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# REQUEST FOR PROPOSAL

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ARMED SECURITY OFFICERS



SEPTEMBER 20, 2017  
ORANGE COUNTY TAX COLLECTOR  
200 SOUTH ORANGE AVENUE, 16TH FL, ORLANDO, FL 32801  
TC-PUR081817-SOS

## Introduction

The Orange County Tax Collector, Florida, herein after, referred to as “OCTC”, invites interested vendors who provide armed and unarmed security officer contractual services described in this RFP to submit a proposal to the “OCTC” to establish a contractual relationship for the provision of such services. Vendors interested in submitting a proposal in response to this RFP must comply with all terms and conditions described herein. Security officers are to be trained, licensed and insured professional security personnel in accordance with Chapter 493, Florida Statutes.

This RFP will be administered using the United States Postal Service or hand delivered to the OCTC’s office, 200 South Orange Avenue, 16<sup>th</sup> Floor, Orlando, FL 32801, at the specified local time and date.

## Solicitation Goals

OCTC’s goal in issuing this RFP is to establish a State Term Contract (STC), as defined by paragraph 287.012(28), Florida Statutes (F.S.), and Rule 60A-1.044, Florida Administrative Code (FAC), for provision of the contractual services described within the RFP. Paragraph 287.012(28), Florida Statutes, defines a STC as “a term contract that is competitively procured by the department pursuant to s.287.057 and that is used by agencies and eligible users...” Rule 60A-1.044, FAC, defines STC as “indefinite quantity contracts competitively procured by the department pursuant to Section 287.057, F.S., available for use by Eligible Users.”

It is OCTC’s intention to solicit for, and enter one or more contracts with vendors who are determined to be responsive and responsible as in the criteria stated herein.

Vendors that provide the contractual services described in this RFP should submit a proposal to OCTC if they desire to provide such contractual services.

## Solicitation Objective

OCTC is seeking professional vendors to provide the Orange County Tax Collector, Florida, herein after referred to as “OCTC”, with security officer services, armed and unarmed. Security officers are to be trained, licensed and insured professional security personnel in accordance with Chapter 493, Florida Statutes.

Security Officer Level III – An armed individual with Class D and Class G licenses. A minimum of two years’ experience either as Class D License Security Officer or in the military or law enforcement. Must own or be employed by a licensed Class B Security Agency or branch office.

Class D licensees may not enter sub-contractor agreements with any licensed agency or other business entity, per Chapter 493, Part III, Florida Statutes.

## Term

The initial term of the contract will be one (1) year with two (2) one year (1) renewals. The contract may be renewed in accordance with section 287.057(13), Florida Statutes, at the pricing specified in the proposal and in accordance with the terms and conditions specified in the contract.

## Respondent Qualifications

Fully capable vendors, who are in good standing with the State of Florida with a minimum of five years' experience as defined in the Statement of Work (SOW) and who possess the financial capability, experience, and personnel resources to provide contractual services of the scope and breadth described in this RFP may respond.

## Florida Statute Definitions

The following Definitions from section 287.012, Florida Statutes, are highlighted for clarity and the convenience of Respondents.

- a. **Agency** – Any office location of the Tax Collector organization, however designated.
- b. **Request for Proposal(s) (RFP)** – A written or electronically posted solicitation for competitive sealed proposal(s). s. 287.012(23), Florida Statutes.
- c. **State Term Contract**- A term contract that is competitively procured by the Department pursuant to section 287.057, Florida Statutes, and that is used by eligible users pursuant to section 287.056, Florida Statutes. S 287.012(28), Florida Statutes.

## Florida Administrative Code Definitions

The following definition contained in Rule 60A-1.005, Florida administrative Code, is highlighted for clarity and the convenience of Respondents.

- a. Eligible User – The following entities are eligible users:
  1. All governmental agencies, as defined in section 163.3164, Florida Statutes, which have a physical presence within the State of Florida;

## Proposal Process and Time-Line

The table below contains the timeline of events for this solicitation. Respondents should become familiar with the timeline of events, as it is their responsibility to submit proposals by the Public Opening/Due Date listed below.

The dates, times and locations of events listed are subject to change and may be altered by OCTC at any time. OCTC will update the timeline of events in an addendum if any changes occur. It is the respondent's responsibility to check for any changes to the RFP.

DATE	EVENT
09/20/2017	Release of RFP
10/04/2017	Submission of RFP Questions
10/09/2017	Questions/answers addendum on website
10/11/2017	Pre-Proposal conference, 10:00 am -training room, 15th floor, 200 S. Orange Ave., Orlando, FL -Tax Collector's office
11/01/2017	Submission of RFP by 3 pm, local time & Public opening
11/09/2017	Selection of RFP Finalist(s)
11/16/2017	General Presentation by Finalist(s) if necessary
11/20/2017	Selection of Service provider/Notification to winner
12/01/2017	Contract Execution Date

## Vendor Pre-Proposal Conference

OCTC may hold a Pre-Proposal Conference in accordance with the timeline of events (see page 3). The purpose of the conference is to assist vendors in fully understanding the RFP requirements.

