REQUEST FOR PROPOSAL
2012-01

Security Services
LONDON PUBLIC LIBRARY

London Public Library Board
251 Dundas Street
London, Ontario, N6A 6H9
www.londonpubliclibrary.ca

Issued February 9, 2012

Anyone requesting this document and wishing to submit a response should ensure that he/she has registered with the Library in order to be added to the RFP Vendor mailing list and be sent any addenda that may be issued with respect to this document to **rfpsecurity2012@lpl.london.on.ca**

Closing Date: Monday, February 27th, 2012 12:00 noon

REQUEST FOR PROPOSAL
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Security Services
LONDON PUBLIC LIBRARY

1. PROJECT PROFILE

1.1 PURPOSE & BACKGROUND

The London Public Library (LPL) is seeking proposals from firms to provide all of the following security services:

- on-site, quality security services to the London Public Library at its Central Branch, 251 Dundas Street, London, Ontario;
- occasional scheduled security services in any of the Library's 16 branch location, in London;
- alarm response services, 24/7, for the Library's 16 branch locations in London.

The Central Branch is a 180,000 sq. ft facility, with three floors of public and office space, loading dock, shipping and receiving area, Passageway between Dundas Street and CitiPlaza, meeting rooms and the Wolf Performance Hall.

It is a public downtown facility with over 1.1 million visitors per year - representing many different ages, economic situations and cultures. The average daily attendance at the Central library in 2011 was approximately 3,300 visitors.

The London Public Library is committed to achieving its vision and mission.

London Public Library's Vision
London Public Library is the Community Hub that strengthens individuals, families and neighbourhoods by connecting them to people and to relevant information, collections, programs and resources.

London Public Library's Mission
We are passionate about making a difference in our community, one person at a time, by enriching lives and empowering people through relevant, accessible, high quality Library services.

This includes providing a safe, secure and welcoming space for the public, staff and on-site contractors and tenants.

1.2 SCOPE OF WORK

The scope of work includes all of, but is not necessarily limited to, the services listed below:

CENTRAL BRANCH

1.2.1 Daily operating procedures

- Opening and closing of facility
- Interior and exterior patrols
- Access/egress control and related guard duties
- Ability to operate and access and occasionally monitor video surveillance at Central
- Report on problems with the security equipment and systems
- Monitoring alarm systems in Central and response appropriately, as security is aware
- Security escorts, as required

1.2.2 Incident Management

- Responding to incident in a timely effective manner
- Resolving incidents according to guidelines, instructions and procedures
- Reporting on incidents according to established procedures

1.2. 3 Customer Service Approach

- Displaying courteous and professional approach to the public and staff at all times
- Treating all members of the public with respect, dignity and courtesy at all times
- Maintaining a high standard of dress and deportment at all times

1.2.4 Hazard recognition

- Identifying hazards with the likelihood of harm, injury, or damage
- Evaluating risk level
- Controlling hazards in a timely effective manner, in conjunction with appropriate library staff

1.2.5 Emergency Response Services

- Protection of persons (public, staff, on-site contractors, tenants) and property in the event of medical, fire, disaster, severe weather, bomb threat, evacuation and other emergencies
- Primary First Aid service provider at the Central Library

1.2.6 Effective Internal and External Communications

- Effective communications protocols amongst Security personnel
- Liaison with all levels of staff
- Liaison with key Library contacts: Staff Member in Charge, Library Administration, cleaning contractors, Galleria Mall security services, London Police Services, London Fire Dept., security monitoring company

1.2.7 Effective Reporting and Quality Documentation

- Preparing well-written, complete and accurate incident reports

- Maintaining up-to-date effective internal Post Orders

1.3 HOURS OF SERVICE AND STAFFING LEVELS

1.3.1 Current regular hours of security service coverage for the Central Branch are:

Monday to Thursday
0600 - 1400 hrs 1
1400 - 2200 hrs 2
0630 – 1430 hrs Site Supervisor

Friday
0600 – 1200 hrs 1
1200 – 1800 hrs 2
0630 – 1430 hrs Site Supervisor

Saturday
0600 – 1200 hrs 1
0830 – 1800 hrs 1
1200 – 1800 hrs 1

Sunday (October through May)
1100 – 1700 hrs 1
1200 – 1700 hrs 1

1.3.2 The Library is closed on the following the following statutory days:

New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	Christmas Day
Victoria Day	Boxing Day
Canada Day	

The Library is also closed on Easter Monday and the August Civic Holiday. The Library is OPEN on Remembrance Day, Nov 11th.

