cost of providing services	40
TOTAL	100

3. While cost is a major consideration in the evaluation process, selection will be based on the determination of which Quote will best meet the needs of the County and the requirements of this RFQ.
4. As part of the evaluation process, the County *may* schedule interviews with some or all of the Responders, and will, in any event, establish a list of the Responders evaluated.

C. CONTRACT AWARD

1. The Contract, if awarded, will be awarded to the Responder submitting the Quote deemed by the County, in its sole discretion, to be experienced and fiscally responsible and whose Quote is determined to be the most cost effective and advantageous to the County. The Responder submitting the Quote deemed, by the County, in its sole discretion, to be the most advantageous will be asked to enter into the Contract negotiation stage.

2. If an agreement to enter into a Contract cannot be reached with the selected Responder, then the negotiations with that Responder will be terminated. At the sole discretion of the County, negotiations may then be opened with another Responder and the process repeated, or the County may elect to reject all submitted Quotes and terminate this RFQ process. Once negotiations with a particular Responder are terminated, the County will not reopen negotiations with that Responder.
3. A Notice of Award will be mailed to all Responders at the address specified in the Statement of Experience, **Attachment A**, advising if they were selected to enter into Contract negotiations with County and shall be deemed received three business days after mailing.

D. PROTESTS

1. Proposers may protest the recommended award, provided the protest is in writing, contains the RFQ number, is delivered to the address listed in Section I, Paragraph E of this RFQ, and submitted within ten (10) calendar days of the date on the notification of intent to award. Postmarks will not be accepted as meeting the deadline requirement for protest submission. Facsimile or emailed protests shall not be accepted.
2. Grounds for a protest is that the County failed to follow the selection procedures and adhere to requirements specified in the RFQ or any addenda or amendments; there has been a violation of conflict of interest as provided by California Government Code section 87100 et seq.; or violation of state or federal law. Protests will not be accepted on any other grounds. In the event of a protest, all protests will be handled by a panel designated by the Director of the Health and Human Services Agency, or his/her designee.
3. The County will consider only those specific issues addressed in the written protest. A written response will be directed to the protesting Proposer within fourteen (14) calendar days of receipt of the protest, advising of the decision with regard to the protest and the basis for the decision.

E. FINAL AUTHORITY

All written protests shall be reviewed by the Shasta County Health and Human Services Agency Director, or his or her designee, who at their sole discretion shall make a final finding regarding any protest.

VI. PROCUREMENT CONDITIONS

A. CONTINGENCIES

1. Initiation of this invitation and RFQ process do not commit the County to finalize a Contract or to pay any costs associated with the preparation of any Quote, nor to enter into a Contract with the Responder submitting the least costly Quote.
2. The County reserves the right, in its sole discretion to:
 - a. Accept or reject any or all Quotes, or any part thereof;
 - b. Reject any Quote for failure to submit the Quote in conformity with the requirements, or the terms and conditions, of this RFQ;
 - c. Waive informalities and irregularities in a Quote, or to waive any deviations from the requirements or specifications of this RFQ that are included in any Quote, if deemed to be in the best interest of the County;
 - d. Negotiate with qualified Responders; or
 - e. Cancel in part or in its entirety this invitation and RFQ process.

B. MODIFICATIONS

The Director of the Health and Human Services Agency has the right to issue amendments to, or terminate, this procurement process at any time. In the event it becomes necessary to revise any part of this RFQ, an amendment will be provided to those individuals and agencies who/that submit a timely Notice of Intent.

C. MINIMUM RESPONDER REQUIREMENTS

1. Responders must:

- a. Have no record of unsatisfactory performance. Contractors who are or have been seriously deficient in contract performance, in the absence of circumstances properly beyond the control of the Contractor, shall be presumed to be unable to meet this requirement.
- b. Have the ability to maintain adequate files and records and meet statistical reporting requirements.
- c. Have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.
- d. Meet other presentation and participation requirements listed in this RFQ.

D. INACCURACIES OR MISREPRESENTATIONS

1. If in the course of the RFQ process or in the administration of a resulting contract, the County determines that the Proposer has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to the County, the Proposer may be terminated from the RFQ process or in the event a contract has been awarded, the contract may be immediately terminated.
2. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

E. INCURRED COSTS

The County shall not be liable for any costs of work performed in the preparation and production of a Quote, or for any work performed prior to the formal execution of a Contract. By submitting a Quote, the Responder agrees not to make any claims for, or have any right to, damages because of any misunderstanding or misrepresentation of the terms and conditions of this RFQ, or because of any misinformation or lack of information.