Anyone may attend the Pre-Proposal Conference and ask OCTC for clarification regarding the solicitation process, or the requirements of this RFP. Answers to questions given at the Pre-Proposal Conference are preliminary, and are not binding.

For instructions on how to receive written binding answers from OCTC regarding any aspect of this RFP, please submit written questions to the Purchasing Administrator [mstraughn@octaxcol.com](mailto:mstraughn@octaxcol.com).

## Public Opening

In accordance with section 287.057(1), Florida Statutes, OCTC will conduct a public opening of proposals with the timeline of events.

Members of the public, Respondents and interested persons are invited to attend the public opening of proposals, but are not permitted to participate in any way. OCTC will provide a list of vendors who have submitted a proposal to this RFP to attendees of the meeting, upon request.

## Question Submission

OCTC invites interested and registered vendors to submit questions regarding the RFP via email to the Purchasing Administrator during the defined question period. The question period begins when OCTC releases a solicitation and closes in accordance with the timeline of events (see page 3).

The purpose of the question period is to assist vendors in fully understanding the RFP requirements by providing written binding answers to questions about the RFP.

To submit a question, vendors must be registered and able to access email in the solicitation.

Each respondent is responsible for accessing the Tax Collector's website at [www.octaxcol.com/resources/RFPs](http://www.octaxcol.com/resources/RFPs) for updates to the RFP prior to submitting a proposal.

## Question and Answer Addendum

OCTC will issue an addendum containing the questions submitted by vendors and OCTC's written answers. The addendum will be issued in accordance with the Timeline of Events (see page 3).

## Additional Addenda

OCTC may modify an aspect of this solicitation by issuing additional addenda. All addenda issued will be posted on the website and will be binding upon release.

## How to Submit a Proposal

Vendors must submit proposals via the U.S. Postal Service or by hand to Cindy Valentine, Assistant Tax Collector, SunTrust Center Tower, 200 S. Orange Avenue, 16<sup>th</sup> Floor, Orlando, FL 32801, by the date and time specified in the Timeline of Events (see page 3).

## Submission Recommendations

It is strongly recommended that respondents not wait until the last minute to submit proposals to this solicitation. Late proposals will not be accepted due to technical errors made by

respondents, and failure to timely submit proposals will be non-responsive and non-responsible will not be evaluated.

Respondents should submit proposals and verify whether a proposal is submitted correctly while there is sufficient time remaining in the solicitation phase to correct any errors discovered or which may require a respondent to submit a revised proposal.

## Proposal Ownership

All documentation and information supplied by a respondent as part of its sealed proposal to this solicitation is the exclusive property of OCTC and cannot be returned to the respondent unless the sealed proposal is withdrawn by the respondent prior to the public opening listed in the timeline of events (See page 3).

## Replacement or Withdrawal of a Proposal

A respondent may replace or withdraw a sealed proposal to a solicitation at any time prior to the public opening listed in the timeline of events (See page 3).

## Proposal Submission

This section describes how proposals must be submitted. Respondents shall answer all questions and submit all documentation required by this section, in accordance with the instructions presented.

If OCTC provides an attachment that can be electronically filled in, respondents must download the attachment, fill it in and then attach the completed copy as requested.

If original or signed documentation are to be submitted, respondents must attach scanned copies of original documents.

If multiple original or signed items are required to respond to a single requirement, these items must be combined into a single PDF attachment.

## Qualification Questions

Respondents shall submit 'YES' or 'NO' answers to each of the Qualification questions. A respondent must meet the qualifications identified and certify compliance with the requirements stated to be considered for award. Respondents who answer 'NO' to any qualification question will be considered non-responsive and their proposal(s) will not be forwarded to the evaluators.

QUESTION	YES	NO
1. Does respondent certify that the person submitting the proposal is authorized to respond to this solicitation on Respondent's behalf?	YES	NO
2. Does respondent certify that it is not a defaulting vendor per Rule 60A-1.006, Florida Administrative Code?	YES	NO
3. Does respondent certify that it is not on the Convicted Vendor and Discriminatory vendor lists?	YES	NO
4. Does respondent certify that it is not on the Scrutinized Companies with activities in Sudan List or the scrutinized companies with activities in the Ian Petroleum Energy sector list established by section 215.473, Florida Statutes?	YES	NO
5. Does respondent certify that it has the ability to be fully operational, conduct a successful transition and provide the Security Officer Services as defined in Section 7, Statement of Work?	YES	NO
6. Does respondent certify that it has an ACTIVE registration with the Florida Department of State, Division of Corporations	YES	NO
7. Does respondent certify that its company and all Security officers are licensed in accordance with Chapter 493, Part III, Florida Statutes?	YES	NO
8. Does respondent certify that it has read the RFP solicitation and agrees to all terms and conditions?	YES	NO
9. Does respondent certify that it agrees to and satisfies all criteria specified in the RFP solicitation?	YES	NO

### RFP Requirements

Interested vendors must comply with all procedures and requirements described in the RFP to be considered for award. Interested vendors should carefully read the entire RFP before submitting a proposal. Interested vendors are responsible for understanding the RFP. If clarification is desired, the vendor must submit questions to OCTC in accordance with the instructions contained in this RFP.

