



**CITY OF MEMPHIS**

**REQUEST FOR PROPOSAL**

**#144754**

**ARMED AND UNARMED SECURITY SERVICES FOR  
VARIOUS CITY OF MEMPHIS FACILITIES**

**Date Issued: June 30, 2023**

**Proposal Submission Deadline: August 2, 2023**

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## 1. OVERVIEW

The purpose of this RFP is to receive proposals from qualified vendors to provide Armed and Unarmed Security Guard Services at several City facilities.

The service provider must be reputable, experienced, and capable of providing superior security services for City-owned facilities. The intent in soliciting proposals is to obtain a timely, consistent, and cost-effective contract from one contractor to ensure the protection and safety of City facilities for employees, citizens, and visitors doing business with the City.

This RFP is open to Small Business Enterprise (SBE) certified vendors only. To verify vendor certification please visit the City of Memphis website under Business, Contract Compliance, Search Registry. Once the company's name is listed under Search by Business Name, scroll to the bottom, check the I am not a robot box, and click search. To obtain certification, please contact the Office of Business Diversity and Compliance or visit their website under Supplier Registration for more information.

### 1.1 GENERAL CONDITIONS

The following data is intended to form the basis for submission of proposals to provide Armed and Unarmed Security Guard Services as outlined in these specifications. This material contains general conditions for the procurement process, the scope of service requested, contract requirements, instructions for submissions of proposals, and submission forms that must be included in the proposal. The RFP should be read in its entirety before preparing the proposal. All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

To the extent permitted by law, all documents pertaining to this Request for Proposals shall be kept confidential, to the extent necessary for review, until the proposal evaluation is complete. No information about any submission of proposals shall be released until the process is complete, except to the members of the Evaluation Committee established by the City and other appropriate designated City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected consultant.

Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made in accordance with the requirements listed in Section 4.5 Initial Questions Submission, Final Questions Submission. The City of Memphis is not responsible for oral interpretations given by any City employee, representative, or others. The issuance of written addenda is the only official method whereby interpretation, clarification, or additional information can be given. Any questions or concerns not submitted by the stated time and date will be deemed waived.

If any addenda are issued to this Request for Proposals, the Purchasing Division will post them to the City's website at <https://www.memphistn.gov/business/rfps-rfqs/>. Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any proposer to receive

such addendum or interpretation shall not relieve such Proposer from any obligation under his proposal as submitted. All addenda so issued shall become part of the Contract Documents.

The City of Memphis reserves the right to (a) accept or reject any and/or all submissions of proposals; (b) to waive irregularities, informalities, and technicalities; and (c) to accept any alternative submission of proposals presented which, in its opinion, would best serve the interests of the City. The City shall be the sole judge of the proposals, and the resulting negotiated agreement that is in its best interest, and its decision shall be final. The City also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the City deems necessary to make this determination shall be provided by the submitting entity. Such information may include, but is not limited to, current financial statements by an independent CPA, verification of availability of equipment and personnel, and past performance records.

## 1.2 OBJECTIVE

It is the intent that the City of Memphis (City) will contract with a single contractor to supply Armed and Unarmed Security Guard Services as outlined in these specifications. The contractor must provide personnel who are fully trained in the use and safe handling of firearms. Safety is of the upmost important. **Weapons will be holstered at all times and locked in the safe position unless there is imminent and present danger to City of Memphis employees or self.**

## 2. SCOPE OF SERVICES

### 2.1 SCOPE

The scope is to provide security services for various locations within the City of Memphis as outlined in these specifications.

The terms “proposer”, “respondent”, “vendor”, “company”, “firm”, “bidder”, and “contractor” may be used interchangeably throughout this document.

The primary functions of the armed and unarmed security guard services will be provided at the following facility locations:

City Division	Building Name	Address	Security Type
General Services	City Hall	125 North Main Street, Memphis, TN 38103	Armed
General Services	CoM Municipal Complex II	499 South Hollywood Memphis TN 38127	Armed
Public Works	City of Memphis Public Works Complex	3448 West Range Hills Drive Memphis TN 38127	Unarmed
Public Works	City of Memphis Public Works Complex	2685 Frayser Boulevard Memphis TN 38127	Unarmed

Public Works	City of Memphis Public Works Complex	2819 Frayser Boulevard, Memphis, TN 38127	Unarmed
Public Works	MC Stiles Wastewater Treatment Facility	373 Stiles Drive, Memphis, TN 38127	Unarmed
Public Works	TE Maxson Wastewater Treatment Facility	2685 Steam Plant Rd, Memphis, TN 38109	Unarmed
Library	Central Library	3030 Poplar Ave., Memphis TN, 38111	Armed and Unarmed
Library	Cordova Library	8457 Trinity Rd., Cordova, TN 38018	Armed and Unarmed
Library	Hollywood Library	1530 N. Hollywood, Memphis, TN 38108	Armed and Unarmed
Library	Randolph Library	3752 Given, Memphis, TN 38122	Armed and Unarmed
Library	Poplar-White Station Library	5094 Poplar, Memphis, TN 38117	Armed and Unarmed
Library	Raleigh Library	3452 Austin Peay, Memphis, TN 38128	Armed and Unarmed
Library	North Library	1192 Vollandine, Memphis, TN 38107	Armed and Unarmed
Library	Frayser Library	3712 Argonne, Memphis, TN 38127	Armed and Unarmed
Library	East Shelby Library	7200 E Shelby Dr., Memphis, TN 38125	Armed and Unarmed
Library	Whitehaven Library	4120 Mill Branch Rd., Memphis, TN 38116	Armed and Unarmed
Library	South Library	1929 S. Third, Memphis, TN 38109	Armed and Unarmed
Library	Cherokee Library	3300 Sharpe, Memphis, TN 38111	Armed and Unarmed
Library	Parkway Village Library	4655 Knight Arnold, Memphis, TN 38118	Armed and Unarmed
Library	Cornelia Crenshaw Library	531 Vance Ave., Memphis, TN 38126	Armed and Unarmed
Library	Cossitt Library	33 S. Front, Memphis, TN 38103	Armed and Unarmed
Library	Gaston Park Library	1040 S. Third, Memphis, TN 38106	Armed and Unarmed
Library	Levi Library	3676 Hwy 61 S., Memphis, TN 38109	Armed and Unarmed
Parks	Bert Ferguson Community Center	8550 Trinity Road Cordova Tn 38016	Armed and Unarmed
Parks	Bethel Labelle Community Center	2698 Larose Ave Memphis TN 38114	Armed and Unarmed
Parks	Charles Powell Community Center	810 Western Park Memphis TN 38109	Armed and Unarmed
Parks	Cunningham Community Center	3773 Old Allen Rd. Memphis TN 38128	Armed and Unarmed



Parks	Dave Wells Community Center	915 Chelsea Avenue Memphis TN 38107	Armed and Unarmed
Parks	Douglass Community Center	1616 Ash St. Memphis TN 38108	Armed and Unarmed
Parks	Ed Rice Community Center	2935 N. Watkins Memphis TN 38107	Armed and Unarmed
Parks	Frayser- Raleigh Senior Center	3985 Egypt Central Memphis TN 38128	Armed and Unarmed
Parks	Gaisman Community Center	4221 Macon Road Memphis TN 38122	Armed and Unarmed
Parks	Glenview Community Center	1141 Barksdale Memphis TN 38106	Armed and Unarmed
Parks	Gaston Community Center	1048 South Third St. Memphis TN 38106	Armed and Unarmed
Parks	Greenlaw Community Center	190 Mill Avenue Memphis TN 38105	Armed and Unarmed
Parks	Hickory Hill Community Center	3910 Ridgeway Rd Memphis TN 38115	Armed and Unarmed
Parks	Hollywood Community Center	1560 N. Hollywood Memphis TN 38127	Armed and Unarmed
Parks	Lester Community Center	317 Tillman Street Memphis TN 38112	Armed and Unarmed
Parks	J.K. Lewis Senior Center	1188 N. Parkway Memphis TN 38105	Armed and Unarmed
Parks	Marion Hale Community Center	4791 Willow Road Memphis TN 38111	Armed and Unarmed
Parks	McWherter Senior Center	1355 Estate Drive Memphis TN 38120	Armed and Unarmed
Parks	McFarland Community Center	4955 Cottonwood Rd Memphis TN 38118	Armed and Unarmed
Parks	Mitchell Community Center	602 W. Mitchell Rd Memphis TN 38109	Armed and Unarmed
Parks	North Frayser Community Center	2555 St. Elmo Memphis TN 38127	Armed and Unarmed
Parks	Orange Mound Service Center	2590 Park Avenue Memphis TN 38114	Armed and Unarmed
Parks	Orange Mound Community Center	2572 Park Avenue Memphis TN 38114	Armed and Unarmed
Parks	Pine Hill Community Center	973 Alice Memphis TN 38106	Armed and Unarmed
Parks	Pine Hill Golf Clubhouse	1005 Alice Ave. Memphis TN 38106	Armed and Unarmed
Parks	Raleigh Community Center	3678 Powers Memphis TN 38128	Armed and Unarmed
Parks	South Memphis Senior Center (Ruth Tate Senior Center)	1620 Marjorie Street Memphis TN	Armed and Unarmed
Parks	Katie Sexton Community Center	1253 Brown Avenue Memphis TN 38107	Armed and Unarmed
Parks	Riverview Community Center	1891 Kansas Street Memphis TN 38109	Armed and Unarmed



Parks	Skinner Special Needs Center	712 Tanglewood Memphis TN 38104	Armed and Unarmed
Solid Waste	Solid Waste Facility	1514 M. Bellevue Blvd. Memphis TN 38108	Armed and Unarmed
Solid Waste	Solid Waste Facility	3207 Farrisview Blvd Memphis TN 38118	Armed and Unarmed
Solid Waste	Solid Waste Facility	289 Scott Street Memphis TN 38112	Armed and Unarmed

## 2.2 GENERAL CONDITIONS AND SPECIFICATIONS

1. **BID BOND REQUIRED** – A bid bond or certified check on a solvent bank payable to the City of Memphis in the amount of 5% of the bid must accompany the proposal. Said instrument to remain in effect until (and will be returned only after) the contract has been fully executed and secured.
2. The contractor **must provide a complete Bid Packet** to be considered. The bidder is required to list all exceptions, deviations or variations to the specifications set forth and it should be done in a clear, logical fashion on a sheet designated in this proposal as such. Brochures, standard catalog sheets or technical data should accompany each proposal, but may not be considered as notice of exceptions, deviations, or variations to these specifications.
3. The contractor understands that all prices are to remain firm throughout the “initial term” of the contract.
4. The contractor understands that the successful bidder may submit to the City, for its consideration, a contract price adjustment not less than sixty (60) calendar days prior to the beginning of each “option period”, if exercised. The City reserves the option to decline any price increase and, if necessary, re-bid the items.
5. The contractor understands that the City is exempt from Federal Excise, State & Local Taxes on all purchases and will issue tax exemption certificates to the successful bidder if requested.
6. The contractor understands that the City reserves the right to cancel any contract resulting from failure to comply with the terms, conditions, and specifications herein stated.
7. The contractor will provide, with this bid, a sample copy of the company’s invoice.
- 7A. The current average pay rate for an Armed Security Officer in the Memphis area is \$17 per hour.

**We expect officers assigned to any location be paid no less than the hourly amount listed above.**

8. The contractor shall possess all permits, licenses, certifications and professional credentials necessary to perform services as specified under this RFP
9. **Bidder shall be regularly and continuously engaged in the business of providing armed and unarmed security guard services for the last five years as verified through references submitted within bid response.**

Of critical importance is the Bidder's ability to provide experienced professional management and support services to ensure a quality program satisfactory to the City

Summary of requirements for Contractor Qualifications:

- a. Evidence of at least five (5) years' operating experience.
  - b. Evidence of licensing and certification by the appropriate governmental regulatory agencies.
  - c. Current number of employees, locally and nationally.
  - d. Identification of largest dollar amount contracts in effect with a client.
  - e. Detailed written recruitment and selection procedures.
  - f. An example of detailed written training procedures.
  - g. Detailed written résumés for all local managers.
  - h. The decision of the City as to the acceptable qualifications of the Bidder shall be final.
10. All security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check and drug screen prior to starting work on a contract.
    - (a) It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record.
    - (b) A copy of the results of the background check as well as the results of the drug screen will be provided to the City's Facility Manager prior start of work at any City of Memphis Facility.
    - (c) If known, the contractor may provide the names of the proposed staff with their qualifications. This may be resume format (business addresses are sufficient, home contact information for staff should not be provided). If awarded the contract, such documentation and verification is an ongoing requirement for all replacement staff of the successful Contractor.
  11. Prior to submitting replacement staff, Contractor shall provide City with a copy of the written verification that the replacement armed security guard has passed the Contractor's background check along with drug screen results.
  12. The City has the right to decline the Contractor's placement of any security guard whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.
  13. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result if this RFP.

14. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and City only after completion of the initial term.
15. The contractor is required to list all exceptions, deviations, or variations to the specification set forth, and it should be done in a clear, logical fashion on a sheet designated in this RFP as such.
16. Contractor must be able to fully staff and deploy qualified personnel in an organized and efficient manner on the contract start date. In order to provide the most efficient services to the City, to the greatest extent feasible.
17. **All armed security guards must have experience must have experience and certification (if required by law) in the proper use and handling of firearms.**

**THE CITY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS, AND SUCH EXCEPTIONS MAY BE A BASIS FOR BID DISQUALIFICATION.**



**GENERAL SERVICES FACILITY SECURITY REQUIREMENTS – LOCATION:**

- **CITY HALL - 125 N. MAIN ST. MEMPHIS, TN 38103**

The primary functions of the armed security guards include the following but not limited to:

- To operate the weapons screening X-ray machines
- Use hand wands as prompted by the walk-through metal detectors to ensure that no weapons or contraband are brought into City Hall
- Observe and report any unusual or suspicious activities
- Manage the garage security booth to only allow the entry of authorized vehicles
- Respond to emergencies or other disturbances that occur at or on City Hall property.

City Hall's weapons screening stations are located at:

- a. Main entrance – Lobby Level East side
- b. Garage building entrance – 1B Level North side

City Hall's garage drive-in entrance is located on Front Street under Mud Island crosswalk.