F. QUOTE CONFIDENTIALITY

1. All Quotes will become the sole property of the County of Shasta. At such time as a Responder agrees to enter into a Contract with the County, or the County decides to terminate this RFQ process without entering into a Contract, all Quotes and related documents become a matter of public record, with the exception of those parts of a Quote which are trade secrets, as that term is defined by statute.
2. If any part of a Quote contains any trade secrets that the Responder does not want disclosed to the public, the Responder shall mark that part of the Quote as a "trade secret." The County, however, shall not in any way be liable or responsible for the disclosure of any Quote or any part thereof if disclosure is required under the Public Records Act (Government Code, Section 6250 et seq.) or pursuant to law or legal process.
3. In addition, by submitting a Quote, a Responder agrees to save, defend, keep, bear harmless, and fully indemnify the County of Shasta, its elected officials, officers, employees, agents, and volunteers from all damages, claims for damages, costs, or expenses, whether in law or in equity, that may at any time arise or be set up for not disclosing a trade secret pursuant to the Public Records Act.

G. NEGOTIATIONS

The County may require the potential Contractor(s) selected to participate in negotiations, and to submit revisions to pricing, technical information, and/or other items from their Quote(s) as may result from these negotiations.

VII. CONTRACT INFORMATION

A. CONTRACT DEVELOPMENT

If the County chooses to fund and proceed with the Services, it will enter into a Contract with the selected Responder. NOTE: The County will work with the selected Responder to develop a Contract. Revisions to the Quote and/or scope of work may be necessary.

B. STANDARD CONTRACT LANGUAGE

A sample of the standard County contract to be used for these services shall be provided upon request. The final contract will include additional terms and conditions as agreed upon by the parties. At a minimum, the Contract will comply with the County's requirements and Section 23-604 of the Manual of Policies and Procedures of the California Department of Social Services (see: <http://www.dss.cahwnet.gov/ord/entres/getinfo/pdf/opsman4.pdf>). The Contract may include the following components:

1. Provisions relating to insurance and indemnification, reporting, and record keeping.
2. A provision that the Contractor may be required to obtain and maintain continuously a policy of Errors and Omissions coverage with limits of liability of not less than \$1 million.
3. A provision that the Contractor will indemnify the County and maintain insurance with certain specified coverage limits and naming the County, its elected officials, its officers, agents, employees, and volunteers as additional insureds.
4. A reporting provision requiring inclusion of a description of individual client characteristics, demographic information, services description, and outcome information.
5. A negotiated, detailed budget and budget narrative. The budget will indicate direct and indirect costs and profit, if applicable.
6. A provision requiring that any submitted budget must comply with, and conform to, the Office of Management and Budget of the Executive Office of the President of the United States ("OMB") Circulars No. A-21, No. A-87, and No. A-122, as well as the Code of Federal Regulations, as applicable.
7. A provision stating that the Contractor shall be construed to be an independent contractor and nothing in the Contract is intended nor shall be construed to create an employer-employee relationship, a joint venture relationship, or to allow the County to exercise discretion or control over the professional manner in which the Contractor performs the services which are the subject matter of the Contract, provided however, that the services to be provided must be provided in a manner consistent with the professional standards applicable to such services. In addition, the Contract may provide that the Responder shall be fully responsible for payment of all taxes due which would be withheld from compensation if the Responder were a County employee, and that the County shall not be liable for deductions for any amount for any purpose from the Responder's compensation. Furthermore, the Contract may provide that the Responder shall not be eligible for coverage under the County workers' compensation insurance plan nor shall the Responder be eligible for any other County Benefit.
8. A provision that the Contractor shall ensure, and provide written verification thereof to County, that all staff and volunteers working or providing services under this agreement

receive appropriate clearance following a federal and state criminal records check and a California Department of Motor Vehicles record check.