### The RFP Process

This RFP is governed by section 287.057 (1)(b), Florida Statutes, and Rule 60A-1, Florida Administrative Code.

### Phases of the RFP

The RFP includes a solicitation phase and an evaluation phase.

## The Solicitation Phase

All competitive solicitations issued by OCTC begin when a solicitation is posted to the Tax Collector's website. Vendors may view and download all information related to the solicitation, submit questions via email but may not submit a proposal. OCTC's answers to all questions will be released simultaneously in a formal question and answer addendum.

## The Evaluation Phase

When timely submitted proposals are opened, the evaluation phase begins. The evaluation phase consists of two distinct steps:

- a) Proposal Responsiveness Determination
- b) Proposal Evaluation

## Proposal Responsiveness Determination

Proposals are examined to determine if they conform in all material respects to the solicitation requirements. Proposals not conforming in all material respects to the solicitation requirements may be deemed non-responsive and may not be presented to the evaluators or considered for award.

## Proposal Evaluation

Proposals determined to be responsive will be presented to the evaluators, who will evaluate responsive qualification proposals using the attached evaluation methodology to determine award. If OCTC rejects all proposals, he/she may re-solicit for the contractual services described in the solicitation, as deems appropriate.

## Public Meetings

Any public meeting conducted during this solicitation phase is opened to the public, current vendors, potential vendors and other interested persons. Anyone in attendance is requested to register his/her attendance in a manner provided by the Tax Collector at the time and location of the meeting. The public meeting described in this section will be held compliant with the timeline of events (see page 3).



## Required Documentation

Respondents are to prepare an electronic copy of the following documents in accordance with the instructions provided herein. The following documents need to be provided for the vendor to be deemed responsive at the discretion of the Tax Collector.

### **Document 1**

*Name: Contractor Information Form*

**Instructions:** Respondent shall submit one completed Contractor Information Form with the proposal. This form identifies persons responsible for answering questions about the proposal and administering the contract, and provides information necessary for placing orders under the contract.

### **Document 2**

*Name: Financial Status*

**Instructions:** Respondent shall provide information regarding its financial status to demonstrate that it is financially stable and has the resources necessary to perform the services outlined in this RFP.

Respondents are to include financial statements in accordance with Generally Accepted Accounting Principles (GAAP) for the past year.

### **Document 3**

*Name: Past performance Reference Form*

**Instructions:** Respondent shall submit the Past Performance Reference form for at least three (3) customers. OCTC will evaluate the references in accordance with the Proposal Evaluation & Award methodology.

### **Document 4**

*Name: Certification of Drug Free Workplace*

**Instructions:** Respondent shall submit a completed Drug Free Workplace with proposal.

### **Document 5**

*Name: Insurance Coverage*

**Instructions:** Respondent shall submit a copy of the Company's Liability Insurance policy, declaration page.

### **Qualifications Proposal Requirements**

Respondents shall submit a Qualifications Proposal detailing their qualifications, capabilities, and a description of the contractual services that they will provide in response to this RFP. If not submitted, respondents may be determined to be non-responsive.

### **Qualifications Proposal Tab Requirements**

#### **Tab A: Company Profile**

Provide an overview of your company, include the following.

- a. Name and address (corporate office and main locations)
- b. Respondent's State of Florida private security agency license number
- c. Number of years in the security services business and number of years providing services to the public sector (Company or principal officers)
- d. Corporate structure
- e. Number of employees
- f. Revenue history

Provide a list of states where you currently provide security officer services. Include in the list whether the state requires security officer services to be licensed. If the state requires licensure, include the license number for that state.

List and describe any litigation filed or concluded within the last five years or other disputes which may or has impacted your ability to provide security services described in this RFP to which you have been a party. Include in this description the status or resulting outcome of any litigation. If no litigation has been filed or concluded within the last five (5) years, include a statement to this effect.

#### **Tab B: Human Resources**

Describe your company's ability to maintain qualified staff to provide security services. Provide a description of any programs used by your company for human resource management and a description of any certifications, awards, credentials relating to our human resource program.

Identify the key personnel that will be assigned to the contract. Include their names, titles, certifications, skill sets and experience in providing security services,

Provide an organizational chart that depicts the corporate structure and key personnel.

Provide an overview of your new employee hiring process, including, at a minimum, background screening and verification of employment history.