1. City of Memphis requires professionally trained armed security guards to operate its weapons screening X-ray machines at its offices to ensure that no weapons or contrabands are brought into this public facility. The primary functions of the armed security guard include the following:
  - a. To operate the weapons screening X-ray machines and use hand wands as prompted by the walk-through metal detectors to ensure that no weapons or contraband are brought into the City facilities;
  - b. Observe and report any unusual or suspicious activities and;
  - c. Respond to emergencies or other disturbances that occur at or on City Hall property.
  - d. Detain individual/s who have been found with any types of weapons and call 911 for further processing.
  - e. Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the GS Director or first available supervisor, and the Facility Manager
2. Contractor must be able to fully staff and deploy qualified personnel to City Hall in an organized and efficient manner on the contract start date. In order to provide the most efficient services to the City, to the greatest extent feasible, armed security guards shall be assigned to City Hall for a period of at least 30 days before rotating.
3. Contractor shall respond to emergency service requests within one hour of request (i.e called back

to City Hall after-hours) to respond to non-emergency service requests (i.e. supply back-up security to a specific department during working hours) as soon as possible or no later than the following day. Contractor shall be capable of responding to all service requests within the specified timelines.

4. In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the General Services (GS) Director, Operations of City Hall (OCH) Administrator, and/or first available GS Manager on-site.

#### **STAFFING/PERSONNEL RESPONSIBILITIES**

Staffing requirement times:

52 weeks per year.

Monday-Friday (except Holidays as listed in Item 2.9-3 below)

6:00am-10:00pm – 1 at Garage entrance

7:30am-5:30pm – 2 at Level 1B entrance, 2 at Lobby entrance, 1 Supervisor

5:30pm-10pm – 1 at Level 1B entrance

***Unless Council or other high-profile meetings are continuing past 5:30pm; in which case a full complement of six (6) guards shall remain until the end of the meeting.***

The Front Lobby entrance, 1B entrance, and garage entrance of City Hall **must be attended at all times during working hours**. The contractor will be responsible for the relief of all contract officer's breaks and lunches. Lunch hours will be taken between the hours of 11:00 AM and 1:00 PM.

#### **GARAGE ENTRY GUARD RESPONSIBILITIES**

- A. Greet/acknowledge everyone that attempts to enter garage.
- B. *Employees* parking in the garage should have a City of Memphis parking hang tag on the rearview mirror of their vehicle.
- C. *Visiting employees* from other locations can park in a Visitor's space in City Hall Garage if available. Otherwise, they will have to park elsewhere – not in the garage.
- D. **Certain vendors (Blue Sky, Novacopy, Building Mechanics, Caterers) are allowed in the garage. The Building Facility Manager or his/her representative will notify Security of date and time these vendors will be entering the garage of date and time the vendor is scheduled arrive onsite prior to their arrival. Security guards will ensure all individuals visiting the building be properly identified and badged.**
- E. Check with GS Office for *daily* parking approval Log for Visitor Spaces for special events/City Council and ensure the log is passed to any guard filling in for breaks, lunch, or next shift.
- F. For pre-approved visitors that say they have approval but are not on the list, the contractor shall contact the Council Office or Mayor's Office for approval before allowing entry to the facility.

**G. Walk-ins: Employees must show badges**

All Vendors should have identification and be directed to the 1B entrance for scanning.

**H. Visitors should park in Visitor Spaces only. If none are available, they should be politely turned around and sent to park outside the garage.**

**I. No one without approval should be allowed in the garage; the contractor shall contact the City of Memphis POC/Representative with any questions or concerns they may have.**

**General Visitor Management:**

In general, City Hall building hours of operation are from 8:30 a.m. to 5:00 p.m. The building entrance is located on the east side of 125 N. Main St. Visitors and invited guest must have a valid picture ID and are required to submit to a security screening process to gain entrance to the building.

Visitors and invited guests are strongly encouraged to make appointments before accessing City Hall. Notwithstanding the appointment, visitors and guest will be required to state the city employee they intend to see and the purpose of their visit. Unless previously notified, Security will contact the individual the visitor is there to see to confirm the meeting. Access will be restricted only to the area of the intended purpose.

**All visitors will be issued a visitor's pass with the visitor's name and area they will be visiting. Security will notify the Division/Departments when the visitor arrived requesting an escort. The building manager is responsible for ensuring the list for all departments are up to date.**

In reference to the **Mayor's Office** and the **City Council Office**, Armed security guard shall screen visitors, make contact with the person to be visited or the department receptionist, and announce that a visitor is waiting in the lobby. Generally, the armed security guard does not escort the visitor to the employee's office but shall direct the visitor to the proper location.

**Journalist**

Prevent journalists from proceeding into unauthorized areas.

- (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
- (2) Recognize that journalists have a right to request entrance to a public building.
- (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
- (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.



**Prohibited Acts:** All visitors entering City Hall are prohibited from:

- A. Improperly disposing of rubbish on property.
- B. Willfully destroying or damaging property.
- C. Stealing property.
- D. Creating any hazard to persons or property.
- E. Throwing articles of any kind from or at the building.
- F. Climbing on statues, fountains, or any internal/external parts of the building.
- G. Loitering, exhibiting disorderly conduct, protesting, or exhibiting other conduct on property that:
  - 1. Creates loud or unusual noises or create a nuisance.
  - 2. Unreasonably obstructs the entrances, foyers, lobbies, corridors, offices, elevators, stairways, or parking lot.
  - 3. Otherwise impedes or disrupts the performance of official duties by government employees.
  - 4. Prevents the public from obtaining the administrative services provided on the property in a timely manner.
- H. Gambling
- I. Under the influence of alcohol, illegal narcotics and other drugs except in cases where the drug is being used as prescribed for a patient by a licensed physician, all persons entering in or on City Hall property are prohibited from:
  - 1. Being under the influence, using or possessing any narcotic drugs, hallucinogens, marijuana, barbiturates, or amphetamines; or
  - 2. Operating a motor vehicle on the property while under the influence of alcoholic beverages, narcotic drugs, hallucinogens, marijuana, barbiturates, or amphetamines.
- J. Posting and Distributing Materials- All visitors entering in or on City Hall property are prohibited unless approved as a part of authorized City of the Memphis government business.

Weapons or Explosives. No visitor entering or while on City Hall property can carry or possess firearms, other dangerous weapons, explosives, or items intended to be used to fabricate an explosive or incendiary device, either openly or concealed, except as required and approved for official purposes.

## GENERAL SERVICES FACILITY SECURITY REQUIREMENTS – LOCATION:

- **COM MUNICIPAL COMPLEX II – 499 SOUTH HOLLYWOOD MEMPHIS, TN 38111**

The primary functions of the armed security guards include the following but not limited to:

- Check people in and out of City property.
- Observe and report any unusual or suspicious activities.
- Manage the security booth to only allow the entry of authorized vehicles.
- Respond to emergencies or other disturbances that occur at or on property.
- Detain individuals who have been found with any types of weapons and call 911 for further processing.

## STAFFING/PERSONNEL RESPONSIBILITIES

52 weeks per year.

24 hours a day / 7 days a week – 2 at Guard shack (**must be attended at all times during working hours**)

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted service issues during weekends and holidays and after 6:00pm Monday through Friday.

The positions require split shift coverage for lunch and overtime since they exceed eight hours per shift. Contractor shall provide additional personnel to cover morning and afternoon breaks, lunch breaks, vacation, sick time, and other leaves as required. Lunch hours will be between 11:00AM and 1:00 PM.

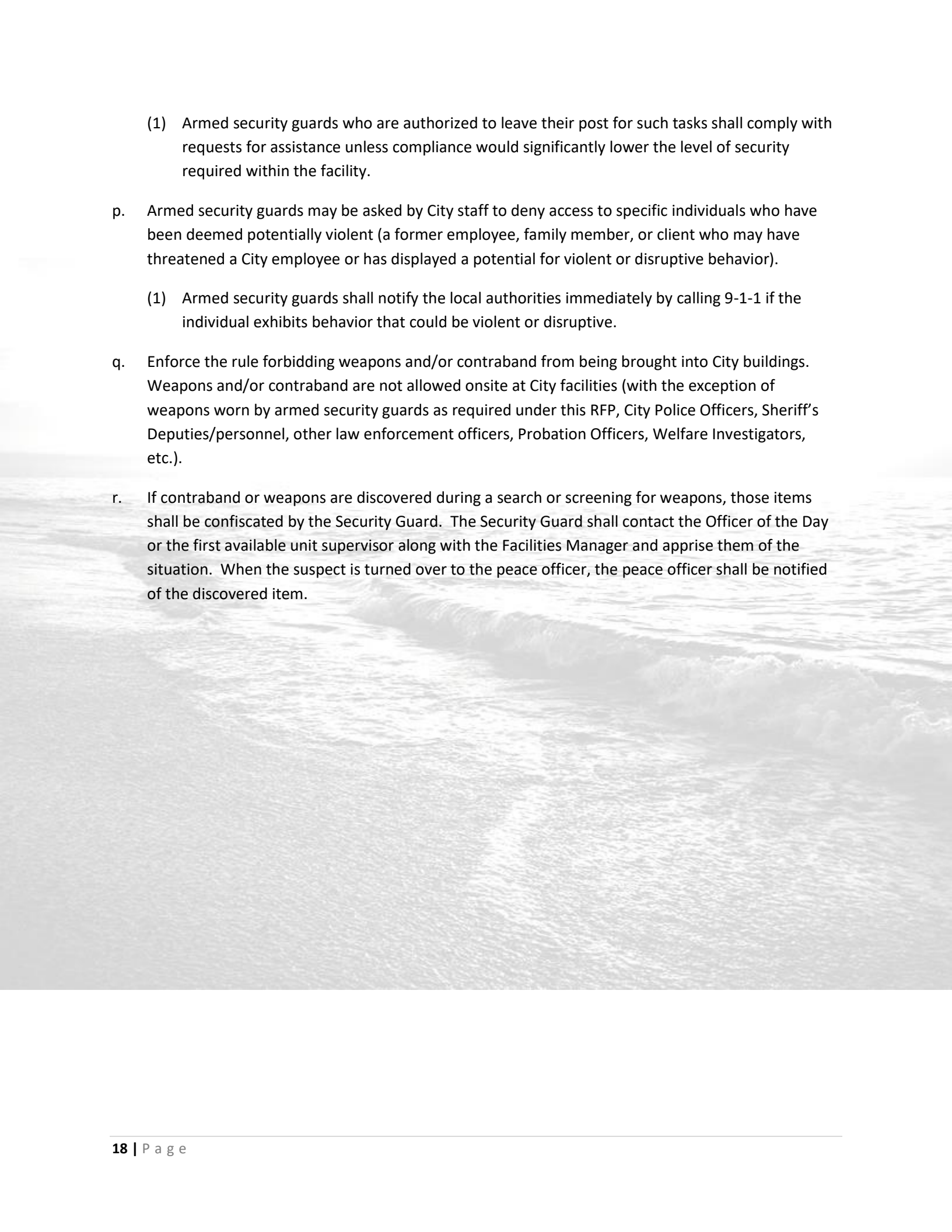
In the event an armed security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement armed security guard immediately from another post where there are two or more guards until the replacement guard is in place.

The armed security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of armed security guards shall include, but not be limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.
- b. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify departments of visitors.
- d. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas (any area outside of where they initially stated when they signed in).

- f. Perform a sweep of each floor, stairwell and public restrooms at the beginning and end of each shift to deter loitering and ensure all visitors or clients have exited the building by or before close of business (**visitors must sign out on sign in log once they have completed their appointment**).
  - **Security shall make rounds on each floor hourly to ensure safety throughout the building.**
- g. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- h. Report any elevator malfunctions or fire panel alarms to building facility manager(s). After hour security will make a notation in the logbook stating, the problem and the location of the problem. After morning shift change security will report the problem to the building facility manager.
- i. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- j. Inform relief armed security guards of any special situations or instructions prior to vacating post.
- k. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- l. Limit telephone calls to business or personal emergencies.
- m. Prevent journalists from proceeding into unauthorized areas.
  - (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
  - (2) Recognize that journalists have a right to request entrance to a public building.
  - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
  - (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.
- n. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.
  - (1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the GS Director or first available supervisor, and the Facility Manager.
- o. Armed security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.



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- (1) Armed security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.
  - p. Armed security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).
    - (1) Armed security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
  - q. Enforce the rule forbidding weapons and/or contraband from being brought into City buildings. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).
  - r. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor along with the Facilities Manager and apprise them of the situation. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.

**PUBLIC WORKS FACILITY SECURITY REQUIREMENTS – LOCATIONS:**

- **3448 WEST RANGE HILLS DRIVE MEMPHIS, TN**
- **2685 FRAYSER BOULEVARD MEMPHIS, TN**
- **2819 FRAYSER BOLEVARD MEMPHIS, TN**

The scope is to provide security guard services for the **City of Memphis Public Works Complex – 3448 West Range Hills Drive, 2685 Frayser Boulevard and 2819 Frayser Boulevard, Memphis, TN** as outlined in these specifications.

The primary functions of the security guards include the following but not limited to:

- Check people on/off City property and record pertinent information on City approved form
- Observe and report any unusual or suspicious activities
- Man the security booth to only allow the entry of authorized vehicles
- Respond to emergencies or other disturbances that occur at or on property.

Staffing requirements:

1. Single guard per shift
2. Facility is 24/7, 365 days/year
3. There are seven (7) buildings on campus. Patrolling will be required. See Site Plan.
  - a. Drain Maintenance
  - b. Drain Maintenance Storage
  - c. Environmental Storage
  - d. Environmental Admin
  - e. Heavy Equipment and Fleet Support Services
  - f. Sweeper Services
  - g. Sweeper Maintenance Shop
  - h. Minimum of 24 Acres Patrolled
  - i. 6 Parking Lots
  - j. 3 Laydown Yards
4. Guards will be required to make patrolling rounds and record patrols via fifteen (15) deggy points at preassigned locations. Contractor to provide electronic stations.

The guard shack **must be attended at all times during 7am-3pm shift. Other times guard shack must be attended at all times except when on patrol.** Contractor will be responsible for the relief of all contract officer's breaks and lunches.

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues.

