



Request for Proposals Security Guard Provider

Issuance Date: May 5, 2021

Proposals must be submitted no later than 5:00 pm (EST) May 17, 2021

Submit to:

Ohio Housing Finance Agency
Janice Wildermuth, Purchasing Supervisor
FinRFP@ohiohome.org
57 E. Main Street | Columbus, OH 43215

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1. Guidelines for Request for Proposals

1.1. Introduction

The Ohio Housing Finance Agency (OHFA) is seeking proposals from qualified firms to serve as Private Investigation and Security Guard provider as specified in this Request for Proposal (RFP) in accordance with the OHFA Schedule of Events

1.2 Schedule of Events

OHFA intends to select a Private Investigation and Security Guard provider OHFA may issue for the period of July 1, 2021 through June 30, 2024. Schedule of Events

OHFA has established the following schedule for selection of the Private Investigation and Security Guard provider:

Event	Date
RFP issuance date	May 5, 2021
Written questions from applicants	May 7, 2021, 5:00 pm (EST)
Responses to applicant questions	May 10, 2021, 5:00 pm (EST)
Proposals due	May 17, 2021, 5:00 pm (EST)
Respondent Interviews, if required	June 1-4, 2021
Confirmed selection by OHFA Board	June 16, 2021
Agreement for Services executed	June 16, 2021
Start date of Services	July 1, 2021

The above schedule is subject to change upon notification on OHFA's [website](http://www.ohiohome.org), <http://www.ohiohome.org>.

1.3. Submission of Written Questions

It is the policy of OHFA to accept questions and inquiries from all potential applicants. All questions and inquiries shall be in writing; no verbal questions will be answered. Potential applicants may submit their questions and inquiries via e-mail to:

Ohio Housing Finance Agency
E-mail: FinRFP@ohiohome.org
Subject: Private Investigation and Security Guard provider
RFP-Questions

All written questions or inquiries are due by 5:00 p.m. (EST) on May 7, 2021. OHFA expects to respond to all questions and inquiries by 5:00 p.m. (EST) on May 10, 2021.

OHFA reserves the right to decline to respond to any question or inquiry that will cause an undue burden or expense for OHFA or which OHFA deems unnecessary for purposes of responding to this RFP. OHFA reserves the right to combine similar questions. OHFA will post all questions or inquiries with answers on its [website http://www.ohiohome.org](http://www.ohiohome.org).

1.4. Verbal Communication Regarding RFP Prohibited

Verbal communication from any potential applicant regarding this RFP to OHFA staff and/or OHFA Board members is prohibited throughout the RFP process until the engagement is approved by the OHFA Board.

1.5. Submission of Proposals

Proposals received after the specified date and time will not be eligible for consideration. Any applicant who wishes to confirm receipt of their proposal may contact OHFA by E-mail to FinRFP@ohiohome.org (Subject: Private Investigation and Security Guard provider). OHFA will respond by e-mail with confirmation of receipt of the proposal.

An electronic copy of the written proposal must be received at FinRFP@ohiohome.org by 5:00 pm Monday, May 17, 2021. This copy is to be submitted in portable document format (pdf). No paper submissions are needed, nor should they be submitted.

1.6. Right to Request Additional Information

OHFA reserves the right to request any additional information to assist in the review process, including requiring oral presentations of proposals to OHFA staff members and the OHFA Evaluation Team.

1.7. Right to Reject Proposals and Cancel RFP

Nothing in this RFP, the responses, or in the Agency's acceptance of any response in whole or in part shall oblige the Agency to complete negotiations with the related firm. The Agency reserves the right to end, in its sole discretion, negotiations with any firm at any time up to the execution of a personal services agreement for the services contemplated under this RFP.

1.8. Evaluation and Award of Contract

The RFP will be evaluated to determine the most effective combination of price, capabilities and experience.

OHFA will post on its [website ohiohome.org](http://www.ohiohome.org), the firm selected to be awarded the contract, after formal approval, by June 17, 2021.

1.9. State Law Provisions State Law Provisions

By submitting a response to this RFP, all applicants hereby agree to abide by the state law provisions that are contained in the sample Agreement for Services which is attached hereto and made a part hereof as Exhibit B. The respondent should review the sample Agreement for Services to make certain it understands the requirements of entering into a contractual relationship with OHFA. A final Agreement of Services will be agreed upon once the respondent has been selected.