Provide an overview of your new employee training and in-service training provided to security officers.

Provide a description of your company's human resource management structure, including, but not limited to, labor relations, grievance process and benefits package.

Describe any tests that your company utilizes to gauge security officers for honesty, personality or intelligence.

Describe how your company ensures that security officers are mentally and physically capable of performing their duties.

### **Tab C: Security Services**

Provide a description of security services your company or your principal officers have provided in the past five years that demonstrates the organization's capability to carry out the services in the Statement of Work. The description must include the nature of the services provided, scope of activities and the organization for which the service was provided.

Provide a description of the security services your company can offer based on information contained in the Statement of Work.

### **Cost Proposal Requirements**

Respondents must propose pricing for each security officer level but are not required to propose pricing for ancillary services.

The cost proposal, establishes pricing for services offered for the term of the contract and any renewals. Respondent shall not exceed this pricing when providing services under any contract. The OCTC is encouraged to negotiate with the awarded vendor(s) for lower rates when purchasing services.

### **Proposal Evaluation & Award Methodology**

This section describes the methodology OCTC will use during the evaluation phase. OCTC will only evaluate proposals that have been timely submitted and determined to be responsive. Proposals determined to be non-responsive are not eligible for award and will not be forwarded to evaluators.

Responsive proposals will be evaluated using three (3) elements: 1) Past Performance reference forms, 2) Qualification Proposal and 3) Cost Proposal.

The evaluators may meet in a public meeting in accordance with the timeline of events, to discuss their qualifications, proposal evaluations and scoring.

## **Past Performance Evaluation (Pass/Fail)**

Respondent's past performance reference forms submitted in response to required documentation, will be evaluated by OCTC. OCTC will attempt to contact the three (3) references provided by respondent in accordance with instructions and ask the references to provide information to OCTC's representative to enable the representative to record its answers on the Evaluation Questionnaire for past performance. Respondent must receive a minimum of 10 out of 14 **YES** responses from all references to be eligible for award and to have their proposal forwarded to the evaluators.

## **Qualification Proposal**

### **Qualification Proposal Evaluation Criteria**

OCTC's evaluators will score each Respondent's Qualification Proposal based on the following criteria and Qualifications Proposal Evaluation Methodology to assign numerical scores to each qualification proposal.

#### **Tab A: Company Profile**

Tab A will be evaluated using the following questions and considerations:

Based upon Respondent's company profile, how would you rate its ability for meeting the requirements contained in the Statement of Work?

#### **Consider in your evaluation the following:**

1. Does Respondent's overview provide sufficient information to determine its capability of providing quality security services to the public sector?
2. Does Respondent's overview provide sufficient information to determine its capability of providing sufficient numbers of security officers?
3. Does Respondent's overview provide sufficient information to determine if at least one of its principal officers, as defined in subsection 493.6101(5), Florida Statutes, has a minimum of five years of experience providing security officer services?
4. Does Respondent describe any litigation filed or concluded within the last five years related to security officer services or other litigation which may have or has impacted its ability to provide security officer services?

## **Tab B: Human Resources**

Tab B will be evaluated using the following question and considerations

Based upon Respondent's information pertaining to Human Resources, how would you rate its ability in meeting the requirements contained in the Statement of Work?

Consider in your evaluation the following:

1. Does Respondent's description of its ability to maintain qualified staff and the human resource management program demonstrate its capability of attaining and maintaining high quality staff?
2. Does the skill set and experience of the Contract Administrator and key personnel demonstrate that they have the knowledge, skills and abilities to meet the needs of the statement of work?
3. Does Respondent's description of its new employee hiring process, background screening and verification of employment history demonstrate its commitment to recruiting quality personnel?
4. Does Respondent's description of its new employee hiring process background screening and verification of employment and in service training demonstrate its commitment to maintaining quality personnel?

## **Tab C: Security Services**

Tab C will be evaluated using the following question and considerations:

Based upon the Respondent's information pertaining to Security Services, how would you rate its ability to meet requirements contained in the Statement of Work?

Consider in our evaluation the following:

1. Does Respondent's description of provided services give sufficient information to determine its capability to provide quality security services?
2. Does Respondent's description of provided services give sufficient information to determine its capability to scale its operations to meet increased demands?
3. Does Respondent's description of provided services give sufficient information to determine its capability of providing ongoing training to the security officers?
4. Does Respondent's description of provided services give sufficient information to determine its capability of monitoring and managing the security services?

## **Tab D: Resumes, Certifications and Licenses**

Tab D will be evaluated using the following question and considerations:

Based upon the Respondent’s resumes, certifications and licenses, how would you rate its ability to meet requirements contained in the Statement of Work?

Consider in your evaluation the following:

Does the information submitted by Respondent (copies of resumes, licenses, certifications and designations for key personnel, company principal officers and the Contract Administrator) demonstrate that it has qualified and experienced staff to meet the needs of the OCTC?