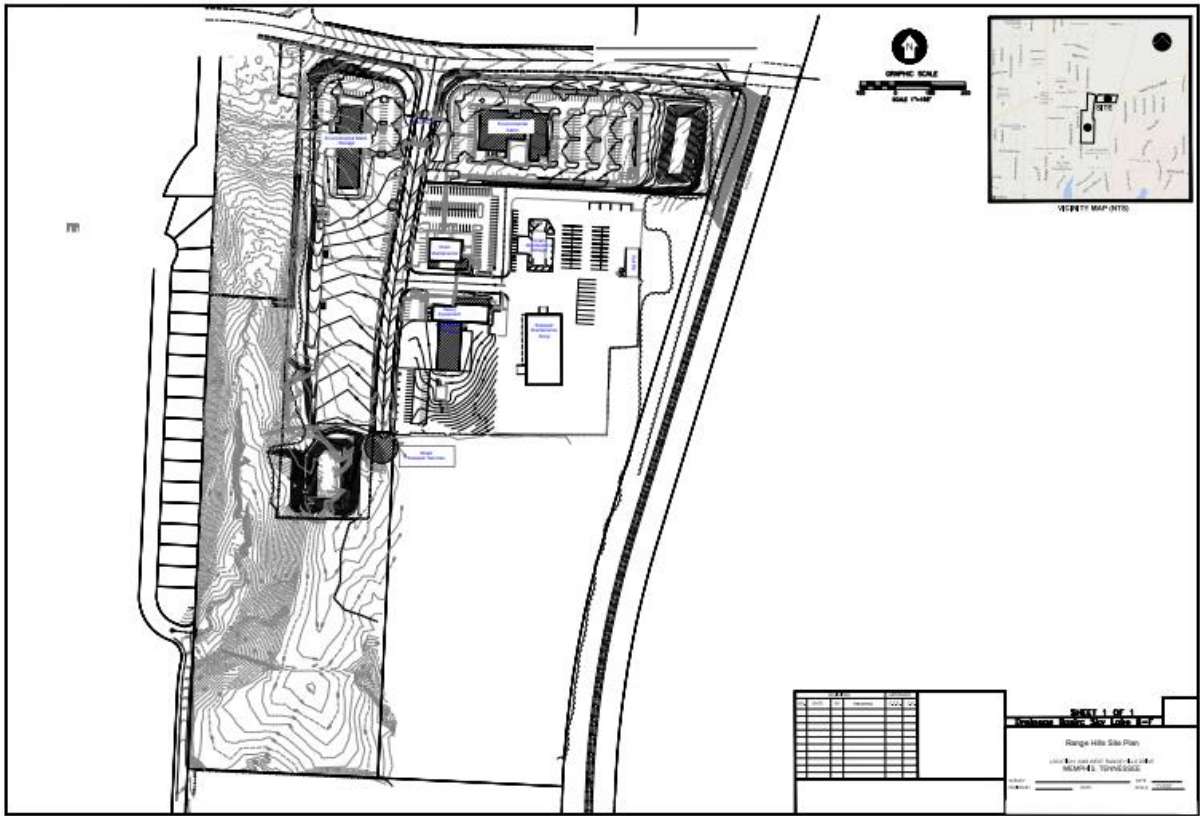
In the event a security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement security guard within one hour from the time the post is vacated.

The security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of security guards shall include, but not be limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.
- b. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify departments of visitors.
- d. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- g. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- h. Inform relief security guards of any special situations or instructions prior to vacating post.
- i. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- j. Limit telephone calls to business or personal emergencies
- k. Prevent journalists from proceeding into unauthorized areas.
  - (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
  - (2) Recognize that journalists have a right to request entrance to a public building.
  - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
  - (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.
- l. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.



- (1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the first available supervisor, and the Facility Manager.
- m. Security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.
  - (1) Security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.
- n. Security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).
  - (1) Security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
- o. Enforce the rule forbidding weapons and/or contraband from being brought into City buildings. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).
- p. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.
- q. Monitoring video surveillance



## PUBLIC WORKS FACILITY SECURITY REQUIREMENTS – LOCATIONS:

- **MC STILES WASTEWATER TREATMENT FACILITY 373 STILES DRIVE, MEMPHIS TN 38127**

The scope is to provide security guard services for the **MC Stiles Wastewater Treatment Facility located at 373 Stiles Drive, Memphis, TN 38127** as outlined in these specifications.

The primary functions of the security guards include the following but not limited to:

- Ensure visitors sign in and out of City property and record pertinent information on City approved form.
- Observe, notate and report any unusual or suspicious activities.
- Manage the security booth to only allow the entry of authorized personnel and/or vehicles.
- Respond to emergencies or other disturbances that occur at or on property.

Staffing requirements:

1. Single guard per shift
2. Facility is 24/7, 365 days/year
3. There are two (2) sites that are approximately 0.3 miles apart. Patrolling will be required between both locations intermittently.
  - a. Main plant site is 100 acres, 1 mile of roadway, exterior only
  - b. Dewatering site is 147 acres, 0.5 miles of roadway, exterior only
4. Guards will be required to make patrolling rounds and record patrols via deggy points (electronic stations) at preassigned locations. Contractor to provide electronic stations.

The guard shack **must be attended at all times during 7am-3pm shift. Other times guard shack must be attended at all times except when on patrol.** Contractor will be responsible for the relief of all contract officer's breaks and lunches.

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues

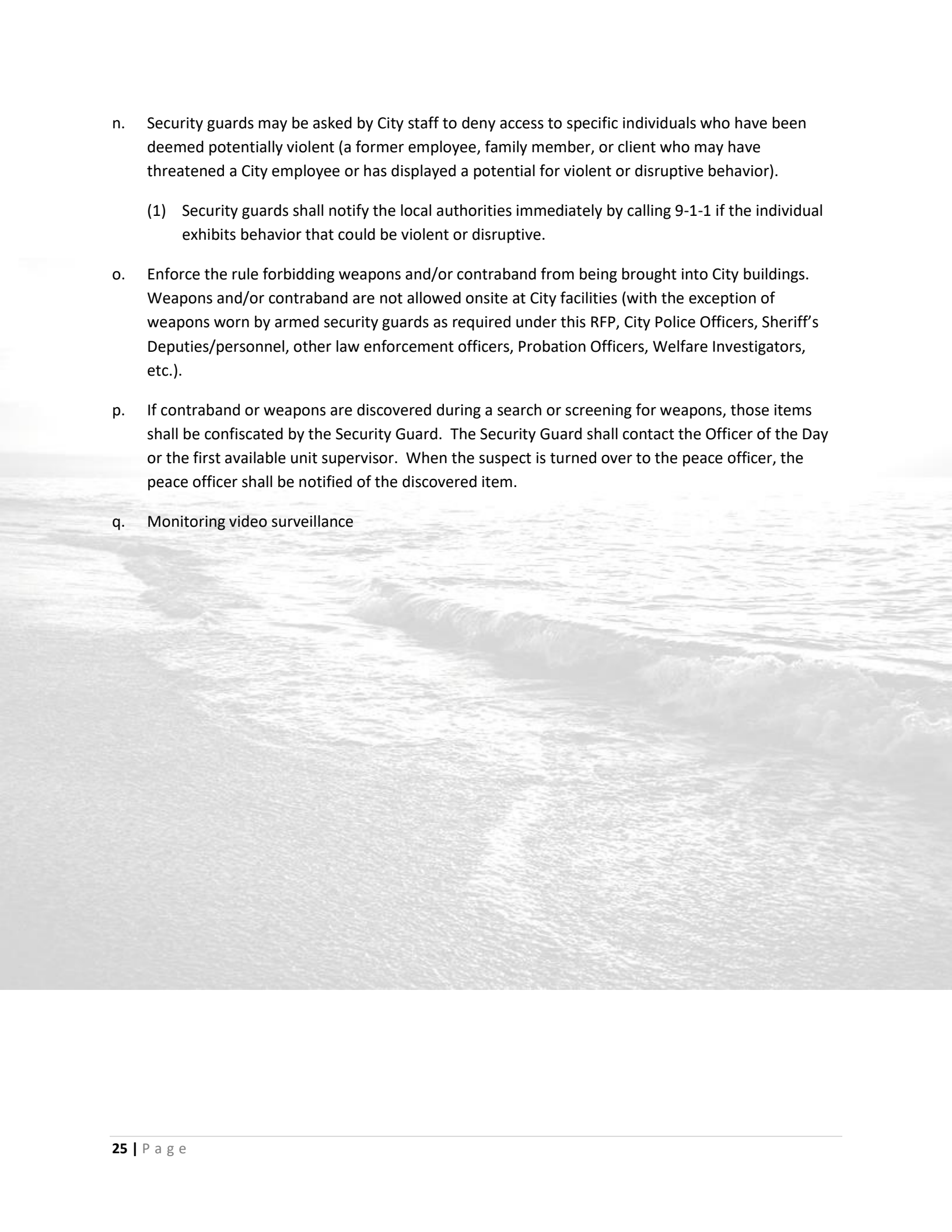
In the event a security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement security guard within one hour from the time the post is vacated.

The security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of security guards shall include, but not be limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.



- b. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify departments of visitors.
- d. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- g. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- h. Inform relief security guards of any special situations or instructions prior to vacating post.
- i. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- j. Limit telephone calls to business or personal emergencies
- k. Prevent journalists from proceeding into unauthorized areas.
  - (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
  - (2) Recognize that journalists have a right to request entrance to a public building.
  - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
  - (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.
- l. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.
  - (1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the first available supervisor, and the Facility Manager.
- m. Security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.
  - (1) Security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.

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- n. Security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).
    - (1) Security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
  - o. Enforce the rule forbidding weapons and/or contraband from being brought into City buildings. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).
  - p. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.
  - q. Monitoring video surveillance

**PUBLIC WORKS FACILITY SECURITY REQUIREMENTS – LOCATIONS:**

- **TE MAXSON WASTEWATER TREATMENT FACILITY –  
2685 STEAM PLANT ROAD MEMPHIS, TN 38109**

The primary functions of the security guards include the following but not limited to:

- Ensure visitors sign in and out of City Facilities/Property and record pertinent information on City approved form.
- Observe, notate and report any unusual or suspicious activities.
- Manage the security booth to only allow the entry of authorized personnel and/or vehicles.
- Respond and notate emergencies or other disturbances that occur at or on property.

**STAFFING REQUIREMENTS:**

1. Single guard per shift
2. Facility is 24/7, 365 days/year
3. There are two (2) sites that are approximately 1.3 miles apart. Patrolling will be required between both locations intermittently.
  - a. Main plant site is 160 acres, 1.2 miles of roadway, exterior only
  - b. Dewatering site is 33 acres, 0.5 miles of roadway, exterior only
  - c. Parking lots
4. Guards will be required to make patrolling rounds and record patrols via fifteen deggy points (electronic stations) at preassigned locations. Contractor to provide electronic stations.

The guard shack **must be attended at all times during 7am-3pm shift. Other times guard shack must be attended at all times except when on patrol.** Contractor will be responsible for the relief of all contract officer's breaks and lunches.

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues.

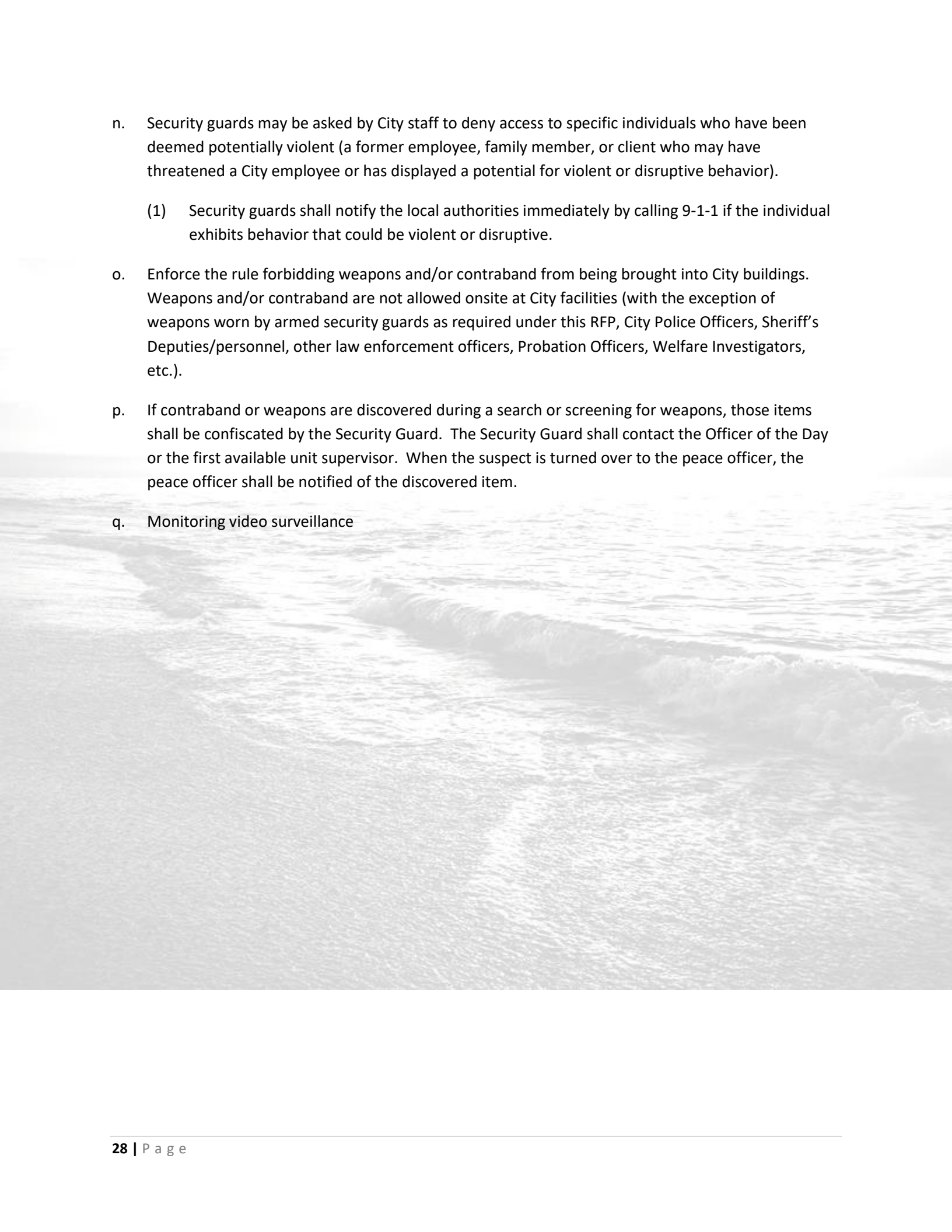
In the event a security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement security guard within one hour from the time the post is vacated.

The security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of security guards shall include, but not be limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.
- b. Interact with all clients and visitors in a respectful, courteous, and dignified manner.



- c. Greet the public, answer simple/basic questions, and notify departments of visitors.
- d. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- g. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- h. Inform relief security guards of any special situations or instructions prior to vacating post.
- i. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- j. Limit telephone calls to business or personal emergencies
- k. Prevent journalists from proceeding into unauthorized areas.
  - (1) Contact the Chief Communication Officer immediately to report the media's presence in the building.
  - (2) Recognize that journalists have a right to request entrance to a public building.
  - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
  - (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.
- l. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.
  - (1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the first available supervisor, and the Facility Manager.
- m. Security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.
  - (1) Security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.

