



**Request For Proposals
For Security Services**

For

**GREENVILLE UTILITIES
COMMISSION**

**Of the
City of Greenville, North Carolina**

**401 South Greene Street
Greenville, North Carolina 27834**

Issue Date November 5, 2024

Response Due Date, November 26, 2024 by 11:00 AM (EST)

PURPOSE OF REQUEST FOR PROPOSALS

Greenville Utilities Commission (GUC) is seeking proposals from qualified vendors who can provide Security Services for GUC.

PROPOSALS SHALL BE RECEIVED BY 11:00 AM (EST) ON November 26, 2024. Proposals shall be submitted via e-mail to: haddocgc@guc.com. Attention: Cleve Haddock, Lifetime CLGPO, Procurement Manager, Greenville Utilities Commission, 401 S. Greene Street, Greenville, North Carolina 27834. GUC reserves the right to reject any and all Proposals.

Questions regarding this request for proposal (RFP) should be received by or before 11:00 am (EDST) on November 15, 2024. All questions shall be directed to the attention of Cleve Haddock, Lifetime CLGPO, Procurement Manager at (252) 551-1533, haddocgc@guc.com.

THE PROPOSAL SHOULD CONTAIN, AT A MINIMUM, A RECOMMENDED SECURITY VENDOR, THAT CAN PRODUCE AND MEET SPECIFICATIONS BELOW:

SPECIFICATIONS:

A. Positions and requirements to include but not be limited to:

- 1) Control Room Security Officer
 - Avigilon Access Control Manager (ACM): Ability to create profiles, manage permissions, create and edit access groups and roles, manage door schedules, ability to create site maps with permissioned doors within system, troubleshoot door codes/access issues/etc.
 - Avigilon Control Center Client (ACC): Ability to monitor video cameras, virtual security tours, bookmark and export video footage, communicate with visitors through headset and intercoms, grant viewing permissions as needed, troubleshoot trouble cameras, etc.
 - Perform routine testing on our site paging system
 - This position will be required to monitor for loiters and request them to leave where necessary.
- 2) Nighttime Roving Guard
 - Contractor to supply vehicle for roving guard
 - This position will require the individual to perform at least 3 security checks to our identified sites each shift.
 - These checks shall include observing the grounds and buildings. The contractor shall have some method/system of recording places the guard has patrolled which will be available to GUC for review.
 - This position will be responsible for reporting any trouble or suspicious happenings to those dictated by GUC.
- 3) Mail Courier
 - This position will utilize GUC's mail courier van for these duties
 - This position will be responsible for visiting each GUC site, collecting mail and distributing it to the necessary locations. This mail will include inter office mail.

- 4) General Security Officer
 - On the 1st and 3rd of every month GUC will require one guard at each of our main office and express locations. These are our major payment days and will need an officer stationed inside each location.
 - Occasionally, a need arises for a Security Officer to be present and will be on an as requested basis.

B. Schedule

- 1) Control Room Security Officer: Monday through Friday 7:30am to 4:30pm with 1 hour lunch
- 2) Nighttime Roving Guard: 7 days a week, 10:00pm to 6:00am
- 3) Mail Courier: Monday through Friday 7:30am to 4:30pm with 1 hour lunch
- 4) General Security Officer: 1st and 3rd of the month, 8:00am to 5:00pm with 1 hour lunch

C. Other Services

- 1) Within the term of this contract, it is possible GUC will require the contractors' services to conduct background checks as required. The contractor should have the ability to perform these background checks that include but may not be limited to those listed below. These services will be handled as additional fees when requested, or an addendum to the contract if required long term.
 - State and Federal level background checks
 - Motor vehicle checks
 - Credit and Financial checks
- 2) Over the course of the contract GUC will be requesting penetration testing of its sites. The company should have the ability to perform these tests on various building and complex settings such as a work site, administrative building, payment center and utility plants.

D. Uniform Appearance, Conduct and Capabilities

- 1) All individuals serving as Security Officers shall be licensed as such in the state of North Carolina.
- 2) A valid North Carolina Driver's License is required.
- 3) Motor Vehicle Records shall be checked and remain in good standing.
- 4) Greenville Utilities Commission is a drug- and alcohol-free worksite. All Security Officer personnel shall comply with this requirement.
- 5) Officer apparel must display a uniform appearance.
- 6) Security Officers must appear neat and clean at all times.
- 7) Offensive behavior and/or language shall not be tolerated
- 8) Security Officers shall be courteous and capable of clearly communicating with visitors, vendors, customers and employees.
- 9) Security Officers shall be capable of operating mobile radio equipment to serve communication needs.
- 10) No sub-contracting of labor force.