### **Qualifications Proposal Evaluation Methodology**

The evaluators will evaluate each respondent’s qualification proposal per the requirements presented in this RFP, using the scoring guidelines provided in qualifications proposal evaluation scores.

For each qualifications proposal, each evaluator will assign a score from zero (0) to four (4) to each of the evaluation criterion found in this RFP.

**Table 2: Qualifications Proposal Evaluation Scores**

<b>Numerical Score</b>	<b>Evaluation Word</b>	<b>Description</b>
4	Excellent	Vendor’s response extensively addresses the evaluation criterion or demonstrates exceptional experience related to criterion
3	Acceptable	Vendor’s response adequately addresses the evaluation criterion or demonstrates sufficient experience related to criterion
2	Fair	Vendor’s response minimally addresses the evaluation criterion or demonstrates limited experience related to criterion
1	Poor	Vendor’s response fails to demonstrate an understanding of the evaluation criterion or does not demonstrate experience related to criterion
0	Missing	Vendor’s Response does not address the evaluation criterion

After the evaluation committee scores the qualifications proposals, OCTC will calculate Respondent’s final qualification proposal score as follows:

1. Determine Respondent’s average score for each evaluation criterion.
2. Determine Respondent’s weighted score for each criterion by multiplying Respondent’s average score for each criterion by the weights given in Table 3.

3. Add the weighted scores together to determine Respondent’s final qualification proposal score.

**Table 3: Qualification proposal Point Ranges, Weights and Maximums**

Tab Name	Criterion Score Range	Weight	Maximum Points
Tab A: Company Profile	0-4 pts	5	20
Tab B: Human Resources	0-4 pts	20	80
Tab C: Security Services	0-4 pts	35	140
Tab D: Resumes, Certifications and Licenses	0-4 pts	15	60
Total			300

**Cost Proposal Evaluation**

Respondent’s Cost Proposal submitted will be evaluated by OCTC.

**Security Officers Pricing Evaluation**

For the Security Officers pricing evaluation, Respondent with the lowest pricing for each level of security officers will receive the maximum number of available points for that level. OCTC will then determine the number of points that other Respondents receive based on the following steps:

Step 1: Determine the lowest price submitted for each level of security officers.

Step 2: Divide the lowest price by each Respondent’s price to determine the Respondent’s percentage.

Step 3: Multiply the Respondent’s percentage by the available points for the service to determine the Respondent’s points for that service.

Step 4: Add Respondent’s points for each service to determine the Respondent’s Cost Proposal Score for required services.

The formula below will be used to calculate the Respondent’s points for each service.

$$\left( \frac{\text{Lowest Price}}{\text{Respondent's Price}} \right) \times \text{Total Points Available} = \text{Respondent's points}$$

**Table 4: Cost Proposal Security Officer Level Points**

Security Officer Levels

Available Points

## Long Term Commitment (one or more years)

### Full Time

Level I Security Officer	2
Level II Security Officer	3
Level III Security Officer	4
Level IV Security Officer (Supervisor/Project Manager)	1

### Final Proposal Scores

Once the evaluators have scored the Qualifications Proposals, the Department will calculate the Final Qualification Score and the Final Cost Proposal Score. The resulting scores will be combined by OCTC to determine the Respondent's Final Proposal Score.

**Table 5: Final Proposal Available Points**

Proposal Section	Available Points
Final Qualifications Proposal Score	300
Final Cost Proposal Score	60
Final Proposal Score	360

### Ancillary Services Pricing Evaluation

Ancillary Services pricing will be evaluated for the Respondents with the highest final proposal score for each service region. The Respondent with the lowest ancillary services pricing, and those within 25 percent of the lowest price, by service will be considered for award of those ancillary services.

### Award Methodology

#### Award



OCTC anticipates awarding up to one responsible and responsive respondent with the highest final proposal score. OCTC reserves the right to accept or reject responses, or separable portions, and waive any minor irregularity, technicality, or omission if OCTC determines that doing so will serve the Tax Collector's best interests.

### **Tie Scores**

In the event of a tie (two or more) respondents receive the same final proposal score, OCTC will select a respondent based on the criteria identified in subsection 287.057(11), Florida Statutes and Rule 60A-1.011, Florida Administrative Code.

### **Contract Formation**

OCTC intends to award a contract using information provided in response to sections of this RFP, as a basis for award.

The final contract resulting from this RFP will include the following:

- a. Draft Contract
- b. General Contract Conditions
- c. Special Contract Conditions
- d. Statement of Work
- e. Cost Proposal
- f. Additional Documentation (as needed)

### **Forms and Attachments**

Attachment 1 – Statement of Work

Attachment 2 - Contractor's Information Form

Attachment 3 - Past Performance Reference Form

Attachment 4 - Certification of Drug Free Workplace

Attachment 5 - Cost Proposal

### **Statement of Work**

OCTC's Statement of Work (Attachment 1) contains terms and conditions governing the performance of the services, the types of services and other information that may be required of Respondent. The Statement of Work will become a part of the contract resulting from this RFP.

