



**REQUEST FOR QUALIFICATIONS and RATES**  
for Security Guard Services for various departments of the  
**County of Imperial**

December 5, 2023

Request for Qualifications (RFQ) #24-0165

**RFQ RESPONSES DUE:**  
**Friday, December 29, 2023**  
**3:00 p.m.**

At the Procurement Department:  
1125 W. Main Street, El Centro, CA 92243  
Attn: Rhoda Hoffman  
(442) 265-1869  
[rhodahoffman@co.imperial.ca.us](mailto:rhodahoffman@co.imperial.ca.us)

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**COUNTY OF IMPERIAL**  
**Request for Qualifications for**  
**Security Guard Services for various departments**

**SUMMARY OF REQUESTED SERVICES:**

Request for Qualifications - The County of Imperial, herein after referred to as "County", is requesting a Statement of Qualifications ("SOQ") for professional Security Guard Services for various departments located within County facilities.

The County requires a professional experienced Security Guard Services Firm ("Consultant") to aid and assist local law enforcement agencies to create a safer environment for members of the public and County employees at several County facility locations. **The County requires a Consultant to provide trained and certified professional, courteous, uniformed, Armed and Unarmed security guards, twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks per year including holidays.**

**The professional services requested include, but are not limited to, the following:**

1. Protect the safety of all persons at the site.
2. Prevent and minimize fire, theft, damage and trespassing on the property.
3. Prohibit entry into secure sites by unauthorized visitors.
4. Report any unusual incidents or dangerous/hazardous conditions.
5. Maintain a daily log for each shift.
6. Complete rounds of the facilities to ensure that all areas and access doors are secure.
7. Maintain a log of all security violations and report occurrences to the County as quickly as possible considering the nature of the violation.
8. Monitor security alarm panels, cameras and monitors.
9. Assist with front desk activities, such as signing in visitors, directing visitors, etc.
10. Escort members of the public and County employees to vehicles as requested.
11. Assume responsibility for all building and system keys provided and account for the whereabouts of keys at all times.
12. Provide a mobile telephone and carrier services for its employees' use and ensure the mobile telephone is carried by the security guard at all times while on shift.
13. Be familiar with and implement emergency procedures when necessary.
14. Be familiar with receiving and forwarding requests for maintenance.

**The Consultant shall meet the following minimum qualifications:**

1. Hold licensing as a security guard agency per the State of California.
2. Employ an adequate level of staffing to ensure that all posts have a qualified and licensed guard at their assigned post at the time and for the duration required.

3. The Principal of the firm shall hold an established record of providing professional, commercial security guard services for a minimum of ten (10) years.
4. Maintain accessibility twenty-four (24) hours a day seven (7) days a week, including holidays, by telephone and e-mail to respond to any issues that may arise in the performance of the requirements as specified herein.

## CRITICAL MILESTONES for SELECTION:

<b>December 5, 2023</b>	Release RFQ for solicitation of Statement of Qualifications
<b>December 14, 2023</b>	Mandatory Pre-Bid Meeting
<b>December 29, 2023 at 3:00 PM</b>	<b>Statement of Qualifications and Rates are Due</b>
<b>January 1-19, 2024</b>	3 Weeks of Committee selection
<b>January 22-26, 2024</b>	Week of interviews
<b>January 29, 2024 to February 9, 2024</b>	2 Weeks of Contractor selection and negotiation of an "Agreement for Professional Services"
<b>February 27, 2024</b>	County of Imperial Board of Supervisors Approval of the "Agreement for Professional Services" (estimate)
<b>March 1, 2024</b>	Service to begin on or around this projected date (estimate)
<b>February 28, 2027</b>	Projected contract end date, with two (2) additional two (2) year option periods (estimate)

## PRE-SUBMITTAL INQUIRIES:

Prior to the submittal of a SOQ, questions or requests for clarification regarding the project and this RFQ should be directed in writing to Ms. Rhoda Hoffman, Purchasing Supervisor, by email at: [rhodahoffman@co.imperial.ca.us](mailto:rhodahoffman@co.imperial.ca.us). **A Mandatory Pre-Bid Meeting is scheduled to take place on Thursday December 14, 2023 from 11:00 a.m. to 12:00 p.m. at the County Administration Center Building located at 940 Main Street, Suite 211, El Centro, CA, in the "Board of Supervisors Chambers".**