1.3.3 Regular shifts may be scheduled from time to time when the Library is closed to ensure security of the building and materials.

1.3.4 Additional hours of security service will be contracted with the Successful Respondent, as required,

- to cover extended hours of public service for events and programs at the Central branch and other branch libraries;
- to respond on short notice for emergency coverage in other Library locations.

1.3.5 The Library reserves the right to alter the regular hours of operation of the Library and associated guard shift coverage with 30 days notice.

1.4 DRESS CODE

Uniforms should be cleaned and pressed and reflect a high standard of professionalism and deportment.

The Library reserves the right to request the Successful Respondent to provide uniform options to staff that are consistent with the Library's Mission and Vision and enhance its relationship with its customers.

1.5 EMPLOYMENT STANDARDS ACT PART XVIII.1 TEMPORARY HELP AGENCIES: INFORMATION

ESA Part 18.1 Temporary Help Agencies information is included in Appendix 2.

The London Public Library makes this information available in accordance with the requirements of the *Employment Standards Act*. The information in Appendix 2 is provided by the current service provider, Commissionaires Great Lakes. The London Public Library cannot verify the accuracy of the information provided and is not responsible for its use or interpretation in the context of any response to this RFP.

1.6 SECURITY GUARD LICENCES

The successful respondent will ensure that at all times during the duration of the contract that every guard on site will hold valid licences under the **PRIVATE SECURITY AND INVESTIGATIVE SERVICES ACT 2005 AND ONTARIO REGULATION 367/07.**

1.7 START DATE OF CONTRACT AND LENGTH

The start date of the contract is May 1, 2012 and will run until April 30, 2015.

ALARM RESPONSE

1.8 ALARM RESPONSE

The scope of work includes,

- Being the first point of contact for DAMAR (Security firm) for all emergency calls outside of regular Library service hours
- Upon receiving a call from DAMAR sending a guard to check the building, do an interior sweep and re-set the alarm when required
- Contacting DAMAR, should any situation require further action
- Providing a posted guard as requested by the Library
- Faxing/emailing reports promptly to the Library
- Billing on a monthly basis, with 30 days payment

2. RESPONSE FORM

RESPONDENTS NOT SUPPLYING THE REQUESTED INFORMATION MAY BE DISQUALIFIED.

A complete response will include the following:

2.1 BASE SUBMISSION

Please complete Base Submission Form in Appendix 1.

2.2 BID AUTHORIZATION

Please complete Bid Authorization Form in Appendix1.

2.3 FORM OF PROPOSAL

Please complete Form of Proposal in Appendix1.

2.4 COMPANY PROFILE

Provide information on the following:

- legal name of the lead firm, its office location, telephone number(s) and a brief history of the firm, including evidence of financial stability and viability;
- identification of the principals of the lead firm who will be directly involved with the supplying of the services, including the main contact person or persons.

2.5 PROOF OF RESPONDENT'S ABILITY

No response shall be considered unless the Respondent is known to be skilled and regularly engaged in the supplying of associated work of a character similar to that covered by this RFP.

Provide information on the following:

- the Respondent's performance record, listing work of a similar size and scope and giving the name of the client, date services and contract costs.
- such additional information as will satisfy LPL that the Respondent is adequately prepared to fulfill LPL's requirements.

2.6 RESPONDENT'S SUPPLIERS

2.6.1 If a respondent intends to submit a joint response, the names of firms or individuals must be stated and the division of work between them must be described in detail. Only one entity in such a joint arrangement shall be the Prime Respondent and that entity shall negotiate and execute any contract and take full responsibility for the project and ongoing performance obligations.

