



REQUEST FOR PROPOSAL

Event 12384

Security Services

For the

Greensboro Transit Agency/J. Douglas Galyon Depot

And

Workforce Development

SECTION 1

OVERVIEW

Request for Proposal (RFP):

The City of Greensboro ("City") hereby solicits and invites proposals following Federal Transit Agency (FTA) requirements from qualified Companies and Businesses ("Contractor"), with proven experience and expertise, to submit a response to the requirements outlined in this RFP to provide Security Services. A professional, experienced, and qualified security company or multiple security companies is being sought to provide educated, trained, mature, disciplined, and professionally uniformed security officers in the categories of armed, unarmed, and supervisory for the Greensboro Transit Agency, (GTA), the J. Douglas Galyon Depot and GuilfordWorks Workforce Development. The selected security firm will protect City property, tenants, and assist citizens with a variety of functions.

Services required are estimated based on current service levels and are subject to change during the course of the contract in accordance with the operation of City functions and City facilities.

Note: These locations were on Event 12305 Security Services for Various City Departments, however, due to the potential of Federal Funds being available, their security services are being rebid following FTA Guidelines.

1. **Period and Terms of Contractual Agreement:** The selected Contractor will enter into a contract service agreement with the City of Greensboro to cover the proposed scope of work outlined in Section Two (2). The contract term will be for one year with two optional renewal years. Services are anticipated to begin on October 1, 2026.
2. **Selection Process:** After the close of this RFP, Contractor proposals will be reviewed and evaluated for responsible and responsive submissions, and that all proposals have the required documents as outlined in the RFP (if required). Award will be made based on Best Value, using the Award Matrix on page 17 of this RFP.

A Contractor that wishes to be considered for selection shall submit a complete, concise and comprehensible proposal in the form and manner required by this RFP and also meet the FTA requirements and submit all required documents by the City of Greensboro and the FTA.

All proposals, inquiries, or correspondence relating to this RFP, and all reports, displays, schedules, attachments, exhibits, and other documentation submitted by any Contractor will become the property of the City upon receipt. All proposals received are subject to North Carolina Public Records laws found in Chapter 132 of the North Carolina General Statutes and the Public Records Confidentiality Clause in this RFP regarding public access to such documents, and any statements or endorsements inconsistent with therewith will be disregarded. All proprietary information disclosed to the City shall be held to Chapter 132 of the North Carolina General Statutes and the Public Records Confidentiality Clause

3. **Minimum Requirements:** Contractor must meet the minimum requirements outlined in the specification. Bidders must meet the following minimum qualifications to be considered for selection. Failure to do so may result in the response being deemed nonresponsive.

4. **Awarded Contractor Responsibilities:**

- Have a minimum of 3 years of experience in providing Security Services
- Actively registered with the NCSOS
- Have and maintain a sufficient number of security officers on staff to fill all positions and hours
- Comply with all Scope of Work requirements in Section 2
- Use of a system to document and verify officer rounds
- Have and maintain an ‘Active’ registration with Sam.gov

5. **RFP Questions:** Questions regarding this event may be submitted through the Greensboro eProcurement System (“GePS”). Answers are anticipated to be posted in GePS within 2 working days of the close of the Question and Answer Period; see Item 10: Submission and Response Schedule.

For the duration of this bid process, if it is determined that a Contractor fails to comply to this requirement and initiates correspondence with any other City staff, local elected officials, or representative about this bid process, they may be subject to disqualification.

6. **Rights of the City – Proposals and Documentation:** As a result of this RFP, the City reserves the right to accept or reject any and all proposals received in whole or in part, to waive minor technicalities, or to negotiate with all responsive and responsible Contractors. The City also reserves the right to request financial documentation such as, independently audited financial statements, most recent Tax returns, or profit loss statements before awarded of this contract.

7. **Rights of the City – Multiple Awards:** The City reserves the right to award contract(s) in whole or in part, whichever is in the City’s best interest as it determines in its sole discretion. The City of Greensboro reserves the right to award multiple contracts with the intent to provide service coverage based on geographic areas or other methods by which the city service area may be sub-divided.

