



SMU

REQUEST FOR PROPOSAL (RFP)

Title: Security Guard and Parking Enforcement Services

RFP #: BC1-2016

Date Issued: Wednesday, November 30, 2016

DUE DATE: Friday, December 16, 2016 at 3:00 pm

RFP Issued By: Brian Cook, RFP Coordinator
SMU – Purchasing

1.0 GENERAL OVERVIEW

1.1 Background

As a private, tax-exempt university enriched by its United Methodist heritage and partnership with the Dallas-Fort Worth area, SMU seeks to enhance the intellectual, cultural, technological, ethical, and social development of a diverse student body. SMU offers undergraduate programs centered on the liberal arts and excellent graduate, professional, and continuing education programs. The SMU experience also includes accessible faculty in small classes and abundant opportunities for research experience, international study, leadership development, and service and internship opportunities beyond campus – all with the goal of preparing students to become contributing citizens and leaders for our state, nation and world.

SMU has approximately 11,000 students studying in seven degree-granting schools: Cox School of Business, Dedman College of Humanities and Sciences, Meadows School of the Arts, Bobby B. Lyle School of Engineering, Dedman School of Law, Annette Caldwell Simmons School of Education and Human Development, and Perkins School of Theology.

Founded in 1911 by what is now The United Methodist Church, SMU is nonsectarian in its teaching and committed to academic freedom and open inquiry. Owned by the South Central Jurisdiction of the United Methodist Church, SMU is managed by a Board of Trustees that includes civic, business, education, and religious leaders who represent various faiths and geographic areas.

1.2 Purpose

The purpose of this **Request for Proposal (RFP)** is to solicit proposals from qualified Security Contractors that can provide a range of security services in order to consolidate various security needs across the Southern Methodist University Campus. Security services that we wish to consolidate under the responsibility of a single Security Contractor include:

- Security guard services for three locations
 - SMU Expressway Tower (Approx. 93 hours a week)
 - SMU Fondren Library (Approx. 25 hours a week)
 - SMU Hamon Arts Library (Approx. 8 hours a week)
- Full time parking service officers
- Safety escort drivers
- Game-day and special event parking service officers for Park Cities Plaza

The Contractor selected by SMU will have significant expertise in the areas necessary to meet the needs and requirements set forth in this RFP, including, without limitation, the ability to provide innovative solutions and introduce SMU to opportunities. Critical criteria in SMU's evaluation process will include the Contractor's knowledge and experience in providing security services for higher education entities, its size and ability to consistently staff the necessary positions, its proposed pricing and markups, and its strict abidance of all local, State, and Federal Laws pertaining to such entities. Through this RFP process, SMU desires to enhance service efficiency and minimize costs and risk, while at the same time providing the Contractor with the incentive to successfully perform based upon pricing, the operational parameters set forth herein, the negotiations between the parties and a formal written agreement documenting the parties' relationship.

1.3 Business Objectives

SMU is seeking a Contractor who will:

- Make recommendations concerning aspects of the business within their sphere of its expertise and help SMU stay up-to-date in regard to changes in security services
- Provide technical expertise taking into account SMU's unique higher educational needs
- Provide business expertise that will bring additional value and added services to SMU
- Gain knowledge of SMU's operations so that operational and cost saving opportunities can be explored to the mutual benefit of both companies and demonstrates Process Efficiencies – Delivery of security staff and services in the most efficient manner
- Reduce costs: Best practices and efficiencies to maintain the lowest possible cost at the highest possible quality of services
- Continuously Improve: Improvement in quality and consistency for the services through collaboration, innovation, and continuous improvement processes
- Consolidate individual business unit security services contractors
- Solve temporary staffing issues – Contractor must be able to consistently staff all necessary positions with the highest quality personnel available

2.0 RFP SCHEDULE INFORMATION

2.1 Schedule

Issue Request for Proposal	Wednesday, November 30, 2016
Last Day for Questions by 5:00 p.m.	Tuesday, December 6, 2016
Questions Answered	Friday, December 9, 2016
Closing Date by 3:00 p.m.	Friday, December 16, 2016
Evaluation & Notice	Week of January 17, 2017

2.2 Questions and Inquiries

All inquiries concerning the RFP should be directed to:

Brian Cook, RFP Coordinator SMU – Purchasing

Email: brianc@smu.edu Phone: 214-768-0099

Questions should be submitted in writing via email. Written questions should be directly tied to the RFP and should be asked in consecutive order, following the organization of the RFP reference the RFP section. General questions will be shared with all those firms participating in the process. Short procedural inquiries may be accepted by telephone or email by the buyer, however, oral explanations or instructions given over the telephone shall not be binding upon the University.

2.3 Bidder Responsibility

The bidder assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given because Contractor's failure to be knowledgeable of all the requirements of this RFP. By submitting a proposal in response to this RFP, the Contractor represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

2.4 Cost Liability

SMU assumes no responsibility and bears no liability for costs incurred by firms in the preparation and submittal of proposals in response to this RFP.