The contractor shall provide all labor, supervision, material and equipment necessary to perform security services. The Contractor shall ensure security services are performed in accordance with this Contract and OCTC's service level agreements.

Security Officers shall:

- a. Be properly licensed and trained in accordance with Chapter 493, Part III, Florida Statutes.
- b. Maintain a professional appearance and demeanor.
- c. Act in accordance with the rules of the Contractor and OCTC.

## **Definitions**

Ancillary Services – Security Services that may be provided to OCTC in addition to Security Officers. Ancillary services may include vehicles, emergency responses or video or audio surveillance.

Business Days – Monday through Friday, 8:30 a.m. to 5:30 p.m., not including paid OCTC holidays published annually.

Eligible Users – all governmental agencies, as defined in section 163.3164, Florida Statutes, which have a physical presence within the State of Florida.

Security Officer – a person licensed to provide security services in accordance with Chapter 493, Part III, Florida Statutes.

Security Services – the enforcement of rules, regulations or procedures adopted by Eligible Users to ensure prompt action is taken to prevent or minimize losses, accidents, fires, property damage, safety hazards or security incidents.

## **Service Level Agreements**

The contractor shall discuss with the OCTC Security Services requested and perform an on-site assessment, if necessary, to determine the most cost effective combination of security officers and ancillary services.

The contractor is required to enter into a Service Level Agreement (SLA) with OCTC prior to providing any security services for the OCTC.

OCTC's SLA shall describe the specific security services required and the contractor shall comply with all terms and conditions as stated in the SLA.

The contractor shall ensure, prior to executing a SLA, that the following provisions are included:

- Scope of Work
- Billing and remittance instructions
- Contact information, including primary and secondary emergency call procedures.

All SLA changes, modifications, deletions or additions shall be in writing and must be mutually agreed upon by the contractor and OCTC prior to any such change, modification, deletion or addition taking effect.

Upon termination of any SLA, the contractor shall cooperate with the OCTC in transferring all documents, books, records and other property of the OCTC in the contractor's possession or control, as may be reasonably requested by the OCTC or such party as the OCTC may designate in writing.

## **Customer Service**

The contractor is to provide OCTC with contact information for the contractor's primary and secondary points of contact. This information shall include:

- 1) Name
- 2) Title
- 3) Email address
- 4) Office telephone number(s)
- 5) Cellular telephone number(s)

The contractor shall maintain a 24/7 call service so that OCTC may order security services, report failures, insufficiencies or other concerns in the delivery of security services.

The contractor shall promptly resolve all contractual and OCTC concerns, issues or complaints to the satisfaction of the OCTC.

The contractor shall notify the OCTC Immediately if it believes it cannot meet the level of service required in the SLA and shall provide remedies and alternatives.

## **Licensing Requirements**

The contractor shall ensure that its company and employees are licensed in accordance with Chapter 493, Florida Statutes, to perform security services. The contractor shall provide copies of licenses and certificates to OCTC or eligible user, upon request.

The contractor may be subject to termination if unlicensed employees perform services under this contract to the OCTC.

## **Key Personnel**

The contractor shall provide to OCTC's Contract Manager a list of key personnel, including a Contract Administrator and a Financial Administrator. The key personnel shall be knowledgeable of contract requirements and responsible for handling and performing services specified in the contract and OCTC's SLA.

The contractor, with reasonable discretion, may make substitutions to key personnel. Replacements may be made as long as the substituted personnel are equally qualified and skilled to accomplish the tasks and services required. The contractor shall provide written notice, within five (5) calendar days, of any change in key personnel to OCTC's Contract Manager.

### *Contract Administrator*

The Contract Administrator shall work with OCTC's contact to manage the Tax Collector's account, which includes handling questions and resolving issues. The Contract Administrator is responsible for addressing broad contract issues and requests brought to it by OCTC. The Contract Administrator must have the authority, knowledge, and ability to address and correct issues related to the implementation and operation of the contract.

### *Financial Administrator*

The Financial Administrator shall work with the OCTC to address billing or accounting issues.

## **Operational Hours**

The Contractor's administrative offices shall be open on Business Days, as defined by Paragraph 2.

Security services may vary based on OCTC's service needs. Length of service may vary as well as hours which may range from one hour up to 24 hours per service per day. Service length and hours may include, but are limited to, the following:

- a. Long term commitment – one or more years
- b. Full time – 35 to 40 hours per week
- c. Occasional days, hours and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.

Security Officers may not incur overtime unless authorized to do so by OCTC in writing prior to the provision of overtime services.

### **Position Descriptions**

Security Officer Level III – An armed individual with class D and Class G licenses. A minimum of two years' prior experience as a class D Licensed Security Officer is required. Background in military or law enforcement may be substituted for prior years of experience.