9. A provision that the Contractor comply with all applicable federal and state laws, including the Social Security Act, the Civil Rights Act, the Clean Air Act, applicable federal regulations, the State Energy Efficiency Plan, the Welfare and Institution Code, Section 508 of the Clean Water Act (33 O.K. §1368), Executive Order 11738, Environmental Protection Agency Regulations (40 I.E. Part 15), and the confidentiality provisions of Section 10850 of the Welfare and Institutions Code and Division 19 of the California State Department of Social Service Manual of Policies and Procedures.
10. A provision that the Contractor not discriminate in employment practices or in the delivery of services on the basis of race, color, creed, national origin, religion, sex, age, marital status, sexual orientation, medical condition (including cancer, HIV and AIDS) physical or mental disability or use of family care leave.
11. A provision that the Contractor not subcontract any services without the prior written consent of the County.

Attachment A

STATEMENT OF EXPERIENCE

SECTION A

Business Name: _____ Phone: _____

Address: _____

City: _____ State: _____ ZIP: _____

Mailing Address: _____
(If different from above)

City: _____ State: _____ ZIP: _____

Legal Entity:

- Non Profit Corporation Corporation General Partnership Limited Partnership
- Sole Proprietorship Other: _____

Names and titles of officers or owners authorized to sign this Quote and any contract with the county that may result.

Name: _____ Title: _____

Name: _____ Title: _____

SECTION B

Number of years in business under present business name: _____

Prior Business Name(s): _____

Number of years under prior name(s): _____

SECTION C

Number of years experience providing required, equivalent, or related services: _____

SECTION D

Contracts completed during the last five years:

Year	Services	\$ Amount	Location	Contracting Agency
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____

(Add additional pages if needed)

SECTION E

Have you, or your business failed or refused to complete a contract? Yes No

If yes, explain: _____

(Add additional pages if needed)

SECTION F

Do you or your business hold a controlling interest in any other organization, or is this business owned or controlled by another organization or business? Yes No

If yes, explain: _____

(Add additional pages if needed. Section F does not apply to government agencies.)

SECTION G

Do you, or does your agency, hold or have a financial interest in any other business? Yes No

If yes, explain (unless you are the individual personally performing contracted services or a governmental agency):

(Add additional pages if needed)

SECTION H

Names, titles and contact information of persons with whom you or your business has been associated with in business as partners or business associates in the last five years. (Governmental agencies are exempt)

(Add additional pages if needed)

SECTION I

Explain any litigation involving you, your agency, or any principle officer(s) thereof:

(Add additional pages if needed)

SECTION J

Provide a description of experience in the services to be provided, or the experience of principle individuals who will be performing services.

(Add additional pages if needed)

SECTION K

If equipment is to be purchased, please provide a list of major equipment to be purchased over \$3,000 for the direct provision of services related to this RFQ:

(Add additional pages if needed)

SECTION L

Please attach a copy of your most recent audited financial statement, for a fiscal period not more than 18 months old at time of submission, by an independent certified public accountant.

See California Department of Social Services, Manual of Policies and Procedures, Section 23-610 (c)(15)(L) at <http://www.dss.cahwnet.gov/ord/entres/getinfo/pdf/opsman4.pdf> for full details of this requirement.

SECTION M

Please attach a copy of the most current financial statement.

Do you or your business agree, at the request of the County, to provide letters of credit, and guarantor letters from related entities? Yes No

SECTION N

Please provide a list of commitments, and potential commitments including tax obligations which may impact assets, lines of credit, guarantors letters, or otherwise affect your or your business's ability to perform.

(Add additional pages if needed)

SECTION O

If the nature of the services your business provides requires business or professional licenses, are such licenses held by you and/or your business and its staff? Yes No

Please list each required business or professional license:

License Number	Type	Expiration Date

(Add additional pages if needed)

SECTION P

Do you and your business agree to provide additional information including references as required by the County to make an informed determination of qualifications? Yes No

SECTION Q

Do you and your business agree to permit the County, State and Federal governments to audit financial and other records pertinent to the services to be provided? Yes No

SECTION R

By signing this Statement of Experience,

I am certifying that I understand and agree (upon submission of a Quote) to abide by the terms and conditions of this RFQ and represent that I have authority to bind the Entity/Individual specified herein to the terms and conditions of this RFQ; and

I am certifying that all information provided on or attached to this form and contained within this Quote is true, and I acknowledge that if the Quote contains any false statements, the County may declare any contract or agreement made as a result of the Quote to be void.

Signed: _____ Date: _____

Printed Name: _____

Title: _____