2.5 Revisions to this RFP

In the event that it becomes necessary to clarify or revise this RFP, such clarification or revision will be by an Amendment. Any RFP Amendment will be emailed to all participants. Any amendment to this RFP shall become part of this RFP.

2.6 Proposal Acceptance/Rejection

SMU reserves the right to reject any or all proposals, to accept or reject any or all the items in the proposal and to award the Preferred Agreement in whole or in part as deemed to be in the best interest of SMU. SMU reserves the right to negotiate with any vendor if such action is deemed to be in the best interest SMU.

3.0 SCOPE OF WORK

The following is an outline of the requirements for services to meet the needs of SMU.

3.1 Method of Engagement

The primary contact for parking and safety escort services will be the SMU Director of Parking and ID Card Services, Mark Rhodes. The primary contact for Expressway Tower security guard services and Park Cities Plaza game-day parking services will be Cindy Gautreaux. The primary contact for Library security guard services will be SMU's Central University Library Assistant Dean of Human Resources, Bill Dworaczyk.

3.2 Expressway Tower Security Guard Services

Expressway Tower is a property owned by Southern Methodist University located at 6116 North Central Expressway on SMU's East Campus. The tower is home to many SMU administration offices, some academic classrooms and offices, and numerous other tenants and businesses. The uniform for security guards at Expressway Tower shall make it clearly show that the individual is a official security guard and include a name tag to be worn at all times. The Contractor is required to provide security guard services to Expressway tower for the following hours:

- Monday – Friday:
 - o Morning Security Guard 7:30 AM – 3:30 PM
 - o Evening Security Guard 3:30 PM – 11:30 PM
- Saturday:
 - o Weekend Security Guard 8:00 AM – 4:00 PM
- Sunday:
 - o None - Closed
- Expressway Tower is Closed on all Federal Holidays

Total estimated hours per week are eighty-eight (88) for this location

Tower Security Guard Responsibilities include but are not limited to:

- Patrol Expressway Tower, Expressway Tower parking lot, and Expressway Tower underground parking
- Monitor and log building access and egress
- Control access to service and mechanical areas
- Issue keys to janitors
- Observe for safety and maintenance hazards
- Enforce general security policies
- Communicate security and maintenance concerns to management
- Report suspicious activity to SMU staff and/or the police via two-way radio (provided by SMU)

- o The Contractor will be required to provide one cellular telephone to be rotated to on duty officer (active guard must have a working cellphone to be used for work while on duty)
- Escort Expressway Tower tenants, students, visitors, etc. to their vehicles if requested
- Show prospective tenants around Expressway Tower if SMU staff is busy

3.3 Library Security Guard Services

The contractor will also be required to provide security guard services to two library locations on the SMU campus – The Hamon Arts Library and Fondren Library. Library security guard services will only be required during the Fall and Spring academic semesters. There will be NO library security guard services during the SMU summer and winter breaks. Also, additional hours may be required periodically during busy times of the year where the libraries are open later and/or more often, such as at the end of the Spring and Fall semesters for finals. Library security guard duties include but are not limited to:

- Help Ensure a safe environment for library patrons
- Contact SMU Police and/or Facilities for emergency situations
- Guard must check email at the beginning of each shift
- Guard is expected to walk and check the library every hour and a half. It takes approximately 30-40 minutes
- Interior doors, offices, and exterior doors for the entire library should be checked to be sure they are locked
- Guard must document every check in a report to be submitted at the end of each shift and the report should include any discrepancy found during the checks
- At 9:00 PM, the guard will confirm that all exterior doors are locked
- Guard will check IDs (SMU students and staff only permitted after 9:00 PM. The guard will ask anyone in the library without an SMU ID to leave at this time)
- On days the library closes, student workers will make an announcement 30 minutes before the library closes and after everyone is out the security guard must walk the entire library to make sure everyone is out of the building. (Only people left in building at this time are cleaning crew from 10:00 PM – 6:00 AM)
- There is an intercom system that the guards can use to talk to students or individuals outside of the library who's IDs aren't working to let them in (If they do not have a valid ID they can't come in after 9.)
- Guards will monitor the elevators, report any malfunctions of the elevators, and place out of order signs on elevators or other broken equipment as needed

3.3.1 Hamon Arts Library (Part of the Owen Arts Center Complex)

The Hamon Library's circulating and reference collections contain more than 180,000 items relating to the visual and performing arts. In addition, the Library has some 300 subscriptions to arts periodicals and provides access to more than 40 online resources that are specific to the arts. The selected Contractor is required to provide a night time and weekend security guard for the Hamon Arts Library for the following hours:

- Sunday – Thursday:
 - 8:00 P.M. – 12:00 A.M.
- Friday:
 - NONE
- Saturday:
 - 12:00 P.M. – 5:00 P.M.