### **Minimum Hiring Standards**

The contractor shall ensure that security officers meet or exceed minimum hiring standards set forth below before assignment to OCTC. OCTC reserves the right to reject an employee that it deems unqualified.

Security Officers shall:

- Possess a valid Florida driver's license or valid state identification card.
- Pass a drug test upon hire.
- Able to read, write and understand English. OCTC may require bi-lingual security officers.
- Be physically able to perform job-related tasks including, but not limited to, quickly ascending and descending multiple flights of stairs and lifting a minimum of 25 pounds.
- Maintain a neat, clean and well-groomed appearance while providing services.
- Have effective report writing skills.
- Pass the Florida Department of Law Enforcement (FDLE) criminal background investigation and fingerprint check, if required by OCTC.

### **Uniforms and Equipment**

Security Officers providing services under this contract to OCTC shall report to work in uniforms provided by the contractor. All security officers shall be appropriately uniformed in accordance with section 493.6305, Florida Statutes. The uniform must clearly identify the employee as a security officer working for the contractor and include a picture ID badge prominently placed on the uniform. Badges may not resemble those of local law enforcement agencies.

Access cards may be issued to security officers by OCTC for specific sites. The contractor is responsible for securing and maintaining the access cards. OCTC will replace lost access cards at the contractor's expense.

### **Training**

The contractor shall ensure that security officers receive ongoing training to maintain licensure in accordance with Chapter 493, Part III, Florida Statutes. Training to maintain licensure is not the financial responsibility of OCTC.

### **Security Services**

The contractor shall provide supervision of security officers, as required by OCTC's SLA.

The contractor shall ensure that current, applicable security licenses and driver's licenses or state identification cards are kept on the security officer's person while he/she is on duty.

The contractor shall ensure that security officers providing services under this contract maintain appropriate discipline, appearance, professional demeanor, integrity and attention to duty.

The contractor shall ensure that security officers perform all services in accordance with oral or written instructions provided by the OCTC.

The contractor shall ensure that OCTC is contacted for guidance if situations arise that security officers cannot handle.

**Attachment 2: Contractor's Information Form  
Request for Proposal(s)  
TC-PUR081817-SOS  
Security Officer Services, Armed and Unarmed**

	<b>Respondent's Information</b>
Respondent's Name	
Respondent FEID Number:	
Street Address:	
City, State and Zip:	
Internet Address:	
Telephone Number:	
Fax Number:	
	<b>Contact Person</b>
Name:	
Title:	
Street Address:	
City, State and Zip:	
E-Mail Address:	
Telephone Number:	
Fax Number:	

**Attachment 3: Past Performance Reference Form  
Request for Proposal(s)  
TC-PUR081817-SOS  
Security Officer Services, Armed and Unarmed**

In spaces below, Respondent shall list names under which it has operated during the past five (5) years.

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On the following pages, respondent shall provide the information indicated for three separate and verifiable, Non-Department references. The references listed must be for work similar in nature to that specified in this solicitation. The same reference may not be listed twice. In the event respondent had a name change since the time work was performed for a listed reference, the name under which the respondent operated at that time must be provided in the space provided.

References listed as subcontractors in the response will not be accepted as past performance references under this solicitation. Entities having an affiliation with respondent (i.e. currently parent, subsidiary having ownership, directors or agents) may not be accepted as past performance references under this solicitation.

OCTC will attempt to contact the three references provided by the respondent to complete the Evaluation Questionnaire for Past Performance. The total number of references contacted to complete the Evaluation Questionnaire for Past Performance for any response will be three.

References should be available for contact during normal business hours, 8:00 AM – 5:00 PM, Eastern time. OCTC will attempt to contact each reference by telephone up to four (4) times. In the event the contact person indicated cannot be reached following four (4) attempts, the specific Evaluation Questionnaire for Past Performance will be marked incomplete and will be deemed not considered. Respondents will still need at a minimum three (3) considered Evaluation Questionnaires for Past Performance to be deemed responsible. OCTC will not attempt to correct incorrectly supplied information.

Additionally, OCTC reserves the right to contact sources other than those identified by the respondent to obtain additional information regarding past performance. Any information obtained as a result of such contact may be used to determine whether or not the respondent is a “responsible vendor”, as defined in Section 287.012(24), Florida Statute.