8. **Terms and Conditions:** Contractor will abide by all the Terms and Conditions posted on the event. It is the Contractor’s responsibility to read the Terms and Conditions as they are incorporated into the final contract. Within the Terms and Conditions, you will find insurance requirements and reference to the North Carolina State Statutes regarding confidentiality requirements

9. **Due Date:** Submittals in response to this RFP are due to the City’s Procurement Services Division through GePS **no later than 2:00 pm Wednesday July 8, 2026** by the City’s server for electronic submittal.

Although the City tries to maintain continuous access to the GePS website, service may be interrupted. Therefore, suppliers are encouraged to submit proposals 24 hours prior to the bid closing. An unsubmitted bid is not acceptable.

10. **Submission and Response Schedule**

RFP Issuance	June 16, 2026
Questions and Answers Period Open	June 16, 2026
Questions and Answer Period Closes	June 25, 2026 @ 2:00pm
RFP Submission Period Ends	July 8, 2026 @ 2:00pm
<u>Anticipated</u> Contractor(s) Award Notification	July 2026
Anticipated Start Date(s) may vary	October 1, 2026
Council Approval maybe required for some services	

11. **Submittal Requirements:** Contractors submitting a proposal must meet the minimum requirements outlined in Section 2, Scope of Work, and Section 4, Submittal Materials, and submit the following information with their response.

Submit all of the required information and required forms under Section 4 Submittal Requirements on pages 15 and 16.

- Answer all questions on the Event.

Note that this contract may be partly funded through a Federal grant.

Please review the Federal Transit Agency (FTA) requirements as they apply to this contract

(Found under the Event attachment tab).

Review, sign, notarize, and submit the following forms

(Required with this solicitation to comply with Federal grant funding.)

- Attachment A - Federal Tax Liability Certification
- Attachment B - Certification regarding Debarment
- Attachment C - Certification Regarding Lobbying
- Attachment D - North Carolina E-Verify Compliance
- Attachment J – Prohibited Telecommunications Systems Certification
- Attachment K – Bidders List Form

(Forms are under the Event attachment tab)

12. Contractor will bear all costs associated with the preparation of the bid response and any oral presentations requested by the City.
13. Any proposals may be withdrawn or modified prior to the RFP Submission Period End date and time stated in the Submission and Response Schedule.

14. Disadvantaged Business Enterprises (DBE)

Contracting with Disadvantaged Business Enterprises

This provision is subject to and will be enforced consistent with the U.S. Department of Transportation's Interim Final Rule, Disadvantaged Business Enterprise Program and Disadvantaged Business Enterprise in Airport Concessions Program Implementation Modifications, 90 Fed. Reg. 47969 (Oct. 3, 2025).

The Procuring Agency has established a Disadvantaged Business Enterprise (DBE) Program pursuant to 49 C.F.R. part 26. The requirements and procedures of Purchaser's DBE Program are hereby incorporated by reference into this contract. The Contractor shall ensure that compliance with the Procuring Agency's DBE Program and the requirements of 49 C.F.R. part 26 be included in any and all subcontracts entered into which arise out of or are related to this contract. Contractor shall include this provision in every subcontract awarded at every tier and shall require subcontractors to flow down this provision to each lower tier subcontractor.

- A. The Contractor, sub recipient, or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. Contractor shall carry out applicable requirements of 49 C.F.R. part 26, including any amendments thereto, in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements shall be considered a material breach of this contract and may be grounds for termination of this contract, or other such remedy as Purchaser deems appropriate, which includes but is not limited to withholding monthly payments, assessing sanctions, liquidated damages, and/or disqualifying Contractor from future bidding as non-responsible.
- B. The Procuring Agency encourages prime contractors on federally assisted contracts to investigate the full extent of services offered by financial institutions owned and controlled by socially and economically disadvantaged individuals in the community and to make reasonable efforts to use these institutions.
- C. Contractor shall pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after Contractor's receipt of payment for that work from the Procuring Agency. In addition, the following restrictions/requirements may apply:
 - (1) The Contractor may not hold retainage from its subcontractors; or
 - (2) The Contractor is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed; or
 - (3) The Contractor is required to return any retainage payments to those subcontractors within 30 days after incremental acceptance of the subcontractor's work by the Procuring Agency and contractor's receipt of the partial retainage payment related to the subcontractor's work.
- D. If subcontracts will be let under this contract, Contractor shall take the affirmative steps listed in 2 C.F.R. § 200.321, which addresses contracting with small businesses, minority businesses, women's business enterprises, veteran-owned businesses, and labor surplus area firms.