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- n. Security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).
    - (1) Security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
  - o. Enforce the rule forbidding weapons and/or contraband from being brought into City buildings. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).
  - p. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.
  - q. Monitoring video surveillance

**LIBRARY FACILITY SECURITY REQUIREMENTS – LOCATIONS:**

- **17 LIBRARY BRANCH FACILITIES (LISTED IN SECTION 2.1 UNDER SCOPE)**

The primary functions of armed/unarmed security guards for the following 18 locations as outlined in these specifications.

<b>Library</b>	<b>Address</b>
Central Library	3030 Poplar Ave., Memphis TN, 38111
Cordova	8457 Trinity Rd., Cordova, TN 38018
Hollywood	1530 N. Hollywood, Memphis, TN 38108
Randolph	3752 Given, Memphis, TN 38122
Poplar-White Station	5094 Poplar, Memphis, TN 38117
Raleigh	3452 Austin Peay, Memphis, TN 38128
North	1192 Vollintine, Memphis, TN 38107
Frayser	3712 Argonne, Memphis, TN 38127
East Shelby	7200 E Shelby Dr., Memphis, TN 38125
Whitehaven	4120 Mill Branch Rd., Memphis, TN 38116
South	1929 S. Third, Memphis, TN 38109
Cherokee	3300 Sharpe, Memphis, TN 38111
Parkway Village	4655 Knight Arnold, Memphis, TN 38118
Cornelia Crenshaw	531 Vance Ave., Memphis, TN 38126
Cossitt	33 S. Front, Memphis, TN 38103
Gaston Park	1040 S. Third, Memphis, TN 38106
Levi	3676 Hwy 61 S., Memphis, TN 38109
Melrose <b>(OPENING DECEMBER 2023)</b>	843 Dallas St., Memphis, TN 38114

The MPL strives to advance a culture of excellence in operations and outreach. The safety and security of libraries is essential in upholding this culture of excellence. MPL received nearly two million annual visitors in 2019, encompassing a diverse set of users, and serves as a critical community asset that supports a range of programming – from literacy education to workforce development. Within this generally high volume of usage is seasonal and daily variation in facility usage: library visitation is concentrated in the summer months when youth programming is heavier, and while schools are in session, after school hours are high demand times that bring youth of all ages to libraries. Given the volume and variation of usage, maintaining safe and secure library facilities, surrounding grounds, and



overall environment for all customers, staff, and contracted personnel remains the highest of operational priorities.

A successful partnership with the selected vendor will involve the following:

- **Goal 1 – Libraries that consistently reflect a high standard of safety and security at a reasonable cost**

The City seeks a partner that will regularly complete and report preventive security measures to sustain a high standard of safety. While the City expects competitive cost proposals, it is looking for a partner that delivers the greatest value in maintaining the safety and security of library facilities.

- **Goal 2 – Close collaboration through proactive communication and regular performance tracking**

The City seeks a partner that proactively reports preventive security measures and security incidents while being responsive to trends identified or issues raised during regular performance tracking. In addition, the selected vendor will play a valuable role in proactively communicating issues relating to the maintenance of facility infrastructure and safety.

- **Goal 3 – Usage and enjoyment of library facilities by Memphians**

The City seeks a partner that will contribute to the MPL's goal of advancing a culture of operational excellence that includes facilities and property that are safe, secure, and well-maintained, which ultimately creates an inviting atmosphere for visitors. The outcomes of this partnership should include a minimization of visitor complaints regarding security and safety concerns.

### **General Conditions and Specifications**

1. All bidders must tour the premises of Benjamin L. Hooks Central Library, 3030 Poplar Avenue, Memphis, TN 38111 with the Library's Security Coordinator or his designee before submitting bid. For additional information or to schedule a tour of the building, call Eddie Dowdy, 901-574-2953.
2. In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the MPL Director, Library Security Coordinator, and/or first available Library Manager on-site.
3. The primary functions of the security guards include the following but not limited to:
  - a. Perform routine surveillance of the entire library facility and surrounding property, with special attention and regular checks of public restrooms, meeting rooms, exterior access points, and other areas that are considered high risk.
  - b. Proactively address and act on disturbances (e.g., excessive rowdiness, vandalism, theft, threats, etc.) occurring on library property. Assistance is required when asked by any staff member who encounters a difficult situation.
  - c. It is imperative that guards are proactive and immediate in contacting the police or emergency service personnel when confirmed or suspected criminal activity and emergency situations are

discovered. It cannot be stressed enough the importance of reporting suspicious activity immediately. Acting quickly can help police or emergency personnel prevent, interrupt, or control a crime or an emergency. Failure to address discovered criminal or emergency activity will result in disciplinary action and/or guard removal from library assignment.

- d. Provide a visible presence that promotes safety and security.
  - e. Actively monitor public areas by showing alertness and periodically walking through the building and surrounding property. At Central Library, a contractor provided mobile vehicle is used to actively patrol the public and employee parking lots, and the loading dock area on the west side of the building.
  - f. Dispatch Only: Monitor surveillance cameras for suspicious activities, security incidents, and emergency situations at all library locations. Report concerning observations, physical activity or criminal behavior to Police/Fire immediately. Notify the Library Security Coordinator of any verified crime/emergency. (\*Note: See item #14 for additional instructions on responding to alarms)
  - g. Use communication devices (i.e. radio, phone) to communicate clearly, concisely, and timely as needed with Library Security Coordinator, Library in charge staff, and Dispatch.
  - h. Report all suspicious irregular activity, behaviors, damage, and hazards to Library Security Coordinator. In critical and/or emergency situations, contact relevant authorities immediately (i.e. police, fire, etc.) and follow up with a report to the Library Security Coordinator and/or Library in charge staff.
  - i. Regularly check that all emergency exits and doors to non-public areas are secure.
  - j. As directed by Library employees or the Security Coordinator, monitor larger gatherings and programs to assist with crowd control, safety surveillance, and customer assistance.
  - k. Respond to alarms and react in a timely manner.
  - l. Provide helpful, friendly, and respectful assistance to customers as needed while referring customers to Library staff for direct help with Library resources. In many situations, the security guard is a customer's first personal contact while entering a library or last contact when exiting. A high-level standard of customer service is required at all times.
  - m. Enforce the Library's Customer Behavior Guidelines and be proactive in addressing infractions.
- 4. Unarmed or Armed Security Guards, and other agents or representatives of the Contractor **Shall Not:****
- a. Lock or unlock public entrances outside of duty hours unless authorized by a Security Guard(s) Supervisor or a Facility Manager.
  - b. Sit on desks, cabinets, tables, or rest feet on desktops or open desk drawers, etc.
  - c. Possess or use illegal substances, alcohol, or marijuana on the job. Security guards under the influence of alcohol, marijuana, or illegal drugs while on duty will be promptly dismissed and guard shall not be reassigned to any other City facility.
  - d. Engage in excessive fraternizing with City staff, visitors, or clients. Excessive fraternizing disrupts and distracts guards from their primary duties.
  - e. Converse privately with acquaintances or personal visitors while on duty. Security guards shall utilize their breaks and lunch periods for such interactions.

- f. Read books, magazines, or newspapers while on duty.
  - g. Accept any gifts or gratuities from City staff, clients, or visitors.
  - h. Occupy their personal vehicles while on duty. Security guards shall be on post for the entire duration of their shift with the exception of breaks and lunch.
  - i. Allow suspicious packages or objects to be left unattended at any time in the library or near the post. In the event of a bomb threat, the security guard shall gather as much information as possible (such as time, names, location, statements from witnesses), and convey this information immediately to local authorities via 9-1-1, the Officer of the Day or first available supervisor, and the Library's Security Coordinator. If evacuation is ordered, the security guard(s) shall assist with the evacuation of all building occupants in an orderly and safe manner. In addition, the security guard:
    - Shall notify authorities of anything suspicious or out of place that has been observed. If a suspicious object is located, the security guard shall take the following additional precautions:
    - Shall not touch, move, or disturb the object;
    - Shall not use a pager, radio or cellular phone near the suspicious object, since these may detonate some explosive devices. Exercise caution and advise others not to use pagers, radios or cellular phones near the facility;
    - Shall get a detailed description of the object, including but not limited to the shape, size, height, width, color, and any visible markings;
    - Shall note the exact location of the object, including but not limited to floor number, room number, location within the room;
    - Shall cordon off the area and deny re-entry; and
    - If requested by the Library's Security Coordinator, another City manager, the 9-1-1 operator, and/or the local authorities, shall begin clearing all persons from the immediate vicinity in a safe and orderly manner.
5. Multiple complaints against a security guard with or without confirmation of extenuating circumstances shall be grounds for discharge. Rude or offensive behavior toward clients, visitors, or City staff will not be tolerated. Willful disregard of orders from the Security Guard Agency or City management personnel will be cause for removal from duties.
6. The City of Memphis reserves the right to increase or decrease the positions and/or hours of the personnel as it deems necessary. In the event of an emergency causing branch closure, the City reserves the right to reassign guards to another Library location. (Note: At least 24 hours notice will be given when schedule changes are needed, with the exception of emergency situations.)
7. If a security guard does not report for work, is not substituted for or is late and told to return to the contractor, the City may deduct as fixed and settled liquidated damages the number of hours the security guard would normally be paid for (# of hours) x \$ (Hourly Rate) per hour = \$ (Net Total) from the total contract amount, and/or monthly billing if included in the invoice statement.



8. The City assumes no additional charge for security guards that are required to work overnight, as a regular scheduled shift.
9. The City will assume no additional charges for overtime as long as the Contractor is notified within 72 hours of the necessary security services.
10. In the event of an alarm call from any of the library properties, the alarm monitoring company (Stanley Convergent Security Solutions, Inc. or Simplex Grinnell) will notify the security dispatcher at 901-415-2825. The security dispatcher will access the library's camera system and closely monitor the alarm location for criminal activity, signs of fire, break in, vandalism, theft of property, structural damage, etc. If the security dispatch observes or suspects any physical activity or criminal behavior, Police/Fire should be notified immediately. In a situation where the Police/Fire verifies a valid crime/emergency, the security dispatch will then notify the Library Security Coordinator, who is responsible for additional notifications (such as General Services, Library's Director, Deputy Director, Regional Manager, etc.). Security dispatch will keep a log of all alarm activity that includes date, time, location, and alarm monitoring company notification details. In the event of an alarm call from any of the library properties during non-operational hours the security dispatcher will contact the Contractor's on duty Field Supervisor to assess the situation.

11. **Personnel and Timing of Service**

The following table below show the unarmed and/or armed security guard schedules for the seventeen (18) locations serviced under this contract. The City reserves the right to add, reduce, or adjust unarmed or armed guard hours and locations at any given time. Contractor shall service the additional hours at the same cost (or less as required) as contracted for the following locations.

Please pay special attention to Central Library coverage, which has unique needs due to it being the largest MPL facility and the headquarters location of the Library's Security Office and Dispatch Service Desk. In addition to Unarmed and Armed Guards, Central coverage also includes Field Supervisors, Dispatchers, and Rovers.

A dispatcher is posted at Central Library 24 hours a day, 365 days a year, including all City holidays presented above, to monitor surveillance cameras and respond to alarms, emergencies, and general security communication to/from the seventeen (18) library locations. In addition, as daily deliveries are made to branch locations, Library staff maintain radio contact with Dispatch.

A minimum of two (2) field supervisors are required to be available during hours open to the public. Although the field supervisors are stationed at Central Library, one (1) of the supervisors should be available to travel to all library locations as needed to handle emergency security issues (Note: Vendor must provide a vehicle and all related cost.)

A contractor provided vehicle will perform mobile patrol at Central Library during the hours of Monday-Thursday 1pm-9:30pm; Friday-Saturday 1pm- 6:30pm: Sunday 12pm—5:30pm. The City will assume no additional charges for this vehicle; however, the City will assume the charge for the driver at the regular guard rate. The City of Memphis also assumes no liability for the vehicle. This vehicle and the driver may be required to work additional hours during special events.

CENTRAL	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
<b>FIELD SUPERVISORS</b>	A minimum of two (2) available during hours open to the public, Monday-Thursday 9am-9pm; Friday-Saturday 9am-6pm; Sunday 1pm-5pm. One (1) of the supervisors should be available to travel to other library locations as needed to handle emergency security issues.							
<b>Hours of Coverage</b>	18	8	24	24	24	24	18	140
<b>DISPATCH</b>	A minimum of one (1) 24 hours a day, 365 days a year, including holidays.							
<b>Hours of Coverage</b>	24	24	24	24	24	24	24	168
<b>GUARDS (Armed and Unarmed)</b>	A minimum of four (4) guards for surveillance of Central's four (4) floors of public operation during hours open to the public (Monday-Thursday 9am-9pm; Friday-Saturday 9am-6pm; Sunday 1pm-5pm)., with a minimum of two (2) of the guards being POST certified and armed. One (1) of the unarmed guard is to be posted in Cloud901 Teen Learning Lab during the hours of Monday-Thursday 3pm-8pm; Saturday 10am-5pm; Sunday 1pm-5pm.							
POST Certified Armed	18	8	24	24	24	24	18	280
Unarmed	18	8	24	24	24	24	18	
<b>Hours of Coverage</b>	36	16	48	48	48	48	36	
<b>ROVER</b>	A minimum of one (1) for parking lot surveillance. Mobile patrol is required to be posted at the Central Library during the hours of Monday-Thursday 1pm-9:30pm; Friday-Saturday 1pm- 6:30pm: Sunday 12pm—5:30pm.							
<b>Hours of Coverage</b>	6.5	5.5	8.5	8.5	8.5	8.5	6.5	52.5
<b>Central's Total Hours of Coverage</b>								640.5

CHEROKEE	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
<b>GUARDS (Unarmed)</b>	One (1) unarmed guard for surveillance of Cherokee Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
<b>Cherokee's Total Hours of Coverage</b>	6	0	5	5	5	5	5	31

CORDOVA	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
<b>GUARDS (Unarmed)</b>	One (1) unarmed guard for surveillance of Cordova Library and it's surrounding property for the hours of Monday-Thursday 1:15pm-8:15pm; Friday 1:15pm-6:15pm: Saturday 12:15-6:15							
<b>Cordova's Total Hours of Coverage</b>	6	0	7	7	7	7	5	39