1.10. Agreement for Services

The firm selected to provide the services described in this RFP is expected to sign and submit an agreement for services covering the scope and terms of this RFP and their proposal. See Exhibit B for a sample agreement for services.

2. Scope of Services

2.1. Services Required

The respondent shall provide the following services:

OHFA seeks a qualified Private Investigation and Security Guard firm to provide security guard services. The contractor must hold a valid Class A Private Investigation and Security Guard Provider License issued by the State of Ohio. All guards must be covered by this license and have current firearm certification. Guards are to be armed while providing the services requested in this Scope of Services, unless specifically otherwise requested. The contractor must:

- a. Provide two (2) guards to generally work 8 hours each per day, five days per week plus any special hours as requested by OHFA. The specific scheduled hours will be determined by OHFA. The shifts may include an unpaid lunch break.
- b. Provide substitutes to cover the absence of a guard.
- c. Duties will include covering the front entry desk, signing guests in and distributing visitor badges, notifying staff that their guest has arrived and directing deliveries to the OHFA mailroom.
- d. Duties will also include patrolling the building and monitoring the outside perimeter and parking lot.

- e. Other related duties may be assigned from time to time.
- f. OHFA may request additional guards to accompany inspection teams to various properties within the State, or for special events. These services will be charged at the normal hourly rate and include travel time and expenses in accordance with OHFA Travel policy. Travel time and expenses are not permitted for daily duties performed at the 57 E. Main Street site.
- g. OHFA may request that any guard posted at our site be replaced by another member of contractor's staff. OHFA will demand the highest level of professionalism and customer focus from the guard staff. Guards are required to be dressed in a "soft look" uniform (blazer and slacks, with necktie).
- h. Guards are expected to be competent in verbal and written communication and the use of common office technology tools (email, voicemail, electronic calendars, etc.).

The contractor will provide OHFA with copies of shift logs and incident reports as requested.

The contractor will provide, at no extra cost, an automated time and attendance system for the guards. Reports sufficient to reconcile and validate invoices will be provided at no cost to OHFA.

The contractor will provide, at no extra cost, an electronic guard tour system that will record the time of each guard tour. A unique ID device will be placed at various places within the building and the guard will use a wand to record a visit to each device. A report of these visits will be made available to OHFA on a regular basis.

OHFA will provide the contractor with a detailed listing of the procedures to be followed, however, OHFA may change the details of the procedures from time to time. Guards will not normally be required on Saturdays, Sundays or State holidays, except as previously noted. In the event any incident occurs at 57 E. Main Street that results in a guard having to appear in court on OHFA's behalf, OHFA will pay the cost for the guard's court time at the normal hourly rate.

OHFA will provide two parking spaces in the lot to the east of the OHFA's building for guard use. Such use is subject to the terms of OHFA's lease for those spaces. Should that lease expire or be cancelled during the term of this contract, OHFA is under no obligation to provide replacement parking provisions.

Security services will be provided to OHFA from July 1 2021 to June 30, 2024,

The contractor will be required to submit to OHFA a detailed invoice for the hourly services provided for each billing period.

Overtime is defined as service by any one individual that exceeds 40 hours in the contractor's normal work week. The contractor will provide additional guards as needed to avoid overtime for planned coverage. Covering a planned shift for an absent guard will not be paid at the overtime rate. Should overtime be required due to emergency, the overtime rate will be paid. Holiday hours are defined as those hours worked on a State of Ohio work holiday (New Year's Day, MLK Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day or Christmas Day). No work on holidays is anticipated, but may arise due to an emergency.

3. Required Information to be Provided in Response to Proposal

Your proposal MUST address each item listed below. Additionally, your proposal must be organized to reference the specific section number of each requirement. Information not properly references may not be considered.