The requisite "Bidders List Form," ATTACHMENT K, must be completed and submitted with the bid.

SECTION 2

SCOPE OF SERVICES

2.1 Purpose

The purpose of the Security Contract is to secure contracted services to provide a variety of security services, in the categories of armed, unarmed, and supervisory for the Greensboro Transit Agency, (GTA), at the J. Douglas Galyon Depot and for GuilfordWorks Workforce Development.

2.2 Site Information

Proposers are encouraged to independently visit location/s prior to submitting a proposal, a list of the locations can be found on page 14. Some areas may not be available to visit.

2.3 Performance of Work

The selected security firm will protect City property and tenants and provide assistance to patrons for a variety of functions.

Security services shall be provided entirely by the selected Security Company. Sub-contracting is prohibited based on Chapter 74C of the Private Protective Services Act.

In the performance of work, the Security Company shall:

- Establish a rank structure and a clearly defined chain of Command, with appropriate contractor's staff assigned to oversee all work and reporting performed under the contract.
- Maintain a sufficient number of qualified, uniformed security force personnel to cover identified responsibilities and meet the City's needs as specified in the contract. A company submitting a qualified proposal for this contract must have armed state-certified Security Officers sufficient in number to assume all posts at the time of submission of their Proposal. This will assure a smooth transition without the potential of leaving posts understaffed.
- Ensure that all personnel are alert and capable of performing their duties on a sustained basis.
- Work to promote mutual trust and cooperation with the public and visitors within the patrol area.
- Require all security personnel to be helpful, courteous and effectively communicate with employees and the public.
- Control ingress and egress of the specified City properties and events by following established written procedures.
- Patrol site boundary where specified, protecting against unauthorized intrusion and sabotage.
- Comply with all applicable security directives, rules, procedures and controlling systems (vehicles, personnel, etc.) established by the City, the Security Company, and federal, state or local governmental regulations.
- Take appropriate action to preclude or minimize loss and render reports of all incidents, accidents, property damage, and maintain all records in connection with the duties and responsibilities of the security force, duties as mutually agreed upon. Service shall continue uninterrupted, despite emergencies and adverse weather conditions or disaster (natural, deliberate, or accidental).

- Perform all services in a professional manner. All Security Officers shall be neat and clean. Their appearance, behavior and interactions with the public shall be exemplary and they shall not conduct any personal activity that would detract from a professional image.
- Officers shall not solicit monetary donations, goods or services from City employees.
- The Security Officer will report to the designated initial location on time and in uniform and will remain on duty until the end of the shift or until properly relieved
- All Post Orders will be strictly followed, and are subject to change without notice.
- Have leadership meeting to review performance & reporting data as requested by department management.

2.5 Supervisory Functions

- A designated Security Company Site Supervisor or Security Company Contract Manager is required to perform management and supervision functions including handling scheduling, training and compliance with Chapter 74C of the Private Protective Services Act.
- Security supervisory personnel must only conduct business that pertains to this City account while on the City site. The hiring and initial training of officers as required by law must not be conducted on City property.
- The Site Supervisor or Security Company's Contract Manager should be of the level of management that has authority to discipline, remove or suspend employees for their company. Supervisors must become familiar with all security sites.
- The Site Supervisor must ensure all personnel are present for duty at the start of the shift and in uniform and promptly notify appropriate City of Greensboro staff and the Department Contract Manager of any shortages. A process must be in place to account and verify that officers are reporting to posts on time and prepared to fulfill their duties.
- Site Supervisor and/or Security Company Contract Manager shall ensure service protocols are being followed and spot checks each location.

2.6 Contract Payment Terms

Contract shall be paid within 30 days of receipt of a complete and accurate invoice including all required reports and documentation.

Section 3.

Requirements of Security Company

3.1 Billing Requirements

All administrative costs must be included in the hourly rates of the security officers performing security services.