CRENSHAW	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
<b>GUARDS (Unarmed)</b>	One (1) unarmed guard for surveillance of Crenshaw Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
<b>Crenshaw's Total Hours of Coverage</b>	6	0	5	5	5	5	5	31

COSSITT	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Total Hours
<b>GUARDS (Armed)</b>	One (1) POST certified armed guard for surveillance of Cossitt Library and it's surrounding property for the hours of Monday-Saturday 10:15-6:15							
<b>Cossitt's Total Hours of Coverage</b>	8	0	8	8	8	8	8	48

EAST SHELBY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of East Shelby Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
East Shelby's Total Hours of Coverage	6	0	5	5	5	5	5	31

FRAYSER	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Frayser Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Frayser's Total Hours of Coverage	6	0	5	5	5	5	5	31

GASTON PARK	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Armed)	One (1) POST certified armed guard for surveillance of Gaston Park Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Gaston Park's Total Hours of Coverage	6	0	5	5	5	5	5	31

HOLLYWOOD	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Hollywood Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Hollywood's Total Hours of Coverage	6	0	5	5	5	5	5	31

LEVI	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Levi Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Levi's Total Hours of Coverage	6	0	5	5	5	5	5	31

MELROSE	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS	The new Melrose Library opens in December 2023. Specific guard needs and hours of service will be determined prior to opening.							
Melrose Total Hours of Coverage	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

NORTH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of North Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
North's Total Hours of Coverage	6	0	5	5	5	5	5	31

PARKWAY VILL	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Parkway Village Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Parkway's Total Hours of Coverage	6	0	5	5	5	5	5	31

POPLAR-WHITE	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Poplar-White Station Library and it's surrounding property for the hours of Monday-Saturday 10:15-6:15							
Poplar's Total Hours of Coverage	8	0	8	8	8	8	8	48

RALEIGH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Raleigh Library and it's surrounding property for the hours of Monday-Thursday 1:15pm-8:15pm; Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Raleigh's Total Hours of Coverage	6	0	7	7	7	7	5	39



RANDOLPH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of Randolph Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
Randolph's Total Hours of Coverage	6	0	5	5	5	5	5	31

SOUTH	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Unarmed)	One (1) unarmed guard for surveillance of South Library and it's surrounding property for the hours of Monday-Friday 1:15pm-6:15pm; Saturday 12:15-6:15							
South's Total Hours of Coverage	6	0	5	5	5	5	5	31

WHITEHAVEN	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
GUARDS (Armed and Unarmed)	Two guards (One (1) POST certified armed and one (1)unarmed) for surveillance of Whitehaven Library and it's surrounding property for the hours of Monday-Thursday 1:15pm-8:15pm; Friday 1:15pm-6:15pm; One (1) unarmed guard on Saturday 12:15-6:15							
POST Certified Armed	0	0	7	7	7	7	5	
Unarmed	6	0	7	7	7	7	5	
Whitehaven's Total Hours of Coverage	6	0	14	14	14	14	10	72

							<b>Total Unarmed Hours</b>	<b>966.5</b>
							<b>Total Armed Hours</b>	<b>252</b>
							<b>Total Guard Hours</b>	<b>1227.5</b>

12. Contractor shall designate a permanent member(s) of its management staff, at no additional cost to the City, to act as a supervisor(s) or liaison officer(s) between designated City of Memphis and agency personnel and the security guards.
  - a. Contractor shall provide the name, telephone number, or cell phone number, facsimile number, email address and office address of the designated security supervisor(s) or liaison(s) to the Library's Security Coordinator.
  - b. Contractor shall provide updated information to the Library's Security Coordinator for all replacement security supervisors and/or liaisons for the duration of the contract.
  - c. The supervisor(s) or liaison officer(s) shall be available on an on-call basis via cell phone to the security guards and designated City staff. The supervisor shall be located at the Benjamin L. Hooks Central Library Security Dispatch office in order to supervise and monitor the guards and to ensure satisfactory performance of armed security guards services.
  - d. The supervisor(s) or liaison officer(s) is responsible for, but not limited to, the following:
    - Work with designated City management personnel or building staff to ensure a high standard of courteous and professional security service which is sensitive to the needs of the City staff, clients, and visitors.
    - Supervise the security guards at the posts within the facility; be available for frequent on-site supervision, at a minimum of once per week.
    - Attend an orientation session conducted by the Library's Security Coordinator. This orientation will familiarize the Contractor's management team and supervisors with subjects such as Library procedures, customer service guidelines, behavior guidelines, and emergency/disaster procedures. The Contractor is required to provide this orientation to each guard that is assigned to a library location. The Library's Security Coordinator must

receive documentation prior to a guard reporting for duty that confirms that each new guard has completed training and orientation. The City will assume no charges for training or orientation.

- Develop or review written standing Post Orders with an emphasis on the needs of MPL and as specified by City management staff. Written Post Orders for the City location assignment shall be completed and approved by the supervisor(s)/liaison(s) and the City within 15 business days after the contract start date.
- Review Post Orders for revisions and updates with the Library's Security Coordinator at least twice a year at agreed upon dates each year. Contractor will re-issue newly revised Post Orders within one month of completion and will review the changes with each guard (including new hires/replacement and substitute security staff during vacations, sick leave).
- Respond within two hours or less to requests from City management staff for follow-up with appropriate action and/or recommendations on any incidents or complaints involving security guards employed by the Contractor(s).
- Keep City management staff apprised of security issues which affect the safety of the staff, employees, and visitors, and make appropriate recommendations for improvement.
- Promptly report any unusual events or emergencies (such as an accident, hostile client or employee, illegal weapon, bomb threat or theft) to the Officer of the Day, first available supervisor, and Library's Security Coordinator. These incidents shall be followed by a written report submitted to the Library's Security Coordinator within 24 hours of the incident or event. Bidder shall include within its proposal a sample incident report.
- Investigate all complaints received about the security guard(s), report findings, and inform City facility or management staff of remedial action(s) taken.
- Ensure that incident reports and other written documentation requested are forwarded to the appropriate City management staff member within 24 hours.
- Meet with Library's Security Coordinator and management each month to do a formal inspection of one facility on a rotating basis and to review performance expectations.

13. Contractor and all assigned staff members, including but not limited to guards, supervisors, liaisons, and account manager, shall be held to the highest level of professionalism throughout the life of any contract awarded as a result of this RFP.
  - e. Proper conduct is expected of Contractor's personnel at all times. This includes adhering to no-smoking ordinances, the City's drug-free work place policy, not using alcoholic beverages, and courteous treatment of employees, clients, and visitors.
  - f. City has the right to dismiss any Contractor's employee who does not, in the City's discretion, properly conduct himself/herself or perform quality work.
  - g. Contractor and contractor's staff shall not use cameras, camera phones, computers, tablets, and/or comparable devices while on post. Recordings of any kind, including photos, audio, and/or video recordings are strictly prohibited. The City of Memphis shall not be the subject posted on any social media sites.

- h. It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record. A copy of the written verification that the guard has passed the Contractor's background checks must be provided to the Library's Security Coordinator prior to assignment at the facility.
14. The following uniform and equipment guidelines are required:
- i. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.
  - j. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.
  - k. Armed Guards are required to carry handguns and handcuffs. Duty weapons are to be of the type and caliber approved by the State of Tennessee Department of Commerce and Insurance and the weapon as listed on the officer's certificate of training. It is preferred that they carry secondary defensive weapons as well such as pepper spray.
  - l. At Benjamin L. Hooks Central Library, the Library will provide guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.
15. Contractor shall require security guard(s) provide a summary of the daily activities to City management on a monthly basis.
16. For any incident occurring during a post assignment, security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by Library's Security Coordinator) to the Library's Security Coordinator office.
- m. Incident reports are to be thoroughly (list the who, what, when, where and how) completed for events including but not limited to the following:
  - n.
    - Time of incident
    - The guard witnesses a crime or other type of unusual or suspicious activity;
    - An arrest is made;
    - Building staff or personnel specifically requested security assistance or intervention;
    - Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard
    - Any and all injuries, regardless of whether or not medical attention was required.
    - Verbal and/or physical assaults
    - Seizure
    - Loss of consciousness
    - Death.



- o. Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:
  - Name(s) of the person(s) involved in the incident
  - Location of the incident
  - Exact time and date of the occurrence
  - Description of the event(s)
  - List of any injuries incurred and by whom
  - Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:
    1. Any damage occurring on or near City property
    2. Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility
    3. Police or other law enforcement activities on or near the City's property
    4. Fire Department activities on or near the City's property
    5. Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

**PARKS FACILITY SECURITY REQUIREMENTS – LOCATIONS:**

**30 COMMUNITY AND SENIOR LOCATIONS (LISTED IN SECTION 2.1 UNDER SCOPE)**

The primary functions of the armed security guards include the following but not limited to:

**Park Division – 30 community and senior centers**

- To provide daily security for community and senior centers.
- Observe, annotate and report any unusual or suspicious activities.
- Security officers shall perform their duties and/or be at their assigned post 20 minutes prior to shift to receive daily intel.
- Security officer shall perform their duties and/at be always at their assigned post, except for scheduled breaks and meal periods (However break and meal period will be established prior to working the contract).
- Respond to emergencies or other disturbances that occur at or on at the City of Memphis Parks facilities/property.

**City of Memphis Parks Division – 30 community and senior centers-**

**STAFFING REQUIREMENTS**

52 weeks per year.

Monday-Saturday (except Holidays as listed in Item 2.9-3 below)

- Specifically for the locations and hours of - 12 specific locations from 8:00 a.m. to 4:00 p.m. and 18 specific locations from 12:00 p.m. to 8:00 p.m. for Monday through Saturday

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues during weekends and holidays and after the designated hours - for the 12 specific locations from 8:00 a.m. to 4:00 p.m. and 18 specific locations from 12:00 p.m. to 8:00 p.m. Monday through Saturday

The positions require split shift coverage for lunch and overtime since they exceed eight hours per shift. Contractor shall provide additional personnel to cover morning and afternoon breaks, lunch breaks, vacation, sick time, and other leaves as required.

In the event an armed/unarmed security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement armed security guard within one hour from the time the post is vacated.

The armed/unarmed security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of armed security guards shall include, but not be limited to, the following:

- a. Always maintain a high level of visibility as a deterrent.
- b. Interact with all visitors in a respectful, courteous, and dignified manner.
- c. Greet the public, answer simple/basic questions, and notify the community center Director if there are any concerns.
- d. Have visitors sign in and out on the daily Visitors Log, located at the recreational desk, as required.
- e. Greet and question unescorted visitors who may be in unauthorized areas.
- f. Perform a sweep of each floor, stairwell and public restrooms at the beginning and end of each shift to deter loitering and ensure all visitors or clients have exited the building by or before close of business.
- g. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
- h. Report any elevator malfunctions or fire panel alarms to building facility manager(s).
- i. Observe and enforce the City's "No Smoking" rule which states, "No Smoking Within 25 feet of Entryways".
- j. Inform relief armed security guards of any special situations or instructions prior to vacating post.
- k. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
- l. Limit telephone calls to business or personal emergencies.
- m. Prevent journalists from proceeding into unauthorized areas.
  - (1) Contact the Centers Administrator/Community Center Manager, or Director immediately to report the media's presence in the building.
  - (2) Recognize that journalists have a right to request entrance to a public building.
  - (3) Disallow journalists from disrupting or interfering with work in progress or forcing an interview with clients or City employees who do not wish to provide statements.
  - (4) Disallow use of video or audio, equipment or recording devices of any kind, unless approved by the Chief Communication Officer.



- n. Assist City employees with defusing arguments or disturbances with the public, whether it is inside or outside the City office.
  - (1) Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the GS Director or first available supervisor, and the Facility Manager.
- o. Armed/unarmed security guards may be asked by City staff to assist with a difficult client or to escort individuals to their vehicles.
  - (1) Armed/unarmed security guards who are authorized to leave their post for such tasks shall comply with requests for assistance unless compliance would significantly lower the level of security required within the facility.
- p. Armed/Unarmed security guards may be asked by City staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a city employee or has displayed a potential for violent or disruptive behavior).
  - (1) Armed/unarmed security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
- q. Enforce the rule forbidding weapons and/or contraband from being brought into City of Memphis Parks Divisions. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by armed security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).
- r. If contraband or weapons are discovered during a search or screening for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the Officer of the Day or the first available unit supervisor and Facility Manager. When the suspect is turned over to the peace officer, the peace officer shall be notified of the discovered item.

**SOLID WASTE FACILITY SECURITY REQUIREMENTS – LOCATIONS:**

- **1514 M. Bellevue Blvd. Memphis TN 38108**
- **3207 Farrisview Blvd Memphis TN 38118**
- **289 Scott Street Memphis TN 38112**

City of Memphis, Solid Waste division seeks to retain security guard services at each of our three (3) installations. The primary functions of the security guards include the following but not limited to:

**Bellevue – 1514 N. Bellevue Blvd**

- to patrol entire property at beginning of shift and perform scanned patrol tours every hour until shift ends
- use digital patrol readers/monitoring system to scan checkpoints strategically placed around entire property during patrol tours
- provide daily reports from digital patrol reader/monitoring system of each guard’s hourly patrol tour including first tour at beginning of shift
- observe and report any unusual or suspicious activities
- give special observation to employee parking lots
- respond to emergencies or other disturbances that occur at or on City Hall property.

**STAFFING REQUIREMENT:**

**Bellevue – 1514 N. Bellevue Blvd –**

24 Hours Service, 7 Days a week, (365) Days a year

Monday-Sunday

6:00am-2:30pm – 2 guards with one (1) vehicle ready to patrol

**Lunch hours will be between the hours of (9:30 and 11:30 AM)**

2:00pm-10:30pm – 2 guards with one (1) vehicle ready to patrol

**Lunch hours will be between the hours of (5:30 PM and 7:00 PM)**

10:00pm-6:30am – 2 guards with one (1) vehicle ready to patrol

**Lunch hours will be between the hours of (1:00 AM and 2:30 AM)**

The employee parking lots, **must be attended at all times during working hours.** The Contractor shall provide relief to each guard location to ensure all areas are covered for breaks and lunch breaks.

**Farrisview – 3207 Farrisview Blvd**

- Check people on/off City property
- to patrol entire property at beginning of shift and perform scanned patrol tours every hour until shift ends
- use digital patrol readers/monitoring system to scan checkpoints strategically placed around entire property during patrol tours

- provide daily reports from digital patrol reader/monitoring system of each guard's hourly patrol tour including first tour at beginning of shift
- turn guard monitoring system daily report of each guards begin of shift and hourly patrol tours
- observe and report any unusual or suspicious activities
- manage the security guard house to only allow the entry of authorized vehicles and/or individuals authorized to enter the property.
- respond to emergencies or other disturbances that occur at or on property.