2.6.2 The Respondent shall not assign the contract or any portion thereof without prior written consent of LPL.

2.7 REFERENCES

Respondents must provide a minimum of three current references where they have successfully supplied services similar to those listed in Section 1.2 of this RFP. The reference must contain the following:

- brief description of services provided
- agency name
- address
- contact person and telephone number
- dollar value of contract

2.8 ACCEPTANCE AND/OR REJECTION OF RESPONSES

In submitting this Response, the Respondent recognizes and accepts the right of the LPL to accept any response which is deemed to be the most advantageous to the LPL, at the price submitted, or to reject any or all responses. It is the intent to select one Respondent.

3. SUBMISSION REQUIREMENTS

3.1 GENERAL

Submission of a proposal indicates acceptance by the respondent of all of the conditions contained in this Request for Proposal unless clearly and specifically noted in the proposal submitted and confirmed in the formal contract between LPL and the Successful Respondent. **Deviations from the Request for Proposal must be clearly identified in the written submission.** Submissions are subject to a formal contract being negotiated, prepared and executed. LPL reserves the right to negotiate the terms and conditions of the contract.

Care should be exercised in reading and completing all documents, as failure to comply with the instructions, terms, conditions and specifications may disqualify submissions.

Submissions that are illegible, incomplete, unbalanced, conditional, and obscure or contain irregularities of any kind may be rejected.

3.2 CLOSING TIMES AND DATES

Respondents are required to submit 5 (five) signed copies and 1 (one) electronic file copies (on USB) in Word of the response, including all parts of Section 2 of this tender in a sealed

envelope identified as RFP 2012-01 Security Services – Central Branch, **before noon on Monday , February 27, 2012.**

Proposals must be delivered to:

Chief Executive Officer
London Public Library
3rd Floor Administration Office
251 Dundas Street
London, ON N6A 6H9

Closing time will be governed by the wall clock in the Executive Offices of the London Public Library.

3.3 LATE SUBMISSIONS

Respondents are responsible for the delivery of their proposal. Proposals received later than the specified time will be returned to the Respondent unopened.

3.4 QUESTIONS/INQUIRIES

3.4.1 Inquiries must be made in writing and by facsimile (519) 663-5396 **or e-mail to rfpsecurity2012@lpl.london.on.ca** (Please allow 24 hours for response)

3.4.2 Inquiries **must not** be directed to library or city employees or elected officials, or members of the Library Board. Directing inquiries to other than the person indicated above may result in your submission being rejected.

3.4.3 All clarification requests are to be sent in writing to the individual mentioned above. No clarification requests will be accepted by telephone. Responses to clarification requests will be provided to all interested parties.

3.4.4 Any and all changes to the RFP required before the closing will be issued by Margaret Mitchell, Deputy CEO, in the form of a written Addendum. If Addenda are issued, their receipt must be acknowledged by the Respondents in the appropriate section of the Form of Proposal. LPL will assume no responsibility for oral instructions or suggestions. Please fax or e-mail confirmation of addenda. **Failure to acknowledge addenda will result in the proposal being rejected.**

3.4.5 **No inquiries or questions will be accepted after 12:00 noon, on Thursday, February 23, 2012.**

3.5 PERIOD OF ACCEPTANCE

The terms and conditions of the proposal submission are irrevocable and shall remain firm and open for acceptance by LPL for a period of ninety (90) days after the closing of the RFP.

Acceptance will be subject to the successful negotiation and execution of a written contract meeting the expenditure limits and required terms and conditions as set out by LPL. The

acceptance or rejection of any proposal will be made pursuant to policies of LPL.

All unsuccessful Respondents will be notified that their proposal has not been accepted.

3.6 RIGHTS RESERVED

3.6.1 LPL is not liable for any costs incurred by interested parties in the preparation of their response to this request or interviews. Furthermore, LPL shall not be responsible for any liabilities, cost, express, loss or damage incurred, sustained or suffered by any interested party, prior or subsequent to, or by reason of the acceptance or non-acceptance by LPL of any response, or by reason of any delay in the acceptance of the response.