- Security Company shall bill City only for services already provided.
- Security Company shall invoice the City on a weekly or bi-weekly basis
- Security Company must provide required reports and accurate and complete time sheets and logs or time cards signed by each employee for invoiced periods with each invoice.
- Invoices for each Department or Location shall be submitted to the City's designated Contract Manager for each department for payment approval. \
- It is the Security Company's responsibility to correct any billing errors and submit the correction(s) to that Departments' Contract Manager for payment approval.
- Payment will not be made until a complete and accurate invoice has been provided.

3.2 Communication of Work Schedules

- Before the first day of each month, the Security Company must provide a monthly schedule of all Security Officers and their contact information, working all buildings including officers scheduled to work special events to the Department Contract Manager.
- The Department Contract Manager shall have the option to reject the scheduling of Security Officers employed by the Company for their Department.

3.3 Compensation Requirements

- Officers required to testify in Court proceedings on a matter related to their City contracted employment, regarding an investigation they were involved with, will be compensated at the standard hourly wage, as provided by law.
- There will be no overtime provisions for this contract, unless pre- authorized in writing by the Department Contract Manager. Security Company will charge the same rate for all events and functions.
- The security firm shall be compensated by the City at the rate of the work requested by the City (unarmed, armed, or site supervisor). Compensation for services provided by Armed Security Officers, who fill unarmed requests, will be paid at the unarmed rate, regardless of their credentials.

3.4 Contract Oversight and Reporting

- The Security Company shall appoint a designated staff member to be responsible for providing oversight to the awarded contract.
- Security firm must provide proper supervision and make weekly site inspections to insure compliance of all contractual obligations.
- Monthly site reports must be submitted to the Department Contract Manager within 7 days of the last day of the month.
- The appointed responsible Security Company's Contract Manager shall also make weekly site visits to the City to ensure that services are being provided as required.
- Establish a consistent procedure for decisions about bans from GTA sites and GTA service.

3.5 Evidence Custody System

Security Company will strictly adhere to the evidence custody system for evidence, contraband and found property as stated in the Post Orders. Evidence will be handled as specified in the Post Orders, which are subject to change. The City will provide post orders for the contract.

3.6 Hiring Approval

The Department Contract Manager shall have ultimate authority over assignment of any Security Company employee who works at their department site/s.

3.7 Licensing Requirements

Company must be licensed with the State of North Carolina and must provide guard(s) registered with the state as “armed” security and also having received the training required for armed officers. In addition to state mandated training, the Security Officers will receive training in the use of pepper spray, ASP, unarmed self-defense, handcuffing procedures, report writing, and non-discrimination as required by law.

3.8 Maintenance of Licenses and Permits

Security Company shall maintain all required licenses and permits from the time of proposal submission through final expiration of the Security Service Contract. Copies of all licenses and permits shall be submitted with the Security Company’s proposal response and made available upon request for the duration of the contract.

3.9 Performance

- Security Company shall be responsive to performance improvement requests that may be made by the City Security Manager or the Department Contract Manager in the course of regular work and in any performance reviews.
- Have a bi-annual leadership meeting to review performance, security incidents, reporting data and approach, if requested by a department.

3.10 Provision of Cell Phones

Security Company shall assure that each Security Officer shall be equipped with a cell phone for emergencies and as a means for City staff to be able to communicate to each site in a timely manner. A list of assigned Security Company staff and cell phone numbers shall be provided to City Security Manager and Department Contract Manager(s) as it is updated.

3.11 Uniforms

- Security Company must provide proper law enforcement type uniforms for all security personnel.
- Uniforms shall not be similar in colors to the Greensboro Police Department and Guilford County Sheriff Department. Sufficient number of uniforms must be provided to each security officer to maintain a clean and professional appearance. Officers must also be provided with both warm and cold weather uniforms. Uniforms must be worn at all times by security officers while on duty.

Provide in your response a proposed uniform attire based on the service area responsibilities and a description of the summer verse winter attire, indoor and outdoor uniforms.