## Past Performance Reference Form

### Reference # 1

Respondent's Name:

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Reference Name:

---

Address:

---

---

Primary Contact Person

Alternate Contact Person:

---

Primary Phone Number

Alternate Phone Number:

---

Primary Fax Number:

Alternate Fax Number:

---

Contract Performance Period:

---

Location of Services:

---

Brief description of the services performed for this reference:

---

## Past Performance Reference Form

### Reference # 2

Respondent's Name:

---

Reference Name:

---

Address:

---

---

Primary Contact Person

Alternate Contact Person:

---

Primary Phone Number

Alternate Phone Number:

---

Primary Fax Number:

Alternate Fax Number:

---

Contract Performance Period:

---

Location of Services:

---

Brief description of the services performed for this reference:

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## Past Performance Reference Form

### Reference # 3

Respondent's Name:

---

Reference Name:

---

Address:

---

---

Primary Contact Person

Alternate Contact Person:

---

Primary Phone Number

Alternate Phone Number:

---

Primary Fax Number:

Alternate Fax Number:

---

Contract Performance Period:

---

Location of Services:

---

Brief description of the services performed for this reference:

---

## Evaluation Questionnaire for Past Performance

Respondent's Name:

---

Reference Name:

---

Primary Contact Person

Alternate Contact Person:

---

Primary Phone Number:

Alternate Phone Number:

---

Primary Fax Number:

Alternate Fax Number:

---

**The following questions will be asked of three references.**

<b>Briefly describe the services the vendor performed for your organization:</b>	
1. Did the vendor consistently meet all its performance/milestones deadlines?	Yes or No
2. Did the vendor submit reports timely?	Yes or No
3. Did the vendor submit accurate reports?	Yes or No
4. Did the vendor submit invoices timely?	Yes or No
5. Did the vendor submit invoices that were accurate?	Yes or No
6. There have been no complaints about the vendor's performance submitted during the contract term?	Yes or No
7. Did the vendor's key staff remain consistent during the agreement period?	Yes or No
8. Did the vendor's project/contract manager effectively manage the contract?	Yes or No
9. Was the vendor's staff responsive to direction from your company?	Yes or No
10. Was the vendor's staff knowledgeable about the contract requirements and scope of services?	Yes or No
11. Was the vendor's staff knowledgeable about your business rules regarding services?	Yes or No
12. Was the vendor's customer service satisfactory for the services rendered?	Yes or No
13. Did the vendor work cooperatively with your company during the contract period?	Yes or No
14. Would you contract with this vendor again?	Yes or No
<b>References must respond YES to at least 10 of the 14 questions above to be considered.</b>	

Reference verified by:

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Name (printed)

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Title

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Signature

---

Date

### Evaluation Questionnaire for Past Performance

Respondent's Name: \_\_\_\_\_

Reference Name: \_\_\_\_\_

Primary Contact Person: \_\_\_\_\_ Alternate Contact Person: \_\_\_\_\_

Primary Phone Number: \_\_\_\_\_ Alternate Phone Number: \_\_\_\_\_

Primary Fax Number: \_\_\_\_\_ Alternate Fax Number: \_\_\_\_\_

**The following question will be asked of three references.**

Briefly describe the services vendor performed for your organization	YES	NO
1. Did vendor consistently meet its performance/milestone deadlines?	YES	NO
2. Did vendor submit reports timely?	YES	NO
3. Did vendor submit accurate reports?	YES	NO
4. Did vendor submit invoices timely?	YES	NO
5. Did vendor submit accurate invoices?	YES	NO
6. Were there any complaints regarding vendor's performance during the last twelve months	YES	NO
7. Did vendor's key staff remain consistent during the agreement period?	YES	NO
8. Did vendor's project/contract manager effectively manage the contract?	YES	NO
9. Was vendor's staff responsive to direction from your Company	YES	NO
10. Was vendor's staff knowledgeable about the contract requirements and scope of Services?	YES	NO
11. Was vendor's staff knowledgeable about your business rules regarding services?	YES	NO
12. Was vendor's customer service satisfactory for services rendered?	YES	NO
13. Did vendor work cooperatively with your company during contract period?	YES	NO
14. Would you contract with this vendor again?	YES	NO
<b>References must respond YES to at least 10 of the 14 questions above to be considered.</b>		

Reference verified by:

\_\_\_\_\_  
Name (printed)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Attachment 4: Certification of Drug-Free Workplace  
Request for Proposal(s)  
TC-PUR081817-SOS  
Security Officer Services, Armed and Unarmed**

Section 287.087 of the Florida Statutes provides that, where identical tie proposals are received, preference shall be given to a proposal received from a respondent that certifies it has implemented a drug-free workforce program. Please sign below and return this form to certify that your business has a drug-free workplace program.

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation and employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
- 3) In the statement specified in Subsection (1), notify the employees, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any State, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 4) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by any employee who is so convicted.
- 5) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements. False statements are punishable at law.

RESPONDENT'S NAME:

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BY: \_\_\_\_\_  
Authorized Signature Print Name and Title

Certificates of Insurance shall be in effect within ten (10) calendar days after date of award through the end of the contract term. It is the contractor's responsibility to provide all relevant certificates and endorsements as proof of such insurance or proof of its ability to self-insure, including renewal or replacement evidence of insurance at least thirty (30) days prior to the expiration or termination of any insurance to OCTC's Contract Manager.