

ANYTHINK LIBRARIES

REQUEST FOR PROPOSAL

SECURITY GUARD SERVICES FOR  
ANYTHINK LIBRARIES

DATE ISSUED: Monday, Feb. 11, 2019

RESPONSE DUE BY: Friday, March 1, 2019



# SECTION I

## STATEMENT OF WORK

### SECURITY GUARD SERVICES FOR THE ANYTHINK LIBRARIES

- I. SERVICE REQUIREMENTS:** Provide unarmed security guard services at defined hourly rate structures (times specified by facility below), for the Anythink buildings inside and within the immediate parking lots and building grounds area as further stated below. Company shall have a depth of staff to endure coverage at all times. Company shall provide consistent guards who can develop an understanding of the facility, its needs and establish professional relationships with staff and regular customers. Company senior staff are expected to communicate proactively, provide current contact lists with names, phone numbers and emails where they may be reached, and correspond in a timely manner with city staff contacts regarding staffing, billing or other matters.

LOCATIONS	PRIMARY HOURS <sup>(1)</sup>	SERVICE NEEDS
<b>Anythink Brighton</b> 327 E. Bridge Street Brighton, CO 80601 Contact: TBA	Monday 12-5 pm Tuesday 3:30-8:30 pm Wednesday 3:30-6:30 pm Thursday 3:30-6:30 pm Friday 1:30-5:30 pm Saturday 1:30-5:30 pm	<b>Service Level:</b> Unarmed Service Guard <b>Hours:</b> Coverage for hours indicated at left. May extend into evening for special events, as needed.
<b>Anythink Commerce City</b> 7185 Monaco Street Commerce City, CO 80022	Tuesday 12:30-7 pm Wednesday 12:30-5:30 pm Thursday 12:30-7 pm Friday 12-5:30 pm Saturday 1:30-5:30 pm	<b>Service Level:</b> Unarmed Service Guard <b>Hours:</b> Coverage for hours indicated at left. May extend into evening for special events, as needed.
<b>Anythink Huron Street</b> 9417 Huron Street Thornton, CO 80260	Monday 12:45-8:45 pm Tuesday 12:45-8:45 pm Wednesday 12:45-8:45 pm Thursday 12:45-8:45 pm Friday 11:45 am-5:45 pm Saturday 11:45 am-5:45 pm	<b>Service Level:</b> Unarmed Service Guard <b>Hours:</b> Primarily but not limited to the hours indicated at left. This location is the busiest with security issues. May extend into evening for special events, as needed.
<b>Anythink York Street</b> 8990 York Street, Suite A Thornton, CO 80260	Tuesday 3-7 pm Wednesday 3-5:30 pm Thursday 3-6 pm Friday 3-5:30 pm	<b>Service Level:</b> Unarmed Service Guard on Mapleton Skyview Campus <b>Hours:</b> Primarily but not limited to the hours indicated at left.

<b>Anythink Wright Farms</b> 5877 East 120 <sup>th</sup> Avenue Thornton, CO 80602	Wednesday 1:30-6:30 pm	<b>Service Level:</b> Unarmed Service Guard <b>Hours:</b> Primarily but not limited to the hours indicated at left. May extend to cover summer months for concerts in the evening.
(1) Holiday closures excluded as follows or other unforeseen closures due to budget shortfalls, natural disasters, major repairs or mechanical failures causing a facility to be closed. <i>New Year's Day - January 1; Martin Luther King Jr. Day - 3rd Monday in January; President's Day - 3rd Monday in February; Memorial Day - last Monday in May; Independence Day - July 4; Labor Day - 1st Monday in September; Veteran's Day - November 11; Thanksgiving Day - 4th Thursday in November; Day After Thanksgiving Day - 5th Friday in November; Christmas Day - December 25</i>		

**\*\* SHORT NOTICE** shall be defined as same-day service or within 24 hour notice, on an as required basis – excludes instances where a scheduled guard is unable to serve part or all of the scheduled day time period.