No questions/inquires received after **3:00 p.m., on Friday December 15, 2023**, will be accepted. It is the Consultant's responsibility to check the County of Imperial's webpage to look up updates and/or clarifications on this RFQ:

<https://purchasing.imperialcounty.org/rfqs-rfps/>

## SOQ SUBMITTAL REQUIREMENTS:

Consultants shall submit the completed SOQ with appropriate attachments in the following manner:

- Four (4) sets: One (1) original hard copy and three (3) copies
- One (1) electronic copy in PDF or Word (on Digital Media)

**By 3:00 p.m. Friday, December 29, 2023**, addressed as follows:

County of Imperial  
Security Guard Services RFQ #24-0165  
Attn: Ms. Rhoda Hoffman  
1125 W. Main Street, El Centro, CA 92243

SOQ submittals shall be sealed and clearly marked with the Consultant's name and the description "**Statement of Qualifications for Security Guard Services**" on the outside of the envelope. The SOQ shall be signed by an official authorized to bind the firm and shall expressly state that the SOQ is valid for one hundred twenty (120) days. **Responses to this RFQ will not be accepted after the deadline and will be returned unopened. Proposals received incomplete or late, for any reason, will not be considered.**

### **SOQ SUBMITTAL FORMAT:**

Proposals shall include the following as a minimum:

- Cover sheet with SOQ title and Consultant's contact information
- Table of Contents
- Cover Letter
- Rate Sheet listing the rates for services as requested in the "Rate Schedule"
- Organizational Chart
- Resumes limited to one page per person:  
*Resume Requirement - **Provide resumes of key individuals who will be directly involved with this contract, if awarded.*** Resumes should be no longer than one page in length per employee. Include the contract manager, supervisors and employees you intend to assign. Include employee hire date, time in service, guard card number and issuance/expiration dates, baton certification number/issuance date and exposed firearm permit number with issuance/expiration dates. Include evidence that minimum training standards established by the B&P Code have been satisfied, including annual in-service training certification for all years in your firm's employment.  
***Answers to RFQ Questions: This section not to exceed 26 single (or 13 double sided) pages to answer the 24 questions found on pages 6 and 7 of this RFQ.***

**"Request for Qualifications" Questions are found on the next two pages.**

## **“Request for Qualifications” Questions**

### **A) RATE SCHEDULE:**

Rates shall include all support services in effect for the security guard including, but not limited to, training, benefits, licensing, certifications, dispatching, administration, and any other overhead costs etc. The rates listed shall be used to bill all services by the firm. No other fees or charges will be reimbursed by the County.

This Rate Schedule shall be included with all SOQ submittals:

<b>Personnel/Equipment:</b>	<b>Rate:</b>
<b>Armed/Uniformed Security Guard</b>	\$_____per hour
<b>Unarmed/Uniformed Security Guard</b>	\$_____per hour
<b>Holiday/Overtime/Armed/Uniformed Security Guard</b>	\$_____per hour
<b>Holiday/Overtime/Unarmed/Uniformed Security Guard</b>	\$_____per hour

### **B) QUESTIONS:**

*When responding to the following questions, please include the question number followed by the bold portion of the question preceding your comments for each item.*

- 1) Define how you arm your security guards-** Provide a list of all self defense weapons that are available to the security guard to use while on duty.
- 2) Describe your understanding of this project –** Provide a detailed discussion of the project including a description of the proposed enforcement procedures and your understanding of the Scope of Work that your firm will provide and identify any supplemental tasks deemed necessary that may enhance the security monitoring service and the public and County employee safety.
- 3) Describe your firm’s manner of billing -** Are rates flat rates, unexpected overtime charges, minimum billing charges, or other fees that may be attached beyond the base rate for services proposed herein?
- 4) Describe your firm’s Dispatch Operation -** Including the number of phone lines, staffing levels, current call volume managed, location of the center, phone number to the center and methods used to document and dispatch alarm & client calls.
- 5) Describe your reporting methods and how you maintain security data as confidential in accordance with State Law.**
- 6) Describe your vehicle towing policy.**
- 7) Describe your firm’s use of force policy.**
- 8) Describe equipment provided for tour/route verification.**