Security Company will furnish to personnel working on City assignments the following uniforms:

Patrolling Officers

- Police type uniform, cannot resemble Greensboro Police or Guilford County Sheriff's Department,
- A minimum of three pair slacks and three shirts (the same long and short sleeve requirements will be in effect as required for the Officers)
- Protective latex gloves
- Security badge- metal or embroidered
- Name tag- plastic or metal

Supervisors:

- Will wear a similar uniform with rank insignia, slacks, white shirt and necktie.
- A minimum of three pair slacks and three shirts (the same long and short sleeve requirements will be in effect as required for the Officers)
- Protective latex gloves
- Security badge- metal or embroidered
- Carrying of equipment that has not been authorized by the City Security Manager is prohibited.

3.12 Record Keeping and Reporting Requirements

- a. Security Company will maintain access logs for a period of five years.
- b. Daily Activity Reports shall be maintained for a period of five years.
- c. Incident reports shall be maintained for a period of five years unless the Retention Schedule adopted by the Department of Natural and Cultural Resources sets forth a longer period of retention.
- d. Upon request, any incident reports will be provided to the City Security Manager.

4. Background Investigations

Security Company shall conduct background investigations on all security personnel. No security personnel shall be assigned to work on City property who is determined not to be of good character or is under indictment or has been convicted of criminal violations except for minor traffic violations. Driving under the influence or evading police are not considered minor traffic violations.

4.1 The following records are not acceptable:

- Any felony or sex conviction
- Military conduct resulting in bad conduct or dishonorable discharge
- Any pattern of irresponsible behavior, including but not limited to unreasonable driving, or a problem employment record.

4.2 Substance Abuse (Drug & Alcohol Testing) (Federal Transit Administration)

[These requirements apply to contracts with contractors who perform safety-sensitive functions, as defined in 49 C.F.R. part 655.4, "Definitions."]

Contractor shall establish and implement a drug and alcohol testing program that complies with "Procedures for Transportation Workplace Drug and Alcohol Testing Programs" (49 C.F.R. part 40) and "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations" (49 C.F.R. part 655), produce any documentation necessary to establish its compliance with parts 655 and 40, and permit any authorized representative of the United States Department of Transportation or its operating administrations or the North Carolina Department of Transportation, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. part 655 49 CFR Part 655 and 49 C.F.R. part 40 49 CFR Part 40 and review the testing process.

- A. Contractor shall submit for review and approval a copy of its substance abuse prevention policy developed to implement its drug and alcohol testing program.
- B. Contractor shall certify annually its compliance with parts 655 and 40 and submit the Drug and Alcohol Management Information System (DAMIS) reports before March 15 to the FTA. To certify compliance, Contractor shall use the “Substance Abuse Certifications” in the “Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements,” which is published annually in the Federal Register.
- C. Contractor shall require the inclusion of the language of this provision within subcontracts of all tiers involving the performance of a safety-sensitive function under the Contract.

4.3 Drug Testing (City of Greensboro Requirements)

- Security Company is required to screen all security personnel for drugs on an 8-panel drug test before granting employment for the City contract. No security personnel will be permitted to work on City property without satisfactory test results.

Security Company will submit a signed certificate for each employee stating the following:

“A urinalysis was conducted by: _____ on _____ Name/address of certified lab Date Indicating no use of amphetamines, barbiturates, cocaine, opiates, methaqualone, phencyclidine, THC, or benzodiazepines”

- Security Company is required to have a policy specifying the conduct of Random drug testing for security employees.
- Security Company employees working under this contract shall be subject to drug testing for cause pursuant to the same terms and conditions as City employees, in accordance with the Greensboro Police Department directives.
- Any Security Company employee who fails a drug test shall be removed from assignment to the City and banned from any further work under this contract.

5. Compliance with Post Orders

- Security Company shall provide security for City buildings as directed by the Department's Contract Manager and in accordance with Post Orders.
- Post orders shall be updated annually with interim changes as needed.
- All Security Officers will sign the Post Orders acknowledging that they understand the Post Orders.
- Security Officers will not perform service functions that are not documented in Post Orders that may be requested by City staff other than the Department Contract Manager or their designee.
- Final post orders will be provided after the contract award by the Department's Contract Manager
- The Security Company shall be available to meet as needed with the City Security Manager and/or Department Contract Manager to insure appropriate service is being provided.
- Details of Post Orders and incidents shall be kept in confidence and discussed only with Department Contract Managers and the City Security Manager or their designees.