### **STAFFING REQUIREMENT**

24 Hours Service, 7 Days a week, (365) Days a year

Monday-Sunday

6:00am-2:30pm – 1 guard with vehicle (patrol), 1 guard at Guard shack (**must be attended at all times**)

**Lunch hours will be between the hours of (9:30 and 11:30 AM)**

2:00pm-10:30pm – 1 guard with vehicle (patrol), 1 guard at Guard shack (**must be attended at all times**)

**Lunch hours will be between the hours of (1:00 AM and 2:30 AM)**

10:00pm-6:30am – 1 guard with vehicle (patrol), 1 guard at Guard shack (**must be attended at all times**)

**Lunch hours will be between the hours of (1:00 AM and 2:30 AM)**

### **Scott – 289 Scott St**

- to patrol entire property at beginning of shift and perform scanned patrol tours every hour until shift ends
- use digital patrol readers/monitoring system to scan checkpoints strategically placed around entire property during patrol tours
- provide daily reports from digital patrol reader/monitoring system of each guard's hourly patrol tour including first tour at beginning of shift
- observe and report any unusual or suspicious activities
- respond to emergencies or other disturbances that occur at or on property.

### **STAFFING REQUIREMENT**

24 Hours Service, 7 Days a week, (365) Days a year

Monday-Sunday

6:00am-2:30pm – 2 with one (1) vehicle ready to patrol

**Lunch hours will be between the hours of (9:30 and 11:30 AM)**

2:00pm-10:30pm – 2 with one (1) vehicle ready to patrol

**Lunch hours will be between the hours of (1:00 AM and 2:30 AM)**

10:00pm-6:30am – 2 with one (1) vehicle ready to patrol

**Lunch hours will be between the hours of (1:00 AM and 2:30 AM)**



**If location is added: Bellevue Brush Yard - 1146 Levee Road**

### **STAFFING REQUIREMENT**

24 Hours Service, 7 Days a week, (365) Days a year

Monday-Sunday

Possibly added to Bellevue's hourly Patrol tours

The contractor will provide an on-call supervisor, available 24 hours a day to handle contracted services issues including weekends and holidays.

The positions require split shift coverage for lunch and overtime since they exceed eight hours per shift. Contractor shall provide additional personnel to cover morning and afternoon breaks, lunch breaks, vacation, sick time, and other leaves as required.

In the event a security guard is unable to perform his/her duties during a shift due to illness, injury, or other reasons, the Contractor shall provide a replacement security guard within one hour from the time the post is vacated.

Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel and other law enforcement officers).

The security guard's primary duty is to observe and report. In addition to duties outlined under project scope, the duties and responsibilities of security guards shall include, but not be limited to, the following:

1. Maintain a high level of visibility at all times as a deterrent.
2. Locations with two (2) patrolling guards should not serve/patrol together. They should always guard on opposite areas of installation to maximize security presence and impact.
3. Interact with all clients and visitors in a respectful, courteous, and dignified manner.
4. Greet the public, answer simple/basic questions, and notify management of visitors if requested.
5. Have visitors sign in and out on the daily Visitors Log, and issue visitor badges, as required.
6. Greet and question unescorted visitors who may be in unauthorized areas.
7. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift.
8. Inform relief security guards of any special situations or instructions prior to vacating post.
9. Refrain from using personal cell phones or other devices to take photos or recordings while on duty or while at or on City property. *Recordings of any kind (photo, audio, or video recordings) and/or the posting of any recorded material on social media is strictly prohibited.*
10. Limit telephone calls to business or personal emergencies.
11. Threatening situations shall be reported immediately to local authorities by calling 9-1-1, the SW Director or first available supervisor, and the Facility Manager.

12. Call for local law enforcing assistance prior to investigation of actual or indicated violations at the installation(s); assist local law enforcing agencies in apprehending and holding all. All necessary telephone numbers and calling instructions will always be current and accurate. Contractor's supervisory personnel shall validate security personnel procedures related to this duty.
13. If requested by the Solid Waste Management, Security personnel shall report and sound appropriate alarms for any fire or disorder on or adjacent to installation. Security personnel must have knowledge, training and experience with automated alarm systems and be capable of resetting/restoring system to a functional mode.
14. Security guards may be asked by City staff to deny entry onto property to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a City employee or has displayed a potential for violent or disruptive behavior).
15. Security guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or disruptive.
16. Enforce the rule forbidding visible weapons and/or contraband from being brought onto City property. Weapons and/or contraband are not allowed onsite at City facilities (with the exception of weapons worn by security guards as required under this RFP, City Police Officers, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).
17. Provide building and grounds security consisting of the following:
  - a. Assign guard to all Entrance Guardhouse(s). Guards assigned to this post will be required stop all visitors and sign-in all visitors.
  - b. Guardhouse guards alert, show a proactive, quickly engaging, ready to respond posture before vehicle/individual approaches facility; guards should engage approaching visitors immediately.
  - c. Emergency communication systems monitoring.
  - d. Regular patrolling at each facility and its perimeter utilizing guard management system with digital patrol readers at designated checkpoints must occur at the beginning of guard's shift and every hour during guard's shift.
18. Provide and maintain coordination with local fire and law enforcement officials.
19. Provide and maintain parking lot monitoring.
20. Provide and maintain monitoring to building locations.
21. Personnel employed to perform security duties must have the minimum training required by state and local laws. Proof of training and/or certification by the Tennessee Department of Commerce and Insurance, Tennessee Private Protective Services, is required.
22. All security personnel must observe all regulations in effect at the City of Memphis's facility. While on City property employees shall be subject to control by the City, but under no circumstances shall such persons be deemed to be employees of the City. Security personnel shall not represent themselves as employees of the City.
23. Security personnel shall be required to perform a variety of tasks dealing with the safety and security of the employees and patrons who use the facilities, while at the same time maintaining the security and integrity of the site with a constant focus on community/customer relations. Such tasks may include, but are not limited to building checks, locking and unlocking facilities, writing reports, controlling entry to site areas, responding to various emergencies, securing the area, and

- checking identification.
24. Perform other routine duties such as checking fluid levels in vehicles, answering phones, etc., as specified by the respective manager or administrator.
  25. At the conclusion of each tour of duty, all Security personnel shall complete and sign a guard report indicating any unusual incidents or conditions that occurred during the tour of duty and prepare any additional reports as necessary and as frequently as required by the facility.
  26. Security personnel shall cooperate with local police, state police and other personnel of the City who have proof of identification and validity of purpose.
  27. If requested by the department, Security personnel shall assist City personnel to set alarms and properly secure building(s) and premises. This shall be done at the conclusion of workday before leaving or relieved by second shift and third shift security personnel.
  28. The guard shall have knowledge of any instruction device, system locations and significance of control boards signal indicators or alarm activators and/or alarm sounding within the installation/facility. The guard shall also have knowledge of any fire alarm system locations, fire hydrants, fire extinguishers and proper use of same. All alarm systems, location/operation, will be reviewed prior to start of contract.
  29. Observe the facility to detect and discourage activities in violation of regulations including, but not limited to, vagrancy, rowdiness, violent situations, unauthorized sales or advertising, and vandalism.
  30. Be obvious and accessible to the public for purposes of providing information to the public and an obvious security presence at the facility to give the public confidence in the safety of the area.
  31. Report hazardous conditions, accidents, unusual incidents, and unlawful acts to proper authority.

Security personnel shall not have family, friends, or other visitors accompany them to, or visit them at, any work site.

#### **SOLID WASTE – SECURITY GUARD SERVICES**

1. Solid Waste's guardhouses are located at:
  - a. Farrisview – Property's main entrance
  - b. Scott – Middle of property
  - c. If additional "property entrance" guardhouses are added to any Solid Waste installations, contractor will be expected to have guard assigned to man guard station(s) in accordance to Solid Waste specifications.
2. The City reserves the right to add or delete locations to the contract at any given time. Contractor shall service the additional locations at the same cost (or less as required) as contracted for the above locations.
3. City of Memphis requires professionally trained and un security guards to also operate security guard monitoring systems, and any other security surveillance system currently installed or added to all installations. The primary functions of the security guard include the following:
  - a. Observe and report any unusual or suspicious activities and;
  - b. Respond to emergencies or other disturbances that occur at or on Solid Waste property.
4. Contractor must be able to fully staff and deploy qualified personnel to all installations in an



- organized and efficient manner on the contract start date. In order to provide the most efficient services to the City, to the greatest extent feasible, security guards shall be assigned to Solid Waste for a period of at least 30 days before rotating.
5. Contractor shall respond to emergency service requests within one hour of request and respond to non-emergency service requests (i.e. supply back-up security to a specific department during working hours) as soon as possible or no later than the following day. Contractor shall be capable of responding to all service requests within the specified timelines.
  6. In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the Solid Waste (SW) Director, Solid Waste Management (SWM), and/or first available SW Manager on-site.
  7. All security guards assigned to City facilities must pass and maintain to the satisfaction of the City of Memphis a criminal background check.
    - a. To qualify for the award of a contract, bidder shall meet strict minimum qualifications designed to establish an experience criterion in which bidder demonstrates the capability to provide security services for a facility similar to locations described herein. Bidder shall be required to furnish evidence that the bidder has experience in securing major facilities similar to the requirements specified for providing uniformed security, building security, entry control security. Bidder shall include number of years of experience, and current operations.
    - b. It is the Contractor's responsibility to conduct a thorough criminal background check on all security guards assigned to any City facility to ensure that no guard has a criminal record. UNDER NO CIRCUMSTANCES SHALL ANY PERSONNEL HAVE ANY CONVICTIONS OR PENDING HEARINGS PERTAINING TO HARM TO CHILDREN. All personnel shall have successfully passed pre-hire and pre-placement drug screenings.
    - c. A copy of the written verification that security guard has passed the Contractor's background checks must be provided to the City's Facility Manager prior to assignment at the facility.
  8. Prior to submitting replacement staff, Contractor shall provide City with a copy of the written verification that the replacement security guard has passed the Contractor's background checks.
  9. The City has the right to decline the Contractor's placement of security guards whom the City may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the City and the Contractor.

Additional guards per hour as required (these additional guards per hour will be needed on an **"AS REQUIRED AND MOMENT'S NOTICE BASIS,"** to patrol the sites during what normally would be the City's working hours).

## **SITE VISITS**

Site Visits are required prior to submission to understand each site's needs. Bidders who visited all Solid Waste installations during the RFI and signed in at each location are exempt from required site visits.

The Solid Waste Division is requesting Security Guard services at locations that include, but not limited to the following sites:

Scott  
289 Scott Street  
Memphis, TN 38112  
(including Transfer Station)

Farrisview  
3207 Farrisview Blvd  
Memphis, TN 38118  
(including Transfer Station)

Bellevue  
1514 N. Bellevue  
Memphis, TN 38107  
(including Transfer Station)

Possible service location:

Bellevue Brush Yard  
1146 Levee Road  
Memphis, TN 38107  
(Site Visit NOT required)

Schedule Site Visit:

Chynelle Coleman  
Chynelle.Coleman@memphistn.gov  
(901) 636-6880

Each installation consists of an office building, parking area, and solid waste transfer station at the address or on a contiguous property. It is advantageous for bidder to familiarize themselves fully with the exact service required. The submission of a bid will be construed as indication that the bidder is thoroughly familiar with the services to be provided at each installation.

The City reserves the right to add or delete service locations as deemed necessary.

**SPECIAL CONDITIONS**

1. Scheduled guards, supervisors, and substitute guards need to be drug tested prior to location assignment. Regular random drug testing is required throughout the life of contract. Drug test results are submitted to Solid Waste Management, Security Guards Drug Test Results, 125 N. Main St., Rm 628 Memphis, TN 38103.
2. The City reserves the right to review the file of any employee furnished under this contract.
3. The City reserves the right to have the contractor's employees removed from assignment at in time under this contract, and/ or any guard, found unacceptable for any reason which is in the City's sole judgment.
4. The City reserves the right to increase or decrease the number of guards used and/or hours of the personnel as it deems necessary.
5. The City reserves the right to deduct a per hour bid rate (prorated in fifteen (15) minute intervals when necessary) from the successful bidder's invoice when a security guard is late and/or absent. Security Guard will be marked absent if guard does not show for work. Also, contractor must deduct all late/absentee cost from billing, any time service is not performed.

6. Contractor must maintain an office and staff within Shelby County.
7. Successful bidder must provide and maintain a mode of transportation for the Guard to utilize at installations and other requested service locations. The design of the vehicle must be approved by Solid Waste Division and must be suitable for the terrain traveled during the patrol/tours. The vehicle must be professionally marked in such a manner as to be clearly identified as security and shall be equipped with a flashing yellow light.
8. Contractor must provide a minimum of one (1) supervisory inspection each shift at variable times at each of the Solid Waste installations covered by this contract. The City must be able to contact supervisor within a thirty (30) minute period whenever necessary.
9. In the event that any of the provisions of the contract are violated by the contractor, the City may serve written notice upon the contractor and his surety of its intention to terminate the contract, and unless within twenty-four (24) hours after the serving of such notice upon the contractor and his surety, such violations shall cease and satisfactory arrangements for correction to be made by contractor or his surety, the contract shall, upon the expiration of said twenty-four (24) hours, cease and terminate and the City may take over the work and prosecute the same to completion by the contract for the amount and at the expense of the contractor, and the contractor and his surety shall be liable to the City for any excess cost occasioned by the City thereby.
10. The labor rates per hour are considered “net” to Solid Waste Division and include the expenses of the bidder, including (but not limited to) wages, fringe benefits, management, material, and equipment costs. It is understood that the successful bidder shall bear the cost of all such expenses and overhead and shall provide all equipment and supplies necessary or desirable to perform all the work.
11. Touch bases with Solid Waste Management immediately to acknowledge complaint and express action plan to correct complaint.

#### **CONTRACTOR RESPONSIBILITY**

1. The Contractor shall provide security devices for the surveillance and protection against fire, theft, pilferage, injury, and destruction.
2. Personnel supplied by the Contractor shall be considered employees of the Contractor and shall not for any purpose be considered employees of the City.
3. Contractor shall be responsible for payment of salaries, including withholding taxes, unemployment insurance, workers’ compensation, Social Security, benefits, and the like as required by law.
4. The Contractor agrees, that upon request by the City, he will remove from the work crew any of his/her employees who, in the opinion of the departmental manager, are guilty of improper conduct or who are not qualified or needed to perform the work assigned to them. Examples of improper conduct are, but not limited to insobriety, sleeping on the job, insubordination, tardiness, or substandard performance.
5. The City is empowered to have the Contractor replace offending employees immediately.
6. The Contractor shall assume full responsibility for the actions of his personnel while performing services pursuant to this agreement and shall be solely responsible for their supervision and



control. If for any reason the City, through its designated employees, determines that any employees of the Contractor have failed to perform his duties in accordance with the prescribed standards, instructions, regulations, or codes specified by the City, the Contractor shall be notified immediately and shall take appropriate action as deemed necessary. Contractor shall be responsible for all employee discipline/termination and shall immediately replace any employee deemed unacceptable by the City. Failure to resolve such matters to the satisfaction of the City may result in termination of contract.