- 9) **Describe what, if any, infrastructure the County will need to provide-**  
Storage, vehicle parking, phone/radio charging areas if your firm were to be selected.
- 10) **Describe the vehicles that will be used in the course of these services, if any (include photos).**
- 11) **Describe the uniforms worn by your employees and how they comply with State and Local Regulations.** (Include photo of uniformed officer)
- 12) **Describe your firm's experience with providing special event services.**
- 13) **Describe your firm's experience in providing security guard services at multiple sites for public agencies.**
- 14) **Describe your firm's familiarity in working with local law enforcement agencies -** Specifically with the Imperial County Sheriff's Office, the El Centro Police Department, the Brawley Police Department and the Calexico Police Department.
- 15) **In the past 3 years has your firm been cited by any Federal, State or Local regulatory agency for any violations?**
- 16) **Describe how meal and break periods will be addressed while ensuring continued coverage.**
- 17) **Describe how shift plans will be coordinated to ensure the County receives all hours of sought services.**
- 18) **Describe the minimum training standards you will require of employees assigned full-time to service of this contract, if awarded.**
- 19) **Describe your firm's ability to support the primary security guard in the event that assistance is needed.**
- 20) **Describe the firm's ability to quickly respond to requests for information and meetings with County staff.**
- 21) **Team Organization Chart, Resumes and Task Spreadsheet –** Provide an organization chart showing all relevant team members including, but not limited to, the Principal in charge, the Manager, and key Team Members, including Sub-Consultants (if any).
- 22) **Does your firm intend on using any Subcontractors for any portion of this contract in whole or in part?** This includes third party call centers, patrol/guard services, labor services and/or record keeping services.
- 23) **Describe how your firm would provide citation enforcement on County properties.**
- 24) **List all applicable business and industry licenses.**

## **TERMS AND CONDITIONS:**

### **1.1 RATES**

The rates quoted will remain in effect until a period of THREE (3) years from the date of signing an "Agreement for Professional Services" ("contract") included as **Exhibit "B"** to this RFQ.

### **1.2 TERM**

This Agreement shall commence on the date specified within the contract and shall continue in effect for an initial period of three (3) years. After this period, the parties have the option to extend the contract for two (2) additional two (2) year terms. If the contract continues beyond the termination date and the option periods are not exercised, then this agreement shall continue on a month-to-month basis until either party gives the other party a written notice to discontinue this agreement not less than thirty (30) days in advance.

### **1.3 INVOICES**

Consultant shall invoice the County weekly. Invoices are payable within thirty (30) days from receipt, at the Consultant's address specified on the IRS Form W-9 (Form supplied by the County to the Consultant).

### **2.0 EMPLOYEES**

Security personnel are employees of the Consultant, and the Consultant will pay all wages, benefits and applicable Social Security taxes, unemployment taxes and any similar taxes.

### **2.1 SUPERVISION**

Consultant will be responsible for the direct supervision of all security personnel through designated Management representatives who will be available at any reasonable time to consult with the County.

### **2.2 HIRING**

Consultant agrees that security employees are the responsibility of the Consultant and that the Consultant is responsible for all employee documents, certificates and training required by federal, state and local regulation.

### **2.3 EQUAL OPPORTUNITY EMPLOYER**

Consultant hereby agrees to comply with the provisions set forth in all orders, rules, registrations and laws prohibiting discrimination in employment, and further agrees that it will not discriminate on the basis of race, creed, gender, sexual preference, age, veteran or handicapped status.