6. Contractor’s Responsibility for City Issued Equipment

Security Company shall be held accountable for all City issued equipment and will replace any and all equipment damaged, destroyed, or lost except for replacement due to normal wear and tear.

7. Rights of City Regarding Contracted Personnel

Security Company provides the Department Contract Manager or their designee with the right to approve or disapprove any persons serving as security or administrative personnel prior to their assignment property. Additionally, Security Company provides Department Contract Manager or their designee with the right to have removed from its property, any security personnel deemed by City of Greensboro to be undesirable for any reason whatsoever.

7.1 Security Officer shall not be considered for this contract if they currently or in the past, been involved in:

- Any felony or sex conviction
- Military conduct resulting in dishonorable or undesirable discharge
- Any pattern of irresponsible behavior, including but not limited to unreasonable driving, or a problem employment record

8. Training by Security Company

8.1 Training Program

Security Company must have an ongoing training program. The training program must include availability of classroom space, provision of training aids, and reference material. All Security Officers must be trained on the Post Orders before working a city location. In addition, the Security Company must provide a list of certified trainers and their qualifications for the provision of required training. Training records must be made available upon request of the City Security Manager.

8.2 Training Requirements

- All Security Companies submitting proposals shall include in their response a detailed description of the training provided to Security Personnel.
- All Security Personnel will be trained on site for a minimum of 8 hours by Contractor's appropriately qualified personnel
- The Security Company will provide a list of designated supervisory personnel.
- Only the City Security Manager or his designee may make exceptions to training requirements.
- The Security Company is responsible for training costs. Training must include post-orientation, possible use of handheld radios, report writing, and non-discrimination.
- Prospective officers may be required to demonstrate their proficiency prior to working in a position.
- Establish minimum and annual recurring training requirements. These should include cultural sensitivity, mental health, de-escalation

8.3 Training Records

Training Records of any personnel assigned to City property must be made available to the City Security Manager or Department Contract Manager at any time for inspection.

8.4 Training/Personnel Information of Security Company's Officers

The Security Company will maintain and provide upon request personal information, including but not limited to: photos, names, hire date, and positions in which each officer is certified.

9. Qualifications of Security Personnel

9.1 Qualifications of Each Security Officer

- Shall be fully literate in the English language (i.e. able to read, write, speak, understand and be understood). Oral command of the English language must be sufficient to permit full communication, particularly in times of stress.
- Have a valid driver's license.
- Have a high school diploma or equivalent
- Have successfully completed security training in the following: technique and patrol, first aid including CPR and the use of the Automated Electronic Defibrillator (AED), public relations, safety, proper use of telephones and radio, proper use of written report forms, site hours, on-site training by a supervisor of the Security Company verified and documented by the City.
- Have at least eight weeks of classroom training or one year's experience as a registered security officer/law enforcement/military police officer.

9.2 Physical Capabilities:

Security Officers must successfully pass a medical examination, conducted at the Security Company's expense, prior to duty assignment. The minimum requirements are as follows:

- 20/20 vision or corrected vision should be at least 20/30 (Snellen) and should be for both eyes together. Officers who only wear glasses should meet an uncorrected standard of at least 20/100 for both eyes together and those who wear only contacts should have uncorrected vision of at least 20/200 for both eyes together.
- Color vision should be perfect, except that red or green deficiencies may not exclude or eliminate the officer subject to further examination.
- Depth perception should be sufficient to demonstrate normal stereo depth perception with or without correction to the standard: 80 ARC seconds.
- Hearing sufficient to hear a conversation at 15 feet or using an audiometer
- Freedom from drug use, except prescribed or lawful medications as evidenced by urinalysis test per specified drug testing requirements.
- Freedom from disease or condition that results in officer's inability to orally communicate successfully over radio, telephone or an equivalent device and to orally communicate successfully directly with the public and other officers.
- Free from any physical or emotional disorder, or any hindrance that may inhibit or preclude meeting the professional standards and the essential job functions required by the contract.
- Resting blood pressure should be less than or equal to 180 mmHg systolic and 120 mmHg \diastolic on three successive readings (and if officer is on medication to control blood pressure the medication may not have side effect profiles which interfere with performance of duty). If systolic blood pressure is greater than 150 mmHg or diastolic blood pressure is greater than 90 mmHg, officer should be asymptomatic for any headaches or other disabling conditions.

10. Additional Site Supervisor Qualifications

The Site Supervisor qualifications will vary depending on the contract. At a minimum, the supervisor must have completed State-mandated Basic Law Enforcement Training.

11. Responsibilities of the City

The City of Greensboro shall provide card swipe identification cards, and may provide some radio equipment to Security Company to distribute to their designated personnel. City shall replace or repair any City equipment that is not serviceable due to normal wear and tear.

12. Security Services Coverage, Type Officers and Estimated Schedules

Location	Coverage Area	Days	Estimated Schedule	Officer Type	# of Officers
Depot	Camera Room	Mon - Sunday	24 Hour Coverage	Armed	1
Depot	Building & Grounds	Mon - Sunday	10:00am - 11:00pm	Armed	1
Depot	Building & Grounds	Mon - Sunday	7:00am-7:00pm	Armed	1
Depot	Building & Grounds	Mon -Sunday	11:00pm-7:00am	Armed	1
Depot	Building & Grounds (Site Supervisor)	Mon -Sunday	8:00am - 3:00pm	Armed	1
Depot	Building & Grounds (Site Supervisor)	Mon -Sunday	3:00pm - 11:00pm	Armed	1
GTA	GTA Building/Garage and Grounds	Mon -Sunday	24 Hour Coverage	Armed	1
Workforce	Building and Grounds	Mon - Thursday	7:30am - 5:00pm	Armed	1
Workforce	Building and Grounds	Friday	7:30am - 12:00pm	Armed	1

The type guard/s and estimated schedules are subject to change.

The City may adjust hours and add services as needed

SECTION 3

SUBMITTAL OF PRICING AND AWARD PROCESS

All fees including security contract management and administration costs shall be included in Hourly rate pricing

Quoted prices will be firm for the contract term

All fees must be entered and submitted on the Contractor Hourly Rate Pricing Sheet found under the Event attachment Tab

Example of Hourly Rate Pricing Sheet

Hourly Rate Charged to the City

Position	Hourly Rate Year 1	Hourly Rate Year 2	Hourly Rate Year 3
Armed Security Officer Hourly Rate:			
Holiday Hourly Rate:			
Unarmed Security Officer Hourly Rate:			
Holiday Hourly Rate:			
Site Supervisor Officer Hourly Rate:			
Holiday Hourly Rate:			

Submitted Holiday rates will be paid for the following:

New Year's Day; Martin Luther King, Jr. Day; Good Friday; Memorial Day; Juneteenth; Independence Day; Labor Day; Veteran's Day; Thanksgiving Day/Friday following; Christmas Eve and Christmas Day.

Services will be provided at these locations:

GTA Administrative Offices, 223 W Meadowview Rd. Greensboro NC 27406

J. Douglas Galyon Depot, 236 E. Washington St Greensboro NC 27401

Guilford Works – Workforce Development, 2301 W. Meadowview Rd Greensboro NC 27407

Evaluation and Award

Contractor must meet all requirements and the minimums listed in the RFP and attached appendices. All responsive proposals will be evaluated against the exact same set of criteria, and will be provided a “score” for each category in the evaluation. A sample of the evaluation matrix criteria may be reviewed under the Event attachment tab. An evaluation team will use the matrix to evaluate all responsive proposals. The City may engage in discussions with any potential Contractor prior to final determination and award. The City reserves the right to award contract(s) in whole or in part, whichever is in the City's best interest as it determines in its sole discretion.

SECTION 4

SUBMISSION OF BID REQUIREMENTS

Contractors must submit the following information with their response.

(Failure to do so may result in your response being found non-responsive)

Concise Letter of Interest:

A concise letter of interest that must include the following

1. Contractor Information

The name and address of the Contractor and the states in which Contractor is incorporated and chiefly located,

2. Date of Business Establishment

Contractor shall provide the date on which their business enterprise was originally established.

3. Principals Authorized to Conduct Negotiations

The name, address, telephone number, and e-mail address of the designated contact and principals authorized to conduct negotiations for the Business Enterprise.

4. Contractor's Interest in Performing Services

A brief description of the Contractor's interest in performing and understanding of the required services.

5. Previous Experience and Qualifications with Proposed Services

Discuss previous experience and qualifications regarding the management of the required Security Personnel service.

6. Validity of Proposal

Statement indicating the Proposal will remain valid for acceptance for a period of three months from its submission and thereafter until the Contractor withdraws or a contract is executed, whichever first occurs.

7. Addenda Acknowledgement

An acknowledgment of all addenda to this Request for Proposals.

8. Statement of the Contractor's Understanding of the Scope of Work & Approach to the Project

Contractor shall attach to the letter of interest a concise explanation, not to exceed 3,000 words, that describes the Contractor's understanding of the project objectives.

A transition plan of services if your company were awarded the contract, the tasks required to accomplish the project, and the Contractor's method of approach for accomplishing the work, process for resolving issues or problems with compliance.

This should include procedures for documentation, notice, and implementation, and propose attire based on the service area.

How rounds are documented (Digi-Key system or similar).

Also, describe how the Site Supervisor or Security Company Contract Manager will monitor locations to ensure service protocols are being followed.

10. Experience and Qualifications

Discuss the experience of the required personnel in managing the required Security Personnel service. Job experience related to the contract and applicable training/certifications.

Required Supporting Documentation for Submittal

Contractors must also submit the following documentation:

A. Contractor Hourly Rate Pricing Sheet

Submit the Hourly Rate Pricing Sheet,

B. References

Provide at least (2) references of similar size and scope of work projects with current contact information, who can discuss the contractor's work performed in the past three (3) years.

C. Organization Chart

Submit an organization chart defining the positions in the business enterprise and their primary duties

C. Number of security officers company employees in the local Triad area

D. Litigation History

E. History of OSHA Violations

F. Federal Forms and Documentation

Submit all Federal Forms below,

Federal Forms

- Attachment A –Federal Tax Liability Certification
- Attachment B – Debarment and Suspension Certification
- Attachment C – Lobbying Certification
- Attachment D – Affidavit of Compliance with North Carolina E-Verify Statutes
- Attachment J – Prohibited Telecommunications Systems Certification
- Attachment K – Bidders List Form

(Note: ALL Federal Form Attachments above (except Attachment K) must be notarized)

G. Substance Abuse Prevention Policy

Submit a copy of your substance abuse prevention policy developed for drug and alcohol testing program as referenced on pages 10 and 11, Section (2), 4.2, “Substance Abuse (Drug & Alcohol Testing) (Federal Transit Administration)”

Available Points	Matrix Scoring Criteria	Awarded Points
25	Management and Supervision Structure: <i>Exceeds Management & Supervision Structure needs; Sufficiently meets</i>	
	Excellent = 15 - 20 Points Good = 10 - 14 Points Fair = 5 - 9 Points Poor = 1 - 4 Points Not addressed or unacceptable = 0 points	
20	Experience of Required Personnel (includes years & types of experience) <i>Job experience related to the contract/Training and certification applicable to the position</i>	
	Excellent = 12 - 15 Points Good = 8 - 11 Points Fair = 4 - 7 Points Poor = 1 - 3 Points Not addressed or unacceptable = 0 points	
25	References- <i>Timeliness, Quality of work, Customer Service, Similar experience Additional Comments</i>	
	Excellent = 15 - 20 Points Good = 10 - 14 Points Fair = 5 - 9 Points Poor = 1 - 4 Points Not addressed or unacceptable = 0 points	
20	Cost – Lowest Total Contract Cost (based on schedule and positions). <i>The maximum allowable points will be assigned to the proposal with the lowest cost. All other proposals will receive a proportional score to the proposal with the lowest cost</i>	
	Excellent = 15 - 20 Points Good = 10- 14 Points Fair = 5 - 9 Points Poor = 1 - 4 Points Not addressed or unacceptable = 0 points	
10	History with Protective Services Board (not to exceed a period of 5 years). <i>No Substantial Infractions; Substantial Infractions without sanctions: Sanctions</i>	
	Excellent = 8 - 10 Points Good = 6 - 7 Points Fair = 4 - 5 Points Poor = 1 - 3 Points Not addressed or unacceptable = 0 points	