E. Required with Proposal

- 1) Profiles of contract and personnel supervisors
- 2) Rates for all requested positions
- 3) Locality of supervisor personnel to Greenville, NC
- 4) Brief detailed description of services you provide listed in "C. Other Services"
- 5) List of other services offered through your company not listed within this scope of services
- 6) At least 3 relevant references managed by the personnel proposed for this contract

GOOD FAITH STATEMENT:

All information provided by GUC in this RFP is offered in good faith. Individual item(s) are subject to change at any time. GUC makes no certification that any item(s) are without error. GUC is not responsible or liable for any use of the information or for any asserted claims.

PROPOSAL FORMAT: Electronic Copy is the preferred format for the proposal.

PROPOSAL DEADLINE:

Proposals shall be submitted via e-mail to: haddockg@guc.com. Attention: Cleve Haddock, Lifetime CLGPO, Procurement Manger, Greenville Utilities Commission, 401 S. Greene Street, Greenville, North Carolina 27834 until 3:00 PM (EST) on November 26, 2024. GUC reserves the right to reject any and all Proposals.

EVALUATION AND AWARD:

Proposals will be evaluated by GUC personnel. Selected vendors may be requested to present formal presentations/unit demonstrations on or off site on a date and time mutually agreeable by both parties.

Evaluation Criteria: Vendor/unit selection shall be based on evaluation and rating of Vendor's demonstrated competence and qualifications/performance for the type of unit/services/materials to be offered. The following guidelines will be used as minimum criteria for rating the Vendor:

- Ability to fulfill the core needs of this contract
- Companies Experience
- Supervisors Experience
- Reference Feedback
- Rates
- Additional Capabilities
- Acceptance of Terms and Conditions of the Contract. Contract term, up to five (5) years, renewable annually.

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal. If a proposal is to be awarded, it will be awarded to the responsible, responsive respondent whose evaluation by GUC indicates that the award will be in GUC's best interests.

MINORITY BUSINESS PARTICIPATION PROGRAM:

GUC has adopted an Affirmative Action and Minority and Women Business Enterprise Plan (M/WBE) Program. Firms submitting a proposal are attesting that they also have taken affirmative action to ensure equality of opportunity in all aspects of employment, and to utilize M/WBE suppliers of materials and/or labor.

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Letter of Compliance to E-Verify for Greenville Utilities Commission

1. I have submitted a bid for contract or desire to enter into a contract with the Greenville Utilities Commission;
2. As part of my duties and responsibilities pursuant to said bid and/or contract, I affirm that I am aware of and in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
3. ____ After hiring an employee to work in the United States I verify the work authorization of said employee through E-Verify and retain the record of the verification of work authorization while the employee is employed and for one year thereafter; or
4. ____ I employ less than twenty-five (25) employees in the State of North Carolina.
5. As part of my duties and responsibilities pursuant to said bid and/or contract, I affirm that to the best of my knowledge and subcontractors employed as a part of this bid and/or contract, are in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
6. ____ After hiring an employee to work in the United States the subcontractor verifies the work authorization of said employee through E-Verify and retains the record of the verification of work authorization while the employee is employed and for one year thereafter; or
7. ____ Employ less than twenty-five (25) employees in the State of North Carolina.
Specify subcontractor: _____

_____ (Company Name)

By: _____ (Typed Name)

_____ (Authorized Signatory)

_____ (Title)

_____ (Date)

These Forms Must be Completed, Signed and Returned With The
Respondents Proposal.

BUSINESS STATEMENT

Company Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone No.: _____ Fax No.: _____

Contact Person's Name: _____

Telephone No.: _____ Fax No.: _____

Email Address: _____

Business License No.: _____ City: _____

State: _____ Expiration Date: _____

Federal ID No. or Social Security No.: _____

Type of Organization: (Check all that apply)

- Corporation, under the laws of the State of _____
- Individual
- Joint Venture
- Municipal, State, or Federal
- S Corporation
- General Partnership
- Limited Partnership
- Non-Profit Corporation
- Small Business Enterprise: A business enterprise that is independently owned and operated; organized for profit; is not dominant in its field; and meets the criteria set forth by the Small Business Administration in Title 13, Code of Federal Regulations, Part 121.