### 3.0 INDEMNIFICATION

***Consultant shall indemnify, hold harmless, and defend the County, its officers, agents and employees against any and all claims, demands, damages, cost, expenses or liability resulting from the security guard services provided by the Consultant pursuant to this Agreement.***

This RFQ and any material submitted by the respondent are subject to public inspection under the California Public Records Act (California Government Code Section 6250 et seq.), unless exempted by law.

Limitation - This RFQ does not commit the County to award a contract. The County reserves the right to accept or reject any or all RFQ responses received as a result of this request, to negotiate with all qualified sources or to cancel all or part of this RFQ. This RFQ does not constitute any form of offer to contract.

Agreement for Professional Services - The firm selected to produce and execute the recommended Scope of Services from this Request for Qualifications will be required to execute an Agreement for Professional Services with the County, including providing Proof of Insurance as required therein.

Costs Incurred In Responding - This RFQ does not commit the County to pay any costs incurred by any individual, firm, partnership or corporation in the submission of the proposals or to make necessary studies or designs for the preparation thereof, or to procure or contract for any articles or services.

### 4.0 SERVICES

Consultant agrees to furnish to the County private security guard services at designated locations from such starting dates and times and during such hours as set forth herein and as hereafter mutually agreed upon in writing between by County and Consultant. Locations, days, hours and quantity of services are subject to change at any time with written notice from the County's Contract Manager. See **Exhibit "A"** for the County's Service Locations and Scope of Services requirements.

## PROPOSAL EVALUATION AND SELECTION PROCESS:

The Consultant selection will be made using a two-step RFQ process utilizing the Consultant's responses to the previous twenty-four (24) questions and the Rate Schedule. Written SOQ submittals will be evaluated and scored using the point system described herein followed by Consultant interviews conducted by key County staff appointed to the Selection Committee. The written SOQ submittals will be evaluated based upon the following criteria:

- Project Understanding (30 points)
- Experience with Similar Work (20 points)
- Support Services & Documentation (20 points)
- Quality of Staff & Rates (30 points)

**Responsiveness of Proposals** - All SOQ submittals shall be in writing and fully responsive to this RFQ. SOQ submittals found to be irregular and/or not in conformance with the requirements and

instructions contained herein are subject to being considered non-responsive and not evaluated. Other conditions, which may lead to the Selection Committee's decision not to evaluate a proposal, include obvious lack of experience, expertise or adequate resources to perform the required work, and/or failure to perform or meet financial obligations on previous contracts. The County may waive informalities or irregularities in proposals received where such is merely a matter of form and not substance, and the correction or waiver of which is not prejudicial to other proposals.

**Evaluation of Proposals** – The Selection Committee will evaluate each proposal in terms of the technical criteria identified above, including an evaluation of references. The Selection Committee will discuss the strengths and weaknesses of each proposal and develop a ranking of the highest-rated proposals.

**Interview** - Following the initial review and screening of all written proposals, the Selection Committee may invite up to three (3) firms to participate in an oral interview. The County requires that Consultants make themselves available if asked to participate in an **in-person interview**. Interviews are tentatively scheduled for the week of January 22, 2024. Interviews, if conducted, will be used to develop a final ranking of the highest-ranked security firms. The interview process may be waived at the sole discretion of the County Executive Officer.

**Fee Negotiation** - Following completion of the ranking process, the Selection Committee will commence fee negotiations with the top-ranked firm. The goal of fee negotiation is to agree on a final contract that delivers to the County all of the services and products required at a fair and reasonable cost. If the County fails to reach an agreement with the top-ranked Consultant, a new negotiation will commence with the next highest ranked Consultant. If the new negotiation fails, the process is repeated until a contract is negotiated successfully. Upon successful negotiation of a contract, the Executive Office will make a recommendation of award to the Board of Supervisors. The Board of Supervisors reserves the right to award a negotiated contract, reject all bids or suggest a modification to the negotiated agreement.

**- END OF SECTION –**

## **EXHIBIT “A”**

### **Scope of Services and County Facility Service Locations**

*This Scope of Services and County Facility List may be modified at any time by the County’s Contract Manager.*

## **EXHIBIT “B”**

### **Sample Agreement for Professional Services**