Total projected hours per week is 25 hours for this location

3.3.2 Fondren Library

Fondren Library is the main library of the Southern Methodist University Central Library system. The selected Contractor is required to provide two security guards for Fondren Library for the following hours:

Guard 1

- Sunday:
 - 6:00 P.M. – 2:00 A.M.
- Monday - Thursday:
 - 9:00 P.M. – 3:00 A.M.
- Friday:
 - None
- Saturday:
 - None

Guard 2

- Sunday:
 - 12:00 A.M. (Midnight) – 8:00 A.M. (Mon.)
- Tuesday – Friday:
 - 2:00 A.M. – 8:00 A.M.
- Saturday:
 - None

Total projected hours per week is 64 hours for this location

3.4 Parking Enforcement Services

There are approximately 6,500 regulated parking spaces on the SMU campus including five major parking structures. The Contractor is required to provide a Parking Services Supervisor, a Parking Services lead officer, Parking Services Officers, Safety Escort Drivers, and a Lead Safety Escort Driver to satisfy the following requirements. The Parking Enforcement Officers and the Parking Enforcement Supervisor will report to the Director of Parking and Campus ID, Mark Rhodes. All Parking Enforcement personnel will be required to be cognizant and enforce SMU requirements for parking policy, citations, disabled parking, parking permits, etc., which can be found at www.smu.edu/parking.

3.4.1 Parking Service Officers (PSO)

Parking Service Officers will issue administrative parking citations for violations of SMU parking rules and regulations, municipal, ordinances of state law, provide traffic directions and assist motorists. They will assist with the collections of parking meters and pay stations and perform

some routine maintenance and minor repairs to parking equipment as necessary. They will also obtain and/or provide basic assistance to stranded motorists.

*****Depending upon the requirements as laid out by the Director of Parking and Campus ID a maximum of three Parking Services Officers are requested to perform this service*****

It is estimated that one (1) Parking Service Officer will work year round and two (2) additional PSOs will be needed when classes are in session during the Fall and Spring academic semesters (August – May) for a total of three (3) PSOs being used during these times. Parking Service Officers will be scheduled to work 40 hours a week.

Specific duties include but are not limited to:

- Enforce parking regulations on the SMU campus
- Issue administrative citations to vehicles parked in violation of University parking regulations, municipal ordinances, or state law
- Assist with traffic control by directing traffic as required during normal operations and special events
- Provide traffic directions and assist motorists
- Perform routine maintenance and minor repairs to parking equipment as necessary
- Obtain and/or provide basic assistance to stranded motorists
- Possess a valid motor vehicle driver's license and be able to operate a motor vehicle
- Assist with the collections of parking meters and pay stations
- Place traffic cones, barricades, or other equipment as directed
- Prepare written incident reports as required
- Be able to interact and communicate well with members of the public
- Be aware of SMU parking policies and directives
- Perform such other related services as may be required by SMU's representative

3.4.2 Parking Services Lead Officer (PSL)

A Parking Services Lead Officer will be required to be provided by the contractor. The PSL performs all the duties of a PSO and assists the Parking Services Supervisor. The PSL is expected to supervise and coordinate activities of the parking enforcement officers. The PSL will be scheduled to work 40 hours a week year round.

Specific duties include but are not limited to:

- Provide supervision of all activities of Parking Enforcement Officers and other employees to assist with parking
- Plan and direct traffic control for all special event parking during peak traffic periods
- Compile and prepare reports on activities related to parking as directed
- Ensure adequate staffing to meet varying seasonal and event driven demand
- Train Parking Service Officers
- Possess exceptional office and communications skills
- Supervise all special events parking staff which at times requires work on weekends, holidays, and/or after normal business hours
- Perform duties of PSO when needed
- Be cognizant of SMU parking policy and directives
- Perform such other related services as may be required by SMU's Representative

3.4.3 Parking Services Supervisor (PSS)

A Parking Services Supervisor will be required to be provided by the contractor. The PSS is expected to supervise and coordinate activities of the Parking Service Officers and Safety Escort Drivers (introduced further in scope). The PSS will be scheduled to work 40 hours a week year round.

Specific duties of the Parking Services Supervisor include but are not limited to:

- Provide supervision of all activities of Parking Services Officers and Safety Escort Drivers as well as other employees to assist with parking and safety escort on campus
- Plans & directs traffic control for all special event parking during peak traffic periods
- Compiles and prepares reports on activities related to parking and safety escorts as directed
- Ensures adequate staffing to meet varying seasonal and event driven demand
- Train Parking Services Officers and Safety Escort Drivers as directed
- Must possess exceptional office and communication skills
- Supervises all special events parking staff which at times requires work on weekends, holidays, and/or after normal business hours
- Perform duties of PSO or Driver when needed
- Be cognizant of SMU parking policies and directives
- Perform such other related services as may be required by SMU's Representative

3.5 Safety Escort Services

SMU Safety Escort, formally known as Giddy-Up, is a campus security escort service which offers free rides all over and around campus Monday – Sunday from 7:00 P.M. – 3:00 A.M. The program operates only when classes are in session during the Fall and Spring semesters (August – May) it does not operate during the summer. The required number of Drivers necessary to maintain a minimum of four (4) drivers during each shift is requested to perform this service. Students and faculty contact a central Safety Escort dispatch that is to be operated by the Lead Driver or Parking Services Supervisor who then directs Safety Escort Drivers. The uniform for Safety Escort Drivers will be khaki pants and an SMU polo.