3.1. Description of Firm

- a. General information about the contractor, including, at a minimum, years in business, experience providing guards for an office environment, a list of licenses held, total number of employees, number of side-arm authorized guards, number of employees in Ohio, and other data to document significance of Ohio presence.
- b. Information about the guards employed by the contractor, including minimum qualifications, training provided or required and certifications required. Provide the average length of service to your firm and the average length of service in law enforcement or security related employment. Please include information of your employee retention program, including any benefits provided to employees.
- c. A description of your “chain of command”. Include specifics about whether one guard will supervise the other, and who will supervise both. Also include details about how often supervisors will make on-site visits. At a minimum, we expect weekly contact from headquarters supervisors.

3.2. References

Contact information for at least three references from current or past clients (at least one should be from a current client). The references should include the client's name, address, contact name and a brief description of the services offered. References for clients similar to OHFA (business office environments) would be most helpful. One reference should be from a customer you no longer serve, and you must include a statement detailing why you are no longer their provider of security guards.

3.3. Policies and Reports

- a. A description of your time and attendance system sufficient to demonstrate how it documents the time a guard arrives and departs. Include a copy of your time and attendance documentation (such as a timesheet).
- b. A sample copy of your standard incident report form (blank), a sample copy of your end-of-shift report.

3.4. Systems and Equipment

- a. A description of your building tour recording system sufficient to describe how it documents each building tour, including the date and time of each visit to a marked location. Include a sample copy of your building tour report.

- b. A description (including a photograph, if possible) of the uniforms to be provided to the guards.

3.5. Cost

The standard price offered by the provider for this work, expressed as an hourly rate per guard. Additionally, include your overtime rate.

3.6. References

- a. Prospective contractors should include any other information that documents their professionalism, such as awards, citations, letters of reference, etc.
- b. Bidders are specifically invited to express how their services differ from and improve on “industry standard”. This information should be in the form of readily verifiable, factual information.

3.7. Litigation, Administrative Proceedings, Investigations

Please describe any pending or resolved material regulatory censure or litigation, regulatory action disclosure reporting, administrative proceedings or investigations, in which your firm has been involved within the last 3 calendar years.

4. Evaluation Process

4.1. Minimum Evaluation Requirements

Each proposal will be evaluated to ensure that the applicant has complied with each section of this RFP and followed the formatting, organizational and submission requirements as described in this RFP.

4.2. Evaluation Criteria

The evaluation criteria will consist of a combination of the following:

Section 3.1 – Description of Firm

Section 3.2 – References

Section 3.3 – Policies & Reports

Section 3.4 – Systems and Equipment

Section 3.5 – Cost

Section 3.6 –References

Section 3.7 – Litigations, Administration, Proceedings, Investigations

5. Proposal Format and Submission

5.1. Proposal Organization and Format

OHFA requires the applicant to follow the formatting described below when submitting their proposal:

- a. An electronic response must be submitted in portable document format (pdf).
- b. Proposals will be organized and presented in order with the section headings and numbers as assigned in the RFP.
- c. Each response to this RFP will include as the cover page a Letter of Transmittal. See Exhibit A for the format of the Letter of Transmittal.
- d. Each response to this RFP will include as the second page a Table of Contents.

5.2. Submitting the Proposal

OHFA requires the applicant to submit one electronic copy of the proposal as explained in Section 1.5. By submitting a proposal, the applicant agrees to the following:

- a. All materials submitted become the property of OHFA and shall be public information unless a statutory exception exists which would thereby determine that such information cannot be released to the public. If you have information in your proposal that you believe is an exemption to the public records laws you must identify each and every occurrence of the information in the proposal on a separate page titled "Exemptions to the Public Records Law".
- b. Applicants will respond to all requirements in this RFP and comply with any terms and conditions outlined in the RFP. Failure to do so may result in disqualification of the proposal.
- c. All costs incurred in preparation of a proposal shall be borne by the applicant.
- d. If during the evaluation process it becomes necessary to make further distinctions between certain applicants, OHFA may request certain applicants to make oral presentations of proposals to OHFA staff members, and/or an OHFA Evaluation Team.
- e. Proposals received after the deadline will not be reviewed. Applicants are advised that there will be no opportunity to correct mistakes or deficiencies in their proposal after the submission deadline. Proposals that are missing required forms and or information may not be evaluated. It is the sole responsibility of the applicant to ensure its proposal is complete, accurate, responsive to the requirements, and received on time.