VENDOR PROFILE QUESTIONNAIRE

Question	Answer
Organization name and corporate location?	
What is your organizations primary business?	
Is your organization a subsidiary to a larger parent company? If so, whom?	
Length of time your organization has been in business providing this type of services/products?	
Organization ownership?	
Number of employees: <ul style="list-style-type: none">• Total• Development• Product Support• Professional Services	

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REFERENCES

The respondent must provide 3 references where the requested unit/services/products of this RFP were implemented.

	REFERENCE NO. 1
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
	REFERENCE NO. 2
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
	REFERENCE NO. 3
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	

TERMS AND CONDITIONS

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal.

Conflict of Interest:

In general, conflicts of interest relate to the potential for self-gain usually, but not always, of a fiscal nature. Potential for self-gain can serve to undermine the judgment or objectivity of vendors providing consultation services. A potential or actual conflict of interest exists when commitments and obligations to GUC are likely to be compromised by a vendor's other interests or commitments, especially economic, particularly if those interests or commitments are not disclosed. Not all conflicting interests are necessarily impermissible. Timely and complete disclosure of potential conflicts of interest may be a satisfactory remedy and protects the consultant from suspicion and accusations of breach of professional integrity. Vendors are asked to disclose any situation or relationship that might be regarded as potential conflict of interest with, but not limited to, their expected duties and recommendations as defined in this RFP.

Vendor Incurred Costs:

All costs that may be incurred to prepare proposals, attend meetings, attend site inspections, provide requested follow-up information, make formal and informal presentations, and for the entire contract negotiations process if applicable, shall be the sole responsibility of each vendor. GUC is not responsible under any circumstances for reimbursement of any costs that may be incurred by vendors during the proposal preparation, subsequent selection or negotiation stages.

MINORITY BUSINESS PARTICIPATION PROGRAM:

GUC has adopted an Affirmative Action and Minority and Women Business Enterprise Plan (M/WBE) Program. Firms submitting a proposal are attesting that they also have taken affirmative action to ensure equality of opportunity in all aspects of employment, and to utilize M/WBE suppliers of materials and/or labor.

PROPOSAL WITHDRAWAL:

A proposer must notify GUC in writing of its request to withdraw a proposal within seventy-two (72) hours after the proposal opening, not including Saturdays, Sundays, or holidays. In order to justify withdrawal, the bidder must demonstrate that a substantial error exists and that the proposal was submitted in good faith.

AFFIRMATIVE ACTION:

The Provider will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without discrimination by reason of race, color, religion, sex, national origin, or physical handicap.

MEDIATION/BINDING ARBITRATION:

In the event of any dispute between the Parties, the Parties agree to submit any dispute to nonbinding mediation before a mutually agreeable Mediator prior to initiating litigation. If the Parties are unable to agree upon a Mediator within thirty (30) days after demand therefore, either Party may petition a Court of competent jurisdiction for the designation of a qualified Mediator for these purposes. Each Party shall bear its own costs and expenses of participating in the mediation (including, without limitation, reasonable attorneys' fees), and each Party shall bear one-half (1/2) of the costs and expenses of the Mediator. Unless otherwise agreed, the Parties will hold the mediation in Greenville, North Carolina. The matters discussed or revealed in the mediation session shall not be disclosed in any subsequent litigation. In the event the matter is not resolved in mediation, either Party may request arbitration. The parties shall jointly select an Arbitrator, and shall be bound by the decision of the Arbitrator with respect to any dispute between the parties with respect to this Agreement. If the parties are unable to mutually agree upon an Arbitrator, the Parties shall each select an Arbitrator, and the two Arbitrators so selected shall select a third Arbitrator, and the decision of the majority of the Arbitrators shall be conclusive and binding upon the Parties. The Parties at all times agree to equally split the costs of any Arbitrator(s) selected in an effort to resolve the dispute between the Parties. Any party desiring to resolve a dispute under the terms of this Agreement shall notify the other Party in writing, and the Parties shall seek to agree upon a mutually agreed upon Arbitrator within a period of ten (10) days from the date of such written demand. If the Parties are unable to agree within such ten (10) day period, the Parties shall each select an Arbitrator, and the two (2) Arbitrators so selected shall select a third Arbitrator within fifteen (15) days from the date of the written demand for arbitration, and a decision shall be rendered by the Arbitrator(s) so selected within five (5) days after such Arbitrator(s) is selected.