3.5.1 Safety Escort Driver

Safety Escort Drivers will operate six (6) passenger golf carts (provided by SMU) on sidewalks and University owned streets to transport passengers between destinations on the main SMU campus. Drivers will also assist stranded motorists, place/release vehicle immobilization devices, and place traffic cones/barricades or other equipment as directed. Drivers will also assist with traffic control and direction when directed. Contractor will be required to have enough Drivers necessary to maintain a minimum of four (4) drivers during each shift.

3.5.2 Lead Driver

The Safety Escort Lead Driver will perform all the duties of a Driver and supervise other Drivers. The Lead Driver will schedule Drivers work and ensure adequate staffing levels are maintained. The Lead Driver will be the primary contact for requests from campus community for Safety Escorts and will coordinate the Drivers response to these requests. The Lead Driver will supervise the work of Drivers under the direction of the Parking Services Supervisor. One Lead Driver is requested to perform this service.

3.6 Park Cities Plaza Special Event Parking Enforcement Services

Park Cities Plaza, located in Dallas Texas (University Park) at 3072 Mockingbird and Central Expressway right next to the SMU campus, is a strip mall owned and maintained by Southern Methodist University. It is home to numerous businesses, stores, and eateries. During the SMU football season, the University hires security personnel to monitor and prevent non Park Cities Plaza customers and employees from parking in the lot. The Contractor will be required to provide three – five (3-5) security personnel as needed to monitor and control this lot during scheduled home football games, fall and spring graduation, and other special events periodically. Security personnel will be required to pick up signs and equipment to be set up at the Park Cities Plaza parking lot from Expressway Tower at the beginning of their shift. Examples of other special events that may periodically take place on the SMU campus and require security personnel for parking at Park Cities Plaza include large events held at Moody Coliseum and the SMU Tennis Center located directly across from the property. Any additional need for special event security personnel at Park Cities Plaza will be requested by the SMU Facilities Manager – Cindy Gautreaux – within 48 hours of the time the services are needed.

The Security Contractor must also include a recommendation in their proposal for how they plan to monitor this lot and ensure that only the proper patrons and Plaza employees are parking in it. In the past, security has distributed hang tags to businesses at the Plaza to distribute to their employees to use when needed and stopped every car entering the parking lot to ask what business they are visiting and ensure they aren't parking to attend the game or event. This option, if executed properly, is an acceptable method to be proposed. However, SMU is open to and seeking expertise from the submitting Contractors for innovative, effective, and efficient solutions. Although SMU has the right and ability to tow unauthorized vehicles from the lot if needed, the University wishes to have more of a preventive plan than a punitive plan to avoid the hassle and concern of towing the wrong cars.

3.7 Training and Certifications

The Contractor is responsible to provide training and orientation to all employees providing services to SMU under this Agreement. Such training shall follow the standard Contractor Policies and Procedures manual in effect during the term of this Agreement, shall be consistent with the levels generally provided within the security services industry, shall be in compliance with State of Texas and Federal requirements, and shall conform to all other standards or requirements presented within this scope. SMU management reserves the right to request documentation of such training or require additional training as needed for security personnel at any time.

The selected Contractor must meet the minimum requirements of the law for private security professionals and companies in Texas. All security personnel hired by the Contractor to work at SMU must be - at minimum - licensed, non-commissioned (unarmed) security officers in Texas. This means that they must comply with all requirements, complete all necessary training, and successfully be issued a Texas State Security Guard License that is valid before starting an assignment for SMU. In Addition, all licenses must not be expired and the Contractor must be able to provide proof of valid licenses at any time if asked to do so by SMU.

In addition, at least 24 hours of training specific to the property regarding its operation and policies and procedures shall be provided before any officer works a shift alone. All training costs and documentation are the responsibility of the Contractor. On-site training hours at SMU must be billed to SMU separately and clearly stated that they are for "training hours." Training hours on-site at SMU will be charged at the normal hourly rate for that position.

Cross Training

It is imperative that there is continuous coverage for all scheduled security guard shifts at Expressway tower and SMU Fondren and Hamon Libraries. Also, SMU would like to encourage some continuity in the personnel staffing the special event parking at Park Cities Plaza so that it is not completely new, unfamiliar personnel that are staffed there each time officers are needed. In the past, there have been issues using officers from other locations on campus and backup officers from the security contractor to fill in for missed shifts at the tower and libraries because the backup officers are not trained at these locations. SMU is seeking training solutions to help solve this issue with a future single contractor. One solution proposed by SMU is to cross train security guards (Tower and Libraries) and special event parking staff so that they can fill in for each other when needed and have a basic understanding of the facilities and responsibilities at each location. This would also be beneficial when the libraries require extra staff during busy periods such as finals.

