

**REQUEST FOR PROPOSALS
SECURITY SERVICES
RAPID CITY PUBLIC LIBRARY**

Proposals for a security services contract at the Rapid City Public Library (RCPL) Downtown and North branches will be accepted until March 1, 2018 at 4:00 p.m.

Applicants must submit one (1) original copy of the proposal to the: Rapid City Public Library Business Office, 610 Quincy Street, Rapid City, SD 57701. Proposals shall be submitted at the time and place indicated in the Request for Proposal and shall be submitted in a sealed envelope appropriately marked with the Proposal title and the name and address of the Applicant(s).

SECTION I: GENERAL INFORMATION:

The Rapid City Public Library is the largest public library in western South Dakota and serves Rapid City and Pennington County residents. The downtown library sees the majority of use with approximately 29,000 people using the library each month. The North library, in a shared facility with the General Beadle School, averages 3,000 visitors per month.

The libraries offer general collections of print and online materials, and provide study and meeting rooms, public use computers with printing services, and wireless internet. The downtown library also contains a small book store, operated by the Friends of the Library.

The downtown library hours of operation are:

Monday – Thursday	9:00 a.m. – 7:00 p.m.
Friday and Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

The North library hours of operation are:

Monday – Thursday	3:15 p.m. – 7:00 p.m.
Friday	3:15 p.m. – 5:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

Hours for security services may differ from hours of operation; security service hours will be defined by contract.

SECTION II: MINIMUM REQUIREMENTS:

In order to be considered for the contract described in this Request for Proposals (RFP) the applicant shall have two or more years of continuous experience in ownership, management or operation of security services, or other equivalent experience as accepted by the proposal review committee. Applicants not meeting this minimum requirement will be disqualified and their proposal will not be considered further.

SECTION III: SCOPE OF SERVICES:

The actual terms of the contract entered into shall be negotiated between the Rapid City Public Library Board of Trustees and the applicant whose proposal is selected. The term of a contract is anticipated to be two (2) years with an option to renew on an annual basis. The provisions that follow are to be incorporated into any contract unless it is stated and agreed to otherwise at the time of considering the initial proposal.

The primary role of library security services is customer service and assurance. The scope of the required services consists of:

- 1) Providing unarmed security services in the downtown and north libraries during public hours
 - a. Greeting and developing rapport with library customers, especially those who may exhibit disruptive behaviors
 - i. Purpose is to prevent disruptive incidents whenever possible, or to quickly respond to and minimize incidents when they do occur
 - b. Timely walk-throughs in facilities and around exterior adjacent areas to confirm safety of customers, staff, and facility
 - c. Assist staff with security issues as they arise
 - d. Proactively engage with substance-impaired individuals, directing them out of the library and/or to appropriate services as needed
- 2) Informing library supervisory staff of all incidents involving suspension from premises
- 3) Providing library management with timely, complete, and accurate weekly security logs to reflect security staff activities
- 4) Retaining confidentiality of security logs and incident details
- 5) Meeting with supervisory staff weekly to review security logs and communication protocols

The applicant whose proposal is accepted will be expected to provide all necessary equipment, uniforms and supplies; to insure and maintain timely and appropriate training of security personnel; to agree to indemnify and defend any and all claims arising out of the applicant's activity within the library; and to have knowledge of and comply with library policies and city ordinances. The contract will also contain a term that the City is not responsible for damage, loss or theft of property belonging to the applicant.

The applicant will be expected to have liability insurance with the City as an additional insured and to provide proof thereof to the City prior to the contract term. Proof of workers compensation insurance will also be required.

The applicant will agree that all of its logs and records and the contents thereof are confidential pursuant to SDCL 14-2-51 and 1-27-1.4 (11). The applicant will agree that it and its employees will direct any requests for information to the Police Department Liaison, Library management, and/or any other City official designated as a media contact.

SECTION V: SELECTION PROCESS

The proposals will be reviewed by a committee made up of Police Department representatives, members of the Library Board, and library management. The committee, after reviewing the proposals, will make a recommendation to the full Library Board, who will then either approve or reject the recommended proposal. If a proposal is approved, the Library will provide prompt written notice to the chosen applicant of its selection by the Library Board. The chosen applicant and the Library will negotiate an agreement to be drafted by the City Attorney's Office for the parties' review and signature. If the negotiations between applicant and the Library are unsuccessful and/or if no agreement is reached within forty-five (45) days of the written notice provided to the chosen applicant of its selection by the Library Board, the committee may at its option select another proposal for recommendation to the full Library Board, and the Library Board may approve or deny the recommendation.

Evaluation criteria are as follows:

- 1) The applicant's experience and background; 30%
- 2) Applicant's references; 10%
- 3) Applicant's interview performance; 10%
- 4) Commitment to training and professionalism of security officers; 25%
- 5) Availability of staff to cover the required hours; 15% and
- 6) Service cost. 10%

SECTION VI: TECHNICAL ASSISTANCE / CLARIFICATION

Any applicant requiring clarification of the information contained herein or who has questions about the RFP should contact:

Jennifer Read
Rapid City Public Library
610 Quincy Street, Rapid City SD 57701
Phone (605) 394-6139 ext. 2214
E-mail: jread@rcplib.org

The Rapid City Public Library Board of Trustees reserves the right to reject any and all proposals, to award a contract to the proposal that is in the best interests of the library as determined by the Library Board and to negotiate with any person submitting a proposal.