7. The City shall have the right to refuse access to its facilities at any time to any employee of the Contractor. The exercise of the City's rights shall not diminish the Contractor's obligation of performance arising under this agreement, provided the City shall allow the Contractor to have access to said facilities sufficient to fulfill this agreement. Such access shall not include the right of access to other parts of the facilities unless specifically authorized by the City.
8. The Contractor is required to maintain a current list of employees assigned to each facility. Upon award of contract, this list is to be furnished to the Solid Waste Division and updated whenever a personnel change is made. Assigned supervisors are also to be listed. During the term of this contract the City reserves the right to reject any proposed replacement security personnel not meeting requirements as stated in this bid.
9. The Contractor shall be responsible for turning in to a designated place all articles found by his employees in or near the premises. Contractor shall receive, receipt for, and store found articles during disposition. Contractor shall provide receipt book.
10. The Contractor shall provide all proper safeguards and shall assume all risks in performing the work for which it is legally responsible. The City does not guarantee police protection and will not be liable for any loss or damage sustained by the vendor.
11. Contractor shall perform all services hereunder as an independent Contractor. No portion of this agreement may be subcontracted to any other company or person.

Contractor must supply trained substitute in case of absence of regularly scheduled guard.

**EQUIPMENT PROVIDED BY THE CONTRACTOR:**

1. Contractor shall be responsible for providing all security personnel with proper and suitable uniforms. Style, type, color, and dress code standards shall have prior approval by the City. Uniform requirements for security personnel shall be of the law enforcement style. All uniforms shall be properly labeled and include name tags. Local weather conditions shall be considered in uniform selection. Contractor shall provide winter jackets and rain gear marked with company's insignia for cold and inclement weather. All uniforms shall be properly fitted and maintained for proper image, company insignias and appearance.
2. Contractor shall be responsible for providing all other equipment or accessories needed for employee performance including:
  - a. Handcuffs;
  - b. A working cell phone/radio for communications with local authorities, company headquarters, City of Memphis and Solid Waste Division representatives;
  - c. Notebooks and pens;

- d. Flashlights; and
  - e. Digital patrol reader
3. Each employee shall be supplied with an identification card, which shall contain, as a minimum, the employee's name, and the name of the Contractor's firm. The purpose of the ID cards is for comparison with the list submitted by the Contractor. Proper, visible identification shall be always affixed to guard uniforms.
  4. Failure to wear uniform or possess the required equipment will be cause for non-payment.
  5. The City of Memphis will not be responsible for equipment left on the premises, including vehicles.
  6. Vehicles supplied by the Contractor for any site MUST prominently display company signage, clearly identifying the vehicles as owned/occupied by security personnel. The signage should be a minimum of 10" x 12" and displayed on both sides of the vehicle to clearly identify the vehicles. The vehicles must be street worthy, be appropriately licensed and inspected in compliance with the laws of the State of Tennessee, and in good working order. Any vehicle found in non-compliance must be replaced within twelve (12) hours or sooner and the management/manager for the affected area notified.

### **ORGANIZATIONAL RELATIONSHIP**

The contractor shall be subject to direction, at the respective installations, by the individual whose name appears at the beginning of these specifications, or their designated representatives.

These individuals are authorized to change, alter, or revise any security procedures to be performed under the terms of this contract, if deemed to be in the best interest of the Solid Waste Division, provided that prior to any such revisions, the contractor shall be informed of the grounds for revision. No revision in procedures as aforesaid shall be directed which shall change the number of security personnel without an agreed change in the contract price, and such changes shall be based upon the hourly unit price quoted in this bid.

Each security officer assigned to duty at a Solid Waste installation will maintain a daily activity report for each duty assigned. This report must also reflect the supervisor's signature and the time the supervisor made his inspection at the installation during each shift. Copies of each activity report coupled with a copy of the after-hours visitors log for the previous day(s) shall be provided to the Solid Waste installation manager at the start of each working day.



**SOLID WASTE AERIAL SITE MAPS**

- **1514 N. BELLEVUS BLVD.**





- 3207 Farrisview Blvd.



- 289 Scott St.





- 1146 Levee Rd. A Possible ass to Bellevue Hourly Patrol Tours



### 2.3 INSURANCE REQUIREMENTS

Insurance requirements for this project are listed as Exhibit 8.

If the proposer is unable to provide the required insurance referenced above, questions concerning a change to the requirements should be addressed during the question-and-answer phase and will not be considered after the deadline in Section 4.3.

### 2.4 DURATION

The contract term covered by any contract resulting from bidding on these specifications is intended to be from January 1st, 2023 to December 31st, 2023. The City shall have the option to extend the Initial Term for 2 additional one-year periods.



of the contract.

## 2.5 INVOICING

The bidder understands that INVOICES are to be provided to the service center weekly. Only services provided will be invoiced (no prebilling). Invoices shall be dated with the date of service. In addition to invoicing, a monthly statement is to be sent to:

### **City of Memphis - Operation of City Hall**

#### **1B-03**

#### **125 North Main**

#### **Memphis, TN 38103**

No later than the fifth day of the following month. The company shall be paid for service accompanied by the actual invoice detailing the service performed. Payment shall be net 30 from actual date of the invoice. The City is not obligated to pay, and may withhold from payment, any amounts the City has in dispute with the vendor based on the services provided hereunder. Pre-invoicing is not permitted for any service regardless of special orders or services.

The Security Guard Company shall establish an account for Operation of City Hall (OCH). The invoice shall include the following information:

- a. Itemization and summary of the amount due, date, location, department name and Purchase Order number; and
- b. All unpaid invoices, payments received, and credits issued for the location.

OCH shall be responsible for paying all approved charges to its account. Contractor shall keep a daily attendance log for all armed security guards assigned to OCH along with a weekly summation of all hours worked and must be able to provide this documentation upon request from the department.

1. The Contractor will be responsible for maintaining accurate time-keeping records and will agree to adjust in the invoices in the event said security personnel is absent or tardy.
2. The Contractor shall furnish the City sign-in sheets covering all the hours worked by its employees in carrying out their duties on a daily basis. A copy should accompany the invoices submitted. Such sign-in sheets shall include the name of each employee, the position, hours worked, and location of work assignment.
3. Special activities and events shall be billed separately.
4. The rates per hour bid are considered "net" and "Conclusive" to the City. The City will not pay for any separately invoiced operating expenses, such as, but not limited to wages, payroll burden, fringe benefits, overtime, management overhead, supplies, material, training cost or equipment that is not included in the rate per hour bid.

## 2.6 CONTRACTOR SUPERVISOR/LIASON

Contractor shall designate a permanent member(s) of its management staff, at no additional cost to the City, to act as a supervisor(s) or liaison officer(s) between designated City of Memphis and agency personnel and the armed security guards.

- a. Contractor shall provide the name, telephone number, or cell phone number, facsimile number, email address and office address of the designated security supervisor(s) or liaison(s) to the City's Facility Manager for the site location.
- b. Contractor shall provide updated information to the City's Facility Manager for all replacement security supervisors and/or liaisons for the duration of the contract.
- c. The supervisor(s) or liaison officer(s) shall be available on an on-call basis via cell phone to the security guards and designated City staff. The supervisor shall be located at the 1B entrance or Lobby entrance in order to supervise and monitor the guards and to ensure satisfactory performance of armed security guards services.
- d. The supervisor(s) or liaison officer(s) is responsible for, but not limited to, the following:
  - (1) Work with designated City management personnel or building staff to ensure a high standard of courteous and professional security service which is sensitive to the needs of the City staff, clients, and visitors.
  - (2) Supervise the security guards at the posts within the facility; be available for frequent on-site supervision, at a minimum of once per week.
  - (3) Familiarize each security guard with the City internal communication system and any other City policies that affect the public. This information will be provided by the City to the Contractor.
  - (4) Develop or review written standing Post Orders with an emphasis on the needs of the General Services Department and as specified by City management staff. Written Post Orders for the City location assignment shall be completed and approved by the supervisor(s)/liaison(s) and the City within 15 business days after the contract start date.
  - (5) Review Post Orders for revisions and updates with the Facility Manager at least twice a year at agreed upon dates each year. Contractor will re-issue newly revised Post Orders within one month of completion and will review the changes with each guard (including new hires/replacement and substitute security staff during vacations, sick leave).
  - (6) Respond within two hours or less to requests from City management staff for follow-up with appropriate action and/or recommendations on any incidents or complaints involving security guards employed by the Contractor(s).

- (7) Keep City management staff apprised of security issues which affect the safety of the staff, employees, and visitors, and make appropriate recommendations for improvement.
  - (8) Promptly report any unusual events or emergencies (such as an accident, hostile client or employee, illegal weapon, bomb threat or theft) to the Officer of the Day, first available supervisor, and Facility Manager. These incidents shall be followed by a written report submitted to the Facility Manager within 24 hours of the incident or event. Bidder shall include within its proposal a sample incident report.
  - (9) Investigate all complaints received about the security guard(s), report findings, and inform City facility or management staff of remedial action(s) taken.
  - (10) Ensure that incident reports and other written documentation requested are forwarded to the appropriate City management staff member within 24 hours.
- e. The Contractor shall be required to render full and complete management services for their personnel while on duty at the facility. The facility will not be able to assist with such services as provision/storage of rain gear, issuing pay checks, or with any other management activities.
  - f. Contractor's Supervisory personnel will make random unannounced inspections of guard's performance at each location, a minimum of two (2) unannounced inspection per week. There will be a minimum of eight (8) visits per location a month, ten (10) visits per location on months with five (5) weeks. It is the successful bidder's responsibility to ensure security personnel are on time, at designated service sites. Documentation of these visits will be submitted with monthly invoices. Solid Waste must be able to contact the security contractor 24 hours a day, 365 days a year.
  - g. The successful bidder shall provide, with bid, the name, address, and telephone number of the successful bidder's manager. The successful bidder Manager shall have complete authority to act for the company during the term of the agreement. Uniformed employees performing security services under the terms of the contract shall not perform the duties of the Successful bidder's manager.
  - h. The successful bidder's manager shall provide a level of supervision that will ensure that employees:
    1. Are properly trained as set forth in this RFP and can perform all duties as required.
    2. Are always properly uniformed and present a neat appearance with the company's insignia displayed on outer garments including, but not limited to, shirt, jacket, and hat (if used).
    3. Maintain a continued state of proper training.
    4. Possess any necessary permits.
    5. Are punctual and cover their entire shift.
    6. Ensure guard is patrolling in Contractor's company identified and security identified vehicle.
  - i. The successful bidder shall assign an account supervisor to handle the Solid Waste account and be able to discuss any problems as well as questions concerning invoices.
  - j. To ensure that a high degree of security service is maintained at all locations. A close working relationship with assigned Solid Waste representatives will be necessary. Therefore, if Solid Waste feels need, the contractor or his representative shall be expected to meet a minimum of once a



month with designated Solid Waste representative to review contract and post order compliance. This meeting will be scheduled giving Contractor a five (5) days' notice.

## 2.6 CONTRACTOR'S ARMED SECURITY GUARDS AND OTHER AGENTS OR REPRESENTATIVES OF CONTRACTOR SHALL NOT:

- a. Lock or unlock public entrances outside of duty hours unless authorized by a Security Guard(s) Supervisor or a Facility Manager.
- b. Sit on desks, cabinets, tables, or rest feet on desktops or open desk drawers, etc.
- c. Possess or use illegal substances, alcohol, or marijuana on the job. Security guards under the influence of alcohol, marijuana, or illegal drugs while on duty will be promptly dismissed and guard shall not be reassigned to any other City facility.
- d. Engage in excessive fraternizing with City staff, visitors, or clients. Excessive fraternizing disrupts and distracts guards from their primary duties.
- e. Converse privately with acquaintances or personal visitors while on duty. Armed security guards shall utilize their breaks and lunch periods for such interactions.
- f. Read books, magazines, or newspapers while on duty.
- g. Accept any gifts or gratuities from City staff, clients, or visitors.
- h. Occupy their personal vehicles while on duty. Armed security guards shall be on post for the entire duration of their shift with the exception of breaks and lunch. Contractor shall provide relief staff to cover the post during lunch and breaks.
  - (1) Multiple complaints against a security guard with or without confirmation of extenuating circumstances shall be grounds for discharge. Rude or offensive behavior toward clients, visitors, or City staff will not be tolerated. Willful disregard of orders from the Security Guard Agency or City management personnel will be cause for removal from duties.
- i. Allow suspicious packages or objects to be left unattended at any time in the lobby of the building or near the post. In the event of a bomb threat, the security guard shall gather as much information as possible (such as time, names, location, statements from witnesses), and convey this information immediately to local authorities via 9-1-1, the Officer of the Day or first available supervisor, and the Facility Manager. If evacuation is ordered, the armed security guard(s) shall assist with the evacuation of all building occupants in an orderly and safe manner.
  - (1) The armed security guard shall notify authorities of anything suspicious or out of place that has been observed. If a suspicious object is located, the security guard shall take the following additional precautions:
    - (a) Do not touch, move, or disturb the object;

- (b) Do not use a pager, radio or cellular phone near the suspicious object, since these may detonate some explosive devices. Exercise caution and advise others not to use pagers, radios or cellular phones near the facility;
- (c) Get a detailed description of the object, including but not limited to the shape, size, height, width, color, and any visible markings;
- (d) Note the exact location of the object, including but not limited to floor number, room number, location within the room;
- (e) Cordon off the area and deny re-entry; and
- (f) If requested by the Facility Manager, another City manager, the 9-1-1 operator, and/or the local authorities, begin clearing all persons from the immediate vicinity in a safe and orderly manner.

## 2.7 EMPLOYEE CONDUCT

Contractor and all assigned staff members, including but not limited to guards, supervisors, liaisons, and account manager, shall be held to the highest level of professionalism throughout the life of any contract awarded as a result of this RFP.

- a. Proper conduct is expected of Contractor's personnel at all times. This includes adhering to no-smoking ordinances, the City's drug-free work place policy, not using alcoholic beverages, and courteous treatment of employees, clients, and visitors.
- b. City has the right to dismiss any Contractor's employee who does not, in the City's discretion, properly conduct himself/herself or perform quality work.
- c. Contractor and contractor's staff shall not use cameras, camera phones, computers, tablets, and/or comparable devices while on post. Recordings of any kind, including photos, audio, and/or video recordings are strictly prohibited. The City of Memphis shall not be the subject posted on any social media sites.
- d. It is the Contractor's responsibility to conduct a thorough criminal background check on all armed security guards assigned to any City facility to ensure that no guard has a criminal record. A copy of the written verification that the guard has passed the Contractor's background checks must be provided to the City Hall's Facility Manager prior to assignment at the facility.

## 2.8 TRAINING AND CERTIFICATION

- a. Security Guard companies or agencies must provide written proof, to OCH management or Facility Manager, that each security guard has successfully completed the minimum required training and appropriate certification as required by the State of Tennessee Department of Commerce and Insurance - and Shelby County.
- b. Such certification is to be carried on his or her person at all times while on duty.
- c. Each security officer must show proof of certification (State Armed Security card) when requested by any law enforcement officer, any representative of the Department of Commerce and Insurance, and/or by the City.
- d. Prior to assignment, all armed security guards will undergo training on how to operate the Smith's Detection Heimann X-Ray Weapons Screening Station provided by OCH. The initial training shall be arranged by OCH. Subsequent trainings shall be conducted by the Contractor for any security guard staff assigned to the post.
- e. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).
- f. All relief armed security guards (covering for vacations, sick leave, or other absences) shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled security guard(s).
- g. **Bidder is to supply in this RFP a written synopsis of training techniques/classes that each security guard has received i.e.**
  - Plans for de-escalation
  - Plans for crowd control
  - Plans for crisis intervention
  - Plans for personnel protection, Etc.

## 2.9 UNIFORMS AND EQUIPMENT

- a. Security guards are to be dressed in appropriate uniforms. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include dress or leather work shoes that are clean, in good repair and color coordinated with the uniform. NO tennis or athletic shoes are permitted.
- b. Guards shall be easily identifiable as non-City employees and are to wear, at all times, a company name badge or patch and a name plate securely fastened and worn in full view to be seen at a minimum view of three feet.
- c. Guards are required to carry handguns and handcuffs. Duty weapons are to be of the type and caliber approved by the State of Tennessee Department of Commerce and Insurance and the



weapon as listed on the officer's certificate of training. It is preferred that they carry secondary defensive weapons as well such as pepper spray.

- d. OCH will provide armed guard staff with two-way communication devices, such as radios, for use while on post. The devices are to be used to contact City Management.

## 2.10 AUDIT

1. The City reserves the right to audit the records of the Contractor. Contractor shall make and keep as the same accrue, full and complete records and books as account of revenue and income, costs and expenses that specifically relate to performance under this contract in a manner as to allow identification of the source of all revenues related to this contract.
2. Records and books of accounts together with all other memoranda pertaining thereto that may be kept, maintained, or possessed by the Contractor, shall be opened to examination during regular business hours by the City or its representatives for the purpose of inspecting, auditing, verifying or copying the same or making extracts there from in order to enforce the terms of this agreement or to evaluate the Contractor's performance thereof. The Contractor shall make and keep said records and books of accounts for a period of three (3) years after the completion of the contract obligations or the final payment under the contract, whichever is later.
3. The successful bidder is required to provide all equipment, supplies and materials to achieve the successful performance of the specified services.

## 2.11 DELIVERABLE / REPORTS

1. Monthly Activity Report:

Contractor shall require security guard(s) provide a summary of the daily activities to City management on a monthly basis.

2. Incident Reports:

For any incident occurring during a post assignment, armed security guard(s) shall be required to provide the Contractor's Incident Report form (pre-approved by City Hall's Facility Manager) to the Facility's management office.

Incident reports are to be completed for events including but not limited to the following:

- a. The guard witnesses a crime or other type of unusual or suspicious activity;
- b. An arrest is made;
- c. Building staff or personnel specifically requested security assistance or intervention;

- d. Any person refuses or is unwilling to comply with a reasonable request or direction given by the security guard;
- e. Any and all injuries, regardless of whether or not medical attention was required.
- f. Verbal and/or physical assaults;
- g. Seizure;
- h. Loss of consciousness; and
- i. Death.
- j. Incident reports must be in English and are to be clear, concise, and factual. Reports are to be printed or typewritten and are to include the following information:
  - Name(s) of the person(s) involved in the incident;
  - Location of the incident;
  - Exact time and date of the occurrence;
  - Description of the event(s);
  - List of any injuries incurred and by whom; and
  - Emergency services or other agencies called. These types of incidents shall include, but not be limited to the following situations:
    - Any damage occurring on or near City property;
    - Any theft or burglary, attempted or otherwise, occurring inside or outside of the City facility;
    - Police or other law enforcement activities on or near the City's property;
    - Fire Department activities on or near the City's property;
    - Any incident involving a weapon, including incidents requiring the use or display of the security guard's firearm other than normal visibly holstered status.

## 2.12 CITY HOLIDAYS

Contractor shall not be responsible for providing armed security guard services during the following City designated holidays:

1. New Year's Day
2. Martin Luther King, Jr.'s Birthday
3. President's Day
4. Martin Luther King Jr.'s Memorial Day
5. Good Friday

6. Memorial Day
7. Juneteenth
8. Independence Day
9. Labor Day
10. Veterans Day
11. Thanksgiving (Thursday and Friday)
12. Christmas Eve
13. Christmas Day





### 3. PROPOSAL RESPONSE

This Section describes the contents of Proposer’s Proposal and provides an outline of how the Proposer should organize it. Proposer’s Proposal will not be considered responsive unless it fully complies with the requirements in this Section, as well as the additional instructions provided in Section 4.6 regarding the required Proposal formats and submission process.

Specifically, Proposer’s Proposal shall include each of the sections referenced in the table below. The preferred method of submittal is in a three-ring binder with tabbed sections. The requirements for each of these Proposal sections are described in more detail in this Section.

**PROPOSER'S PROPOSAL WILL BE DISQUALIFIED FROM THIS RFP PROCESS IF THE PROPOSER FAILS TO CONFORM TO THE PROPOSAL INSTRUCTIONS IN THIS SECTION.**

Sections and Topics
Section 3.1 – Cover Letter
Section 3.2 – Non-Collusion Affidavit
Section 3.3 – Criminal and Civil Proceedings Disclosure
Section 3.4 – Completeness of Response
Section 3.5 – Pricing
Section 3.6 – Relevant Experience
Section 3.7 – References
Section 3.8 – Equal Business Opportunity (EBO) Program

#### 3.1 COVER LETTER

Proposer’s Proposal shall contain a cover letter acknowledging Proposer's understanding of the RFP process and requirements set forth in this RFP, including its commitment to its Proposal. The cover letter shall be signed by an authorized representative of Proposer's company.

Provide agency’s name, address, web address, telephone and fax numbers. Please include name, title and e-mail address of the individual who will serve as agency’s primary contact. Describe your agency’s ownership.

#### 3.2 NON-COLLUSION AFFIDAVIT

Please use the form provided in Exhibit 1.

### 3.3 CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE

Please use the form provided in Exhibit 2.

### 3.4 COMPLETENESS OF RESPONSE

Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration.

### 3.5 PRICING

Please use the form provided in Exhibit 3.

### 3.6 RELEVANT EXPERIENCE

Briefly describe agency's relevant experience as it relates to this project and provide any company literature, brochures, handouts, etc.

### 3.7 REFERENCES

Please use the form provided in Exhibit 7.

### 3.8 SMALL BUSINESS ENTERPRISE (SBE) PROGRAM

Proposer shall provide a complete participation plan or well documented good faith efforts. See the following pages for descriptions and forms.

**Small Business Enterprise Program (the below language will be changed based on how this will be goaled).**

This contract will be subject to the requirements of the City of Memphis Ordinance #5366 which establishes the Small Business Enterprise ("SBE") Program. It is up to the Respondent to ensure that all requirements of this ordinance are met. The Ordinance may be accessed on the City's website at [www.memphistn.gov](http://www.memphistn.gov) under "Doing Business". The intent of the SBE Program is to increase the participation of small business enterprises (SBE's) in the City's purchasing activities. Toward achieving this objective, the SBE participation goal for this solicitation is 100%. The percentage of SBE participation is defined as the dollar value of subcontracts awarded to certified small business enterprises divided by the total proposed base bid amount.

#### **Participation Plan**

The Participation Plan must include: (1) level and dollar amount of participation your firm anticipates to achieve in the performance of contract resulting from this RFP; (2) the type of work to be performed by

the SBE participation; and (3) the names of the SBE's the Respondent plans to utilize in the performance of the contract resulting from this RFP.

### **Good Faith Efforts Documentation**

If a Respondent proposes an SBE percentage less than the established goal, the Respondent must, at the time of the response, submit a Good Faith Efforts statement accompanied by the appropriate documentation justifying its submitted SBE percentage. The ability of the Respondent to perform the work with its own work force will not in itself excuse the Respondent from making good faith efforts to meet participation goals. The determination of whether a Respondent has made a good faith effort will be made by the City's Contract Compliance Officer, Director of Finance and the Purchasing Agent, prior to the award of the project.

### **Eligible SBE Firms**

To qualify as an SBE firm, per the requirements of City of Memphis Ordinance #5366, a firm must be included on the City's list of certified SBE firms. One or a combination of several SBE's may be utilized to meet the established goal.

Requests for verification must be submitted to the City's Contract Compliance Office listed below:

Office of Business Diversity & Compliance  
Phone 901-636-6210; Fax 901-636-6560  
125 North Main Street, Suite 546  
Memphis, TN 38103



**CITY OF MEMPHIS**

**EQUAL BUSINESS OPPORTUNITY PROGRAM COMPLIANCE FORM**

**PROJECT TITLE:** Armed and Unarmed Security for Various City of Memphis Facilities

**Project SBE GOAL:** 100 %

The following sections must be completed by bidder. A certified subcontractor or supplier is defined as a firm from the list of certified firms provided with this specification.

\_\_\_\_\_  
Bidder's Name

Section A - If the bidder is a certified firm, so indicate here with a check mark.

\_\_\_\_\_ SBE

Section B - Identify below those certified firms that will be employed as subcontractors or suppliers on this project. By submitting this bid, the bidder commits to the use of the firms listed below.

\$ = Show the dollar value of the subcontract to be awarded to this firm

% = Show the percentage this subcontract is of your base bid

SBE = Show by inserting SBE whether the subcontractor is an SBE

\$ / %	SBE	SERVICE	CERTIFIED SUBCONTR. NAME, ADDRESS, TEL. #

Total	\$	%
SBE		

**THIS FORM and SUPPORTING DOCUMENTATION MUST BE SUBMITTED WITH THE BID OR THE BID WILL BE CONSIDERED NON-CONFORMING.**

**CITY OF MEMPHIS  
GOOD FAITH EFFORT DOCUMENTATION FORM**

To The Honorable Mayor City of Memphis, Tennessee  
From:

PROPOSER NAME \_\_\_\_\_

PROJECT TITLE: Armed and Unarmed Security Services for Various City of Memphis Facilities

Enclosed please find the required documents:

Said Bidder \_\_\_\_ did / or \_\_\_\_ did not attend the project pre-bid meeting.

**\*Copies of all written notification to City of Memphis SBE listed firms. (Please attach list of all firms notified, detail how they were notified and when).**

Said Bidder \_\_\_\_\_ did / or \_\_\_\_ did not select economically feasible portions of the work to be performed by SBE firms.

**\*List all SBE firms with which negotiations took place. (Attach list. If no negotiations were held, please state so.) Provide names, addresses, and dates of negotiations.**

**\*Statement of efforts to assist SBE firms, with bonding, insurance, financing, or with document review. (Attach list. If no assistance was provided, please state so.)**

The Bidder \_\_\_\_ did / or \_\_\_\_ did not use all SBE quotations received. If the Bidder did not use all SBE quotations received, list on attached sheets, as required as to the reasons those quotes were not used.

**\*List (on attached sheets as required) all SBE firms contacted that the bidder considered not to be qualified, and a statement of the reasons for the bidder's conclusions. If no firms were found to be non-qualified, please state so.**

THIS SIGNED FORM AND REQUESTED DOCUMENTATION (noted by an asterisk '\*\*') MUST BE SUBMITTED WITH THE BID IF THE BIDDER DOES NOT MEET THE REQUIRED SBE PROJECT GOAL. IF REQUESTED DOCUMENTATION IS NOT SUBMITTED THE BID WILL BE CONSIDERED NON-CONFORMING.

\_\_\_\_\_  
Contractor's Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed or Typed Name and Title

## 4. INSTRUCTIONS ON RFP PROCESS

### 4.1 USE OF INFORMATION

**All correspondence about this RFP and the Initiative should be limited to the Principal Contact listed in Section 4.2 or other designated City personnel or agents.**

### 4.2 PRINCIPAL CONTACT AND INFORMATION REQUESTS

**Kristie Hardy** is the single point of contact (the “Principal Contact”) for all matters relating to this RFP. Proposer should direct all inquiries to the Principal Contact at:

[kristie.hardy@memphistn.gov](mailto:kristie.hardy@memphistn.gov)

Proposer should not, under any circumstances, contact any City personnel (including senior City management or City employees with whom Proposer has an existing business or personal relationship) to discuss this RFP without the Principal Contact’s prior written consent. Utmost discretion is expected of Proposer and all other RFP recipients. Any recipient attempting to circumvent this process will risk elimination from further participation in the bidding process.

### 4.3 SCHEDULE OF ACTIVITIES

- In order to accelerate the business transformation, service improvements and cost savings the City anticipates, the City has developed an estimated timeline for this Initiative. The City will move as quickly and efficiently as possible to determine the feasibility of each Proposer’s Proposal and to move forward with term sheet discussions and ultimately conclude an agreement accordingly.
- As a result, the City requests that Proposer make a dedicated team available to participate in the proposal development and evaluation processes as necessary to participate in the activities and meet the deadlines provided in the table below.
- It is the City’s option to conduct interviews with finalists. However, in no way is the City obligated to interview finalists.
- The City reserves the right to modify or update this schedule at any point in time.



**In no event shall the deadline for submission of the proposal be changed except by written modification by the City of Memphis Purchasing Department.**

<b>Activity</b>	<b>Date</b>
Publish RFP	JULY 5 <sup>th</sup> & 6 <sup>th</