3.8 Uniforms and Equipment

All security personnel positions listed within this scope are for UNARMED security personnel. Contractor must provide all necessary uniforms and equipment for each of the security personnel positions listed above unless otherwise stated. Standard uniforms issued shall be in accordance with stated requirements within this scope, equivalent to industry standards if not specifically stated, and sufficient to prevent excessive wear and soiling. The Contractor shall have spare uniforms available for use by the officers when the need for replacement is required. The cost of any uniform cleaning shall be the responsibility of the Security Officer and compensation for this included in the pay rate from the Contractor.

3.9 Additional Requirements of Contractor and Security Personnel

Additional Requirements of selected Security Contractor and all security personnel include but are not limited to:

- Contractor is responsible to have security personnel present for all scheduled hours and is solely responsible to find replacements or use back-ups for any situations arising such as sick days, no-shows, scheduling conflicts, or any other reason a Contractor's employee misses an assigned shift.
- Contractor must have adequate, experienced management in place locally, which will be responsible for overseeing the project
- To allow response to any problems, Contractor management should be available on a 24-hour basis, and should have a system in place for quality control for on-site service and regular communication with SMU Management
- All security personnel must be properly licensed, possess a high school diploma or equivalent, and speak, read, and write English at the high school graduate level
- Before assigning any individual, Contractor shall certify that a comprehensive background investigation, which includes criminal records check, verification of prior employment, drug test by an independent laboratory and a check of character references, has been completed on each officer/driver.
- All security personnel assigned by the Contractor will be subject to approval of management. Any found unacceptable for any reason shall be replaced within 24 hours of a removal request
- If for any reason, Contractor wishes to remove any employee from a site, Contractor must first advise appropriate SMU management of such request and provide a suitable employee as a replacement – such employees shall be at the approval of SMU management and shall be fully trained at the site prior to beginning work

- Any existing officer requested to be retained (by SMU or the Contractor) at the site at the beginning of this contract shall be required to participate in the above screening prior to becoming an employee of the selected Contractor
- SMU reserves the right to request that security personnel be retained at the beginning of this contract granted they meet the requirements of the selected Contractor and follow the procedures above
- All security personnel are expected to be in average to good physical condition to perform tasks such as climbing stairs and lifting objects, physically capable of standing and walking extended periods, and capable of enduring the extreme heat and humidity in the Dallas summer and very cold in the winter while performing their duties
- All security personnel shall be United States citizens or nationals, lawful permanent residents, or aliens properly authorized to work in the United States
- All security personnel shall be neat, clean, and well groomed
- All security personnel must obtain authorization for parking of vehicles or equipment on SMU property from SMU Management and conform to all parking regulations of SMU.
- Contractor should be able to quickly provide additional security personnel if needed and requested by the University in the event of an emergency or other crisis on the SMU campus

3.10 Wages and Benefits

The Contractor is responsible to provide SMU a pay table for every position under each section of the scope of work listed within this RFP. The Contractor is responsible for providing documented work hours and invoice SMU based on fixed labor rates. Invoice specifics and the processes to accurately charge them to each SMU business unit will be discussed and arranged during the RFP selection and contract process after a Contractor has been selected. A minimum of Four (4) labor rates must be presented by the Contractor in their proposal for each position: Wage Rate, Bill Rate, Overtime/Holiday Rate, OT/H Bill Rate. Labor includes all straight-time wages, fringe benefits, workers' compensation and other insurance, applicable taxes, small tools expenses, overhead, and profit. No other costs other than the flat billed rate shall be passed along or charged to SMU unless otherwise stated within this scope. OT rates may only be charge with prior approval from SMU Management and Holiday rates will only be applicable to Federal Holidays subject to approval by the University. Payment will only be made to the Contractor.

Contractor must also provide detail of the benefit package offered to each level of employee, including, but not limited to major medical and life insurance, paid vacation and sick leave, and retirement contributions.

4.0 Proposal Content Requirements

Proposals should include comprehensive responses to the following and address items as specified in the Scope of Work. Proposals are required to follow the exact order as provided in the RFP document so that all proposals can be evaluated on an equal and timely basis.

Proposals must also include an attachment of the Contractor's insurance coverage to ensure it meets or exceeds the Insurance Requirements as defined in Exhibit A at the end of this document.

4.1 Contractor Overview

4.1.1 General Company Information

List the company name, corporate and local addresses (if different), main phone number, web address, and person authorized to commit the company to the terms specified in the proposal. Provide a brief history of the firm, number of years in business, and list any acquisitions or mergers.

4.1.2 Contact Information

Provide information on the composition of the firm including those individuals assigned to work with the University. List the names, positions, responsibilities and a brief description of their experience (highlight university experience) for each of your personnel that will be assigned to SMU's account. List the address and contact information of the office that will be serving this account. List contact information for after 5:00 PM hours.

4.1.3 Services Offered

Provide a brief overview of your company including the spectrum of services you currently provide, what business segments you currently service, and any unique characteristics that give you a complete edge over the competing firms within the security services industry.