**II. SECURITY COMPANY STAFF TRAINING, EXPERIENCE, CERTIFICATIONS AND EXPECTATIONS**

- A. SECURITY COMPANY SENIOR STAFF:** The security company shall have locally employed at all times a senior staff member that is a graduate of a City, County, State, Federal or Military United States Government law enforcement academy and at least two years of experience of employment in the role of a law enforcement officer.
- B. SECURITY COMPANY RESPONSIBILITIES:** Perform criminal background checks and drug testing of contractor personnel assigned to Anythink upon hire and updated annually.
- C. ON-SITE SECURITY OFFICER TRAINING/CERTIFICATIONS:**

(Training of contractor personnel to be done by and at the expense of the security company.)

1. Fire arms use and safety training.
2. Use of force and self-defense training.
3. Friendly customer service and professional conduct training.
4. Conflict de-escalation methods.
5. Training on interacting with individuals with mental illness and drug/alcohol intoxication.
6. Training on interacting with homeless individuals.
7. Training on appropriate interaction methods with multicultural groups, transgender, gender, immigrant, multigenerational clientele.
8. Active threat (shooter, weapons, explosive, chemical, fire) emergency response best practices training.
9. Basic medical first aid and CPR training.
10. Legal aspects of security enforcement training.

**D. ON-SITE SECURITY OFFICER EXPECTATIONS:** As the security provider, you are here to support the Anythink Library staff. Each location may have a written set of standard patrol and/or desk duties specific to the location. This may include specific patrol rounds with times, specific rooms or areas, door checks and check lists. Duties may be varied as needed at any time at the direction of the manager or person in charge based on the number of customers, specific threats or problem area/individuals or special events or meetings taking place. Generally the following is expected as requested:

1. Utilize a roving method and situational awareness to stay well-informed on the activities occurring in library spaces and on library properties;
2. Check in with staff at the beginning and end of each shift;
3. Support staff in difficult situations;
4. De-escalate situations;
5. Assist staff with emergencies and conflicts;
6. Follow up with the manager or person in charge on any concerns that you see or come across;
7. Use Anythink's hospitality service model as the foundation for all customer interactions.
8. Understand that the library is a customer-service-oriented establishment. Outside of immediate physical threats, guards are expected to work proactively with customers to help solve their issues in a non-threatening or intimidating way, and provide alternatives to customers when possible.
9. Write formal reports for incidents where there was damage, threats, significant disturbances, an individual was asked to leave or where police are called or as directed.
10. Discuss scheduled breaks with manager or person in charge at the beginning of each shift.
11. Guard shall be active, alert and engaged while working. Guards shall not be conducting personal phone calls or using personal phone or other devices while on duty.
12. Anythink will provide guard orientation and an overview of the branch, but all coaching, mentoring and training will be provided by the security company.

## SECTION II

### PROPOSAL SUBMITTAL REQUIREMENTS

Each proposal shall include the following information:

1. Company information as follows:
  - Company Name
  - Address
  - Phone Number
  - Email Address
  - Names of Principals
2. Year in which your company was established and began providing security services.
3. Describe your firm's qualifications and experience in providing security services over the past five years. Provide the size of your firm and number of full-time employee security guards.
4. Company's organizational structure and how that structure will be utilized to provide the services required by Anythink.
5. Contractor's methodology and approach to providing security guard services as it relates to Statement of Work.
6. Provide a detailed description explaining your company's training programs and how they relate to the training specified in the Statement of Work, II, C.
7. Information regarding the company's personnel that will be assigned to the contract:
  - a) Employee name(s)
  - b) Length of time with company
  - c) Resumes or other relevant experience
  - d) Licenses or professional certifications
7. List of five references for the past five years where your company provided the same or similar services (list must include entity name, address, telephone number and contact person). Further, provide the name of one customer that terminated or canceled a contract with your company due to poor performance (for cause). If no contracts were terminated or canceled due to poor performance, a clear affirmative statement to this effect must be provided.
8. Price – Bid should include a monthly price for each location listed above and hourly rate for additional hours as needed.
9. All bids should be sent to [nfisher@anythinklibraries.org](mailto:nfisher@anythinklibraries.org) by Friday, March 1, 2019, 5 pm.