INDEMNITY PROVISION:

Provider agrees to indemnify and save GREENVILLE UTILITIES COMMISSION of the City of Greenville, Pitt County, North Carolina, and the City of Greenville, North Carolina, its co-owners, joint venturers, agents, employees, and insurance carriers harmless from any and all losses, claims, actions, costs, expenses including reasonable attorney fees, judgments, subrogations, or other damages resulting from injury to any person (including injury resulting in death), or damage (including loss or destruction) to property of whatsoever nature of any person arising out of or incident to the performance of the terms of this Contract by Provider, including, but not limited to, Provider's employees, agents, subcontractors, and others designated by Provider to perform work or services in, about, or attendant to, the work and services under the terms of this Contract. Provider shall not be held responsible for any losses, expenses, claims, subrogations, actions, costs, judgments, or other damages, directly, solely, and proximately caused by the negligence of Greenville Utilities Commission of the City of Greenville, Pitt County, North Carolina. Insurance covering this indemnity agreement by the Provider in favor of Greenville Utilities Commission of the City of Greenville, Pitt County, North Carolina, shall be provided by Provider.

GOVERNING LAWS:

All contracts, transactions, agreements, etc., are made under and shall be governed by and construed in accordance with the laws of the State of North Carolina.

ADMINISTRATIVE CODE:

Bids, proposals, and awards are subject to applicable provisions of the North Carolina Administrative Code.

SAFETY STATEMENTS

Safety Culture Commitment Statement:

At Greenville Utilities, we are committed to a culture of safety that prioritizes the well-being of our employees, contractors, and the communities we serve.

We believe that everyone deserves to work in a safe environment, and we are dedicated to fostering a culture where **safety is a core value, not just a priority.**

Here's what that means to us:

- **Employee and Contractor Safety:** We are committed to providing a safe work environment for all employees and contractors. We will invest in safety training, resources, and equipment to prevent accidents and injuries.
- **Open Communication:** We encourage open and honest communication about safety concerns. We believe everyone has a right and responsibility to speak up about unsafe work practices and potential hazards.
- **Continuous Improvement:** We are committed to continuous improvement in safety performance. We will learn from incidents and near misses, and we will actively seek ways to improve our safety processes and procedures.
- **Accountability:** We hold ourselves and our contractors accountable for safe work practices. This includes providing clear safety expectations, enforcing safety rules, and recognizing safe behavior.
- **Collaboration:** We believe in working collaboratively with employees, contractors, and regulatory agencies to achieve the highest level of safety.

Our commitment to safety extends beyond our employees. We work closely with our contractors to ensure they share our safety values. We expect them to implement robust safety programs, train their workers thoroughly, and adhere to all safety regulations.

We are confident that by working together, we can create a culture of safety where everyone goes home safe and healthy every day.

This commitment statement is a public declaration of our unwavering dedication to safety. We will continue to strive for zero incidents while promoting a positive safety culture that prioritizes the well-being of everyone involved in our utility operations.

Safety Management System Commitment Statement:

At Greenville Utilities, we are unwavering in our commitment to delivering safe and reliable utility service through a robust Safety Management System (SMS). This system forms the foundation of our safety culture, ensuring the well-being of our employees, contractors, and the communities we serve.

Our SMS commitment emphasizes:

- **Zero Incidents:** We believe all incidents are preventable. We strive for zero incidents by proactively managing risks and continuously improving our safety practices.
- **Empowered Workforce:** We foster a culture where safety is everyone's responsibility. This includes providing comprehensive safety training for both employees and contractors, empowering them to identify and report hazards.
- **Data-Driven Decisions:** We utilize data from inspections, incident investigations, and performance metrics to make informed decisions for risk mitigation and continuous improvement of our SMS.
- **Leadership Engagement:** Our leadership team actively demonstrates a commitment to safety by participating in safety reviews, audits, and promoting safety as a core value.
- **Contractor Collaboration:** We extend our safety commitment to our contractors. We require contractors working on our system to adhere to SMS principles, participate in safety briefings, and maintain strong safety programs within their own organizations.

- **Transparent Communication:** We believe in open communication about safety. We encourage employees and contractors to report concerns without fear of reprisal. We also maintain transparent communication with stakeholders about SMS performance.

This SMS commitment is a continuous journey, not a destination. We are dedicated to regularly reviewing and updating our system to reflect best practices and emerging technologies. Through continuous improvement and a commitment to a positive safety culture, we aim to remain an industry leader in safe and reliable utility service.

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