4.2 Security Guard Services

- a) Describe in detail your recruiting and hiring practices for security guards to be staffed at SMU.
- b) Attach a job description that will be used to hire security guards to be staffed at SMU
- c) What is the company turn-over rate for security guards placed across all locations the company serves?
- d) How many total active security personnel do you currently have on your payroll? What percentage of these are specifically stationed security guards? What percentage of these are located at educational facilities?
- e) What are your policies and plan for having backup guards in order to ensure continuous coverage for locations in the event a guard is sick, on vacation, no-show, or other reason for them to miss a shift? Detail your plan and capacity to provide this service to SMU and the procedures for SMU to notify or request these officers when needed. This is an opportunity for the Contractor to be innovative and leverage the unique situation or servicing multiple business units across the SMU campus.
- f) Describe in detail the uniform, equipment, and supplies you will provide to security guards placed onsite at SMU.

4.2.1 Expressway Tower Security Guards

- a) Complete the proposed labor rate chart for Expressway Tower Security guards and detail any other factors related to pricing for these guards.

Title	Pay Rate	Bill Rate	OT/H Rate	OT/H Bill Rate
Security Guard				

- b) Describe in detail your organizational plan to provide continuous security coverage to Expressway Tower
- c) Describe how you plan to monitor and perform quality control on Expressway Tower Security Guards to ensure the highest level of quality and performance
- d) Will you be willing to give first consideration to retain current guards stationed at SMU Expressway Tower granted they meet and maintain all requirements set forth by the Contractor and within the scope of work in this document?
- e) Provide any other information you would like us to know for why your firm is the best choice for providing security guards services to SMU Expressway Tower
- f) Provide detail on benefit package provided to employees in this category

4.2.2 Library Security Guards

- a) Complete the proposed labor rate chart for Library Security guards and detail any other factors related to pricing for these guards.

Title	Pay Rate	Bill Rate	OT/H Rate	OT/H Bill Rate
Security Guard				

- b) Describe in detail your organizational plan to provide continuous security coverage to SMU Hamons and Fondren Library for the hours specified in the scope.
- c) Detail your plan and ability to provide additional security guard staff as needed during the busy times of the year such as spring and fall finals
- d) Describe how you plan to monitor and perform quality control on Library Security Guards to ensure the highest level of quality and performance
- e) Provide any other information you would like us to know for why your firm is the best choice for providing security guards services to SMU Hamon and Fondren Library
- f) Provide detail on benefit package provided to employees in this category

4.3 Parking Services

- a) Describe in detail your recruiting and hiring practices for parking service security personnel to be staffed at SMU.
- b) Provide information on any other experience your company has providing similar parking enforcement services for other current or past clients.

4.3.1 Parking Enforcement

- a) Complete the proposed labor rate chart for Parking Enforcement Services Officers and detail any other factors related to pricing for these positions.

Title	Pay Rate	Bill Rate	OT/H Rate	OT/H Bill Rate
Parking Services Supervisor				
Parking Services Lead Officer				
Parking Enforcement Officer				

- b) Describe in detail your organizational plan to provide Parking Services Personnel to SMU for year round positions and additional seasonal officers as described in the scope of work.
- c) Describe the uniform and equipment that will be provided to Parking Services Personnel
- d) Describe how you plan to monitor and perform quality control on Parking Services Personnel to ensure the highest level of quality and performance
- e) Provide any other information you would like us to know for why your firm is the best choice for providing Parking Enforcement Services to SMU campus
- f) Provide detail on benefit package provided to employees in this category

4.3.2 Safety Escort

- a) Complete the proposed labor rate chart for Safety Escort Drivers and detail any other factors related to pricing for these drivers.

Title	Pay Rate	Bill Rate	OT/H Rate	OT/H Bill Rate
Lead Driver (1)				
Driver				

- b) Describe in detail your organizational plan to consistently staff and provide Safety Escort Drivers to meet the requirements presented in the scope of work including your plan and capacity for back up drivers to be available if needed.
- c) Safety Escort Drivers will potentially will interact with SMU students and faculty late at night and/or on a one-on-one basis. Because of this, it is very important that the Contractor has rigorous hiring practices to ensure the highest level quality employees are placed onsite at SMU, well documented incident reporting procedures, and strict guidelines on what classifies misconduct and what the ensuring disciplinary procedures are. Detail the Contractor's plan and ability to provide these guarantees and meet these requirements.
- d) Provide any other information you would like us to know for why your firm is the best choice for providing Safety Escort Drivers for SMU
- e) Provide detail on benefit package provided to employees in this category

4.3.3 Park Cities Plaza

- a) Complete the proposed labor rate chart for Park Cities Plaza Parking Personnel and detail any other factors related to pricing for these positions

Title	Pay Rate	Bill Rate	OT/H Rate	OT/H Bill Rate
Parking Lot Security Officer				

- b) Describe in detail your organizational plan to provide Parking Lot Security Officers for Park Cities Plaza for game-days and potentially as needed periodically
- c) Detail your plan to enforce parking in this lot during special events to permit only validated Park Cities Plaza customers and employees
- d) Describe how you plan to provide some continuity with the officers staffed in this lot as needed to ensure processes and policies are consistently enforced
- e) Describe the uniform and equipment that will be provided to Park Cities Plaza Parking Lot Security Guards
- f) Provide any other information you would like us to know for why your firm is the best choice for providing game-day Parking Lot Security Guards for SMU's Park Cities Plaza
- g) Provide detail on benefit package provided to employees in this category

4.4 Training and Certifications

- a) Describe in detail your training policies for every employee to be placed on a customer's site. Include all training and certification programs that are required, offered, encouraged, and/or optional for your employees and provide the controls and procedures that ensure strict adherence to these policies.

- b) Are you a SAFETY Act designated company? List and attach copies of all Certifications and Licenses your company holds highlighting those that help you better serve campuses and higher education entities
- c) Detail how you plan to train backup security personnel for all positions to ensure temporary, backup officers have a working knowledge of the locations and positions they are filling in for when needed

4.5 References

The proposal must include a minimum of three accounts that are similar in size and scope to SMU. List only 1 SMU reference if you currently work with SMU, and 2 non-SMU references who you have worked with in the past year along with the order volume (total # of jobs and total dollar volume) that each company or department places with you. The list must include each reference's name, address, contact person, length of relationship, a description of the services provided, and the volume of work currently doing business with each reference given. Volume of work should be stated in annual sales and annual number of jobs produced for that reference.

4.6 Other

Can you provide additional security personnel quickly in the event of an emergency situation? Describe the processes/agreements necessary to deliver additional emergency staffing when provided with a 24 hour notice.

5.0 PROPOSAL SUBMITTAL

For consideration, vendors must submit a comprehensive response that meets the minimum requirements included in the RFP and scope of work.

Proposals are required to follow the exact order as provided in the RFP document so that all proposals can be evaluated on an equal and timely basis. Copies of proposals must be submitted as stated below and not to any other office or department at the University.

Proposals must be received by 3:00 pm CST on or before Friday, December 16, 2016.

Each firm is required to submit one (1) electronic copy of their proposal to:

brianc@smu.edu

Proposals, modifications or withdrawals received after the date set for receipt of proposals may not be considered. Offers submitted in response to the RFP shall be valid for 120 days from the closing date.

Bidders shall not contact any person within the University directly, in person, by email or by telephone, other than the assigned buyer (or other authorized person) concerning this RFP.

6.0 RFP EVALUATION COMMITTEE

Each proposal will be evaluated by the RFP Evaluation Committee comprised of SMU security services directors and SMU business and finance officers. The RFP Evaluation Committee will initially review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals clearly inconsistent with the RFP requirements will be eliminated from further consideration. Proposals that pass the completeness and compliance review will be evaluated against the Basis of Selection outlined below. The RFP Evaluation Committee is the sole judge of the best offers and reserves the right to accept or reject any or all proposals. The Contractor recognizes this by submitting a proposal.

7.0 BASIS OF SELECTION

The RFP Evaluation Committee will evaluate proposals and select firms based on a best value analysis involving the following factors.

- The firm's plan to meet the requirements as outlined in the **Scope of Work**
- The firm's ability to meet the needs of the University as outlined in the **Business Objectives** and to comply with all SMU, local, state, and federal regulations
- The firm's comprehensive responses to requirements as requested in the **Proposal Content Requirements**
- The quality of the proposal, responsiveness to requirements and adequacy of information provided.
- Any other factors relevant to the firm's capacity and willingness to satisfy the University's security needs
- The proposed pricing for pay rates and bill rates in each category of services and benefit packages offered.

EXHIBIT A

A valid Certificate of Insurance must be provided to SMU's Office of Risk Management by any person or entity who is (i) providing goods or services to or for SMU, (ii) using SMU property for events, programs or other purposes or (iii) otherwise doing business with SMU (each a "Contractor"). Insurance must be in place prior to commencement of provision of goods or services or the use of property or other business engagement and must be maintained throughout the term of the contract or other engagement between SMU and the Contractor (the "Contract"), and thereafter, as required below:

1. These requirements apply to Contractor, and to Contractor's contractors, subcontractors, sub-subcontractors, consultants, suppliers and others fulfilling Contractor's obligations under the Contract, whether persons or entities and including international providers ("Subcontractors"). Contractor must require all Subcontractors to comply with the insurance requirements applicable to Contractor.
2. The Contractor must be licensed or otherwise authorized to do business in the State of Texas.
3. Insurance must be written on an ISO form CG 00 01 form or equivalent and must be issued by insurance companies with not less than an AM Best A-III rating.
4. Contractor must waive subrogation against SMU, its trustees, officers, employees, students, volunteers and agents for claims or any other loss and must provide a waiver of subrogation endorsement that provides that the waiver of any right to recovery shall not invalidate the policy in any way.
5. Broad-form contractual liability is required through the general liability form.
6. For any "claims-made" coverage such as insurance for any professional liability or directors and officers coverage, each policy must have a retroactive date prior to the date of project or Contract commencement and must be maintained by the Contractor until completion and for at least three (3) years thereafter either through policies in force or through "tail coverage."
7. Additional insured status shall be written as noted for commercial general liability, automobile liability and excess liability or as noted on the P.2 of this form using ISO additional insured endorsements for ongoing and completed operations. For purposes of this additional insured requirement, "equivalent coverage" means coverage for liability arising out of Contractor's actions and omissions in connection with the Contract, including coverage for the negligence or fault of Contractor and/or SMU or other parties indemnified under the Contract as to bodily injury or death of an employee or agent of the Contractor or of Subcontractors, including products-completed operations.
8. Each insurance policy required by this contract shall not be suspended, voided, or canceled except after 30-days PRIOR written notice to the Certificate Holder.
9. Contractor agrees to allow SMU to review all applicable insurance policies upon request.
10. Contractor is responsible for maintaining its own insurance coverage on its personal property.

The Certificate of Insurance must be completed using the following Description and Certificate Holder language:

- a. **DESCRIPTION:** SMU must be named as additional insured unless noted otherwise on the attached form and must include the following language:

Southern Methodist University, its trustees, officers, employees, students, volunteers and agents are named as primary additional insured (as the interest of each insured may appear) as to all insurance coverage required.

- b. **CERTIFICATE HOLDER:** listed as follows and address to send Certificate of Insurance to:

*Ellen Shew Holland, ARM
Associate Vice President & Chief Risk
Officer Southern Methodist University
Office of Risk Management
P.O. Box 750231
Dallas, Texas 75275-0231
[by courier: 3050 Dyer Ct., Dallas, TX 75205]*

- c. **CONTACT FOR QUESTIONS:** Assistant Director of Risk Management
Your prompt attention in this matter is greatly appreciated. If you have any questions, **please contact (214) 768- 2083 or riskmanagement@smu.edu; Fax: (214) 768-4138**

Standard Limits of Liability and Certificate of Insurance Requirements

The following limits apply to contractors and vendors doing business with/at Southern Methodist University. The Standard limits are the minimum acceptable for any vendor, but there are specific requirements for vendors of high-risk services that supersede the Standard Limits. Please refer to this document before specifying vendor coverage requirements. If commodity purchase requires installation of heavy equipment, contact Risk Management at 214.768.2083. . **Coverages required for this Contract are marked with an “X” in the second column titled “Description of Coverage”.** **Coverages without an “X” are not required.**

Southern Methodist University Certificate of Insurance Requirements	Initiator Name _____ Phone _____ Email _____	Contract Provider Name _____ Contract # _____	Request Due _____ Completed ORM: _____
Line of Coverage (Required if checked)	Description of Coverage	Limits of Liability (Minimum or as noted)	Additional Insured Language
General Liability CG 00 01	Premises Liability <u> X </u> Personal Injury <u> X </u> Products Liability <u> X </u> Medical Payments <u> </u> Host Liquor Liability <u> </u> Sexual Molestation/Assault <u> </u> General Aggregate <u> X </u> Contractual Liability <u> X </u>	\$1,000,000 per occurrence \$1,000,000 \$1,000,000 \$10,000 \$1,000,000 \$50,000 minimum SA \$2,000,000 \$1,000,000	Yes-ALWAYS Required
Automobile Liability CG 00 01 CA 00 05, ..12, ..20	Combined Single Limit <u> X </u> Charter Bus <u> </u> Garagekeepers' Legal <u> </u>	\$1,000,000 (autos) \$5,000,000 \$1,000,000 (valet)	Yes-ALWAYS if applicable
Excess Liability (GL)	Over General Liability, auto, employer's liability (WC) <u> </u> or other as noted: _____	\$5,000,000 or as noted: \$ _____	Yes
Director's & Officer's Liability	Wrongful Acts <u> </u> Errors & Omissions <u> </u>	\$1,000,000 or as noted: \$ _____	Yes
Professional Liability	Architects & Engineers Lawyer's Malpractice Medical Malpractice	\$1,000,000 per occurrence \$1,000,000 \$1,000,000	Yes
Cyber Liability	Breach, Privacy, Virus, Security _____	\$1,000,000 per occurrence \$2,000,000 aggregate all types of coverage	Yes
Crime/Fidelity	Embezzlement, Fraud, Theft <u> X </u>	\$1,000,000 per occurrence \$2,000,000 aggregate	Yes
Workers' Compensation	Injury/Illness <u> X </u> Employer's Liability <u> X </u>	Statutory <u> X </u> \$1,000,000 <u> </u>	No-ALWAYS
Pollution Liability	Hazardous Transfer, Storage, Disposal, Spills _____	\$1,000,000 per occurrence \$2,000,000 aggregate	Yes
Accident insurance (to be purchased from SMU)	For events, camp and conference attendees or as otherwise required by SMU	\$1.50 per Attendee, times actual number of days Attendee is on campus	Yes