3.6.2 The lowest submission will not necessarily be accepted if it does not meet the requirements of the RFP. LPL reserves the right to accept or reject any or all responses and/or to reissue the RFP in its original or revised form.

3.6.3 LPL reserves the right to request Respondents to:

- provide additional information;
- modify submissions in areas considered to be deficient;
- address specific requirements not accurately covered in their initial submissions;
- substitute components where the Library considers that an alternative may be more suitable.

3.6.4 LPL reserves the right to modify any and all requirements stated in the RFP at any time prior to the possible awarding of a contract.

3.6.5 In the event of any disagreement between LPL and respondent regarding the interpretation of the provisions of the RFP, the Chief Executive Officer or an individual acting in that capacity, shall make the final determination as to interpretation.

3.6.6 All information provided by a Respondent in response to this RFP must contain sufficient detail to support the services being proposed. Incomplete submissions may not be considered.

3.6.7 The Library may, in its absolute discretion, reject a Proposal submitted by the respondent if the respondent, or any officer or director of the respondent is or has been engaged, either directly or indirectly through another corporation, in a legal action against the Library, its elected or appointed officers and employees in relation to: i) Any other contract or services; or ii) Any matter arising from the Library's exercise of its powers, duties, or functions.

3.6.8 In determining whether or not to reject a quotation, tender or proposal under this clause, the Library will consider whether the litigation is likely to affect the bidder's ability to work with the Library, its consultants and representatives, and whether the Library's experience with the bidder indicates that the Library is likely to incur increased staff and legal costs in the administration of the contract if it is awarded to the bidder.

3.7 TREATMENT OF INFORMATION

The information submitted in response to this RFP will be treated in accordance with the relevant provisions of the Municipal Freedom of Information and Protection of Privacy Act.

The information collected will be used solely for the purposes stated in this RFP. The respondent does, by the submission of a response, accept that the information contained in it will be treated in accordance with the process set out in the section of this RFP.

All proposal documents are the property of the London Public Library Board. Extracts of proposals may be used as part of a recommendation. This information will be part of a public document. Respondents should indicate which parts of their proposal, if any, are exempt from disclosure under the Municipal Freedom of Information and Protection of Privacy Act.

3.8 PRICING

Pricing will not be disclosed at time of opening. The report to the London Public Library Board recommending an award shall be a matter of public record. Pricing of all Respondents to the RFP will be made public after the award of contract.

3.9 REQUIREMENTS AT TIME OF EXECUTION

Subject to award of the contract by LPL, the Successful Respondent is required to submit Insurance documentation in a form satisfactory to LPL for execution within seven (7) working days after being notified to do so in writing.

3.10 INSURANCE & HOLD HARMLESS

The Successful Respondent shall at his/her own expense, obtain and maintain until the termination of the contract, and provide evidence of:

3.10.1 Comprehensive General Liability Insurance on an occurrence basis for an amount not less than Five million ($5,000,000) Dollars and shall include LPL as an additional insured with respect to the its operations, acts and omissions relating to its obligations as a security guard company under this agreement, such policy to include non-owned automobile liability, personal injury, broad form property damage, contractual liability, owner(s) and contractor(s) protective products and completed operations, contingent employer's liability, cross liability and severability of interest clauses;

3.10.2 Employee dishonesty insurance in an amount not less than $100.00. LPL shall be shown on the Policy as a named obligee as their interest may appear, with respect to loss of funds or assets related to the services provided by the Successful Respondent;

3.10.3 The policies shown above will not be cancelled or permitted to lapse unless the insurer notifies the City, on behalf of LPL, in writing at the address shown on certificate no. 0788 at least thirty (30) days prior to the effective date of cancellation;

3.10.4 This insurance will not be cancelled or permitted to lapse unless the insurer provides LPL with at least thirty (30) days prior written notice. Evidence that the insurance is in force shall be provided to LPL prior to commencement of the services;

3.10.5 LPL reserves the right to request such higher limits of insurance or other types of policies appropriate to this Agreement as it may reasonably require; failure to satisfactorily meet these conditions relating to insurance shall be deemed a breach of this Agreement.

3.10.6 WSIB coverage before LPL shall enter into a contract in relation to this Request for Proposal

3.10.7 The Successful Respondent shall indemnify and hold LPL harmless from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by the Vendor, its/agents, officers, employees or other person for whom the Vendor is legally responsible.

3.10.8 The Successful Respondent shall be fully liable for loss, damage or injury (including death) to persons or property including property of LPL in the possession of the Successful Respondent, which may arise from the Successful Respondent's operation under the Contract. The Successful Respondent shall maintain and pay for a policy or policies of Insurance which shall have the limits specified above. Certified copies of this policy or policies shall be filed with LPL before the commencement of the work.

3.11 TERMINATION OF THE CONTRACT

In the event that the Successful Respondent, in the opinion of LPL, fails to perform the services in accordance with the terms and conditions, instruction and general provision, as stated herein, LPL reserves the right to terminate the contract, with thirty (30) days written notice without penalty and contract for the services with an alternate Vendor, or call for new proposals.

3.11.1 LPL further reserves the right to cancel the contract should it encounter an insurmountable hurdle at some point in its course. The London Public Library Board shall be the sole arbitrator of whether the contract has encountered such a hurdle.

4. INSTRUCTIONS TO RESPONDENTS

4.1 GENERAL

Respondents must use the enclosed “Response Form”.

The proposed price shall include the cost of all materials, labor, equipment, insurance, and all other charges, including overheads, administrative costs and profit and construed as covering all goods and work necessary for a completely satisfactory delivery of services to the London Public Library.

Prior to the awarding of Contract, the Successful Respondent will undertake to fully inform himself or herself of all existing conditions and limitations pertaining to the work of the Contract.

The Successful Respondent shall comply with all by-laws, ordinances and regulations of all public authorities having jurisdiction.

The Successful Respondent shall observe and fulfill the provisions and requirements of all orders-in-council, by-laws, rules and regulations requisite or necessary in the performance of the Contract and shall be held responsible for any violation of same.

In no event shall the Successful Respondent pay wages less than the hourly wage required by Law or in any other manner permit working conditions or other terms of employment below the standards required by Law. Non-union labour is acceptable.

The Successful Respondent shall comply with and keep in good standing under the provisions of the Workplace Safety and Insurance Act, it being understood that the LPL shall have the right to cancel this Contract at any time without notice should the Respondent not be in good standing as required above. The LPL shall be entitled to hold all moneys payable to the Successful Respondent until all assessments and compensation due from the Successful Respondent are fully paid and satisfied. The Successful Respondent shall, on demand, produce evidence sufficient to satisfy the LPL that the provisions of the Act are being met.

The Successful Respondent must be in business under the registered name of the business for more than five years.

The Successful Respondent shall comply with all regulations made under the Occupational Health and Safety Act. The Successful Respondent shall ensure that its workers, including those of its subcontractors, are equipped with all safeguards and personal protective equipment necessary for the performance of the work.

The Successful Respondent shall not erect or permit the erection of any sign or advertising at the site of the work.

4.2 TAXES

The Respondent shall include in the submission all relevant Federal and Provincial taxes each shown separately.

4.3 RE-ASSIGNMENT

The Successful Respondent shall not assign or subcontract any of its obligations under the Contract without prior written consent of the LPL.

4.4 TERMS OF PAYMENT

Payment schedule will be prepared upon final selection of Successful Respondent.

Invoices are to be submitted in to:

Financial Services
London Public Library
251 Dundas Street
London, ON N6A 6H9

Payments of invoices will be made within thirty (30) days from the date of the invoice.

5. EVALUATION PROCESS & CRITERIA

A Selection Committee will evaluate submissions.

BY RESPONDING TO THIS TENDER, THE RESPONDENT AGREES TO ACCEPT THE RECOMMENDATION OF THE SELECTION COMMITTEE AS TO THE SUCCESSFUL RESPONDENT, AND ACKNOWLEDGE AND AGREES THAT THE LONDON PUBLIC LIBRARY BOARD MAKES THE FINAL DECISION.

5.1 GENERAL EVALUATION CRITERIA

The following key criteria have been identified for the evaluation of the submissions:

- Ability to meet all specifications of this RFP document
- Previous experience in related work
- Cost
- References

5.2 INTERVIEWS

Interviews with selected candidates will be held on **March 8, 2012.**
Not all Respondents will receive an interview.

5.3 AWARD OF CONTRACT & NOTIFICATION

The London Public Library Board will award the contract at its meeting of March 22, 2012.

The Successful Respondent will be notified of the recommendation to the Library Board on or before March 22, 2012. All other Respondents will be notified upon approval of the award of contract by the Library Board.

APPENDIX 1

BASE SUBMISSION
BID AUTHORIZATION
FORM OF PROPOSAL

RESPONSE FORM
BASE SUMISSION

Submitted By: _____

To: London Public Library Board
251 Dundas Street
London, ON N6A 6H9

Project: **RFP 2012-01 Security Services – Central Branch**
London Public Library
251 Dundas Street
London, ON N6A 6H9

2.1 BASE SUBMISSION

a) Provide the total annual cost (including identified applicable taxes)

London Public Library RFP 2012-01 Security Services Total Annual Cost Summary (based on the hours worked per 1.3.1)			
	Base Cost	**HST**	**Total**
Year 1			
Year 2			
Year 3			

b) Provide hourly rates

London Public Library RFP 2012-01 Security Services Central Branch Services - Hourly Rates				
Personnel	**Rate level**	**Billing Rate**	**Over-time**	**Statutory Holiday**
YEAR 1				
YEAR 2				
YEAR 3				

c) Provide cost per alarm response

London Public Library RFP 2012-01 Security Services Alarm Response			
	Billing Rate	**Overtime**	**Stat/Holiday**
Alarm responses including all travel			

BID AUTHORIZATION

The signature below binds the corporation to the submitted bid.

SIGNATURE: _____

NAME: (PRINT) _____

TITLE: _____

COMPANY: _____

ADDRESS: _____

_____

TELEPHONE: _____

E-MAIL _____

DATE: _____

FORM OF PROPOSAL

I/WE DECLARE that no person, firm or corporation other than the one whose signature or the signature of whose proper officers attached below, has any interest in this Tender.

I/WE FURTHER DECLARE that this Tender is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm or person submitting information for the same work and is in all respects fair without collusion for fraud.

I/WE FURTHER DECLARE that no employee of The London Public Library Board is or will become interested, directly or indirectly as a contracting party or otherwise in the supplies, work or business to which it relates or in any portion of the profits thereof, or in any such supplies to be therein or in any of the monies to be derived therefrom.

I/WE FURTHER DECLARE that the several matters stated in the said Tender are all in respect true.

I/WE have received and allowed for Addenda numbered as follows:_____.

INFORMATION SUBMITTED BY: _____

ADDRESS:_____

CITY_____ PROVINCE _____ POSTAL CODE_____

SIGNATURE_____TITLE _____

NAME(please print or type) _____

TELEPHONE NUMBER: _____ _____

FAX AREA CODE_____ FAX NUMBER _____

E-MAIL ADDRESS _____

DATE OF BID _____

APPENDIX 2

EMPLOYMENT STANDARDS ACT
SECTION 18.1
(Bill 7)

INFORMATION

Bill 7 Information
London Public Library: Central Branch
Provided by Commissionaires Great Lakes

Name	Address	Post.Code	Phone	Seniority	Weeks/ worked	Hours	Wage	Ben	
1				18 Mar 08	26	40	11.90	22%	
2				25 Jun 08	26	40	10.40	22%	
3				01 Jun 09	26	40	10.40	22%	
4				31 Jan 07	26	30	10.40	22%	
5				03 Nov 11	13	30	10.76	22%	

Benefit costs: Family coverage, $35.70 per 2-week pay period
Single coverage, $16.65 per 2-week pay period
Basic extended health including dental, prescription drugs, vision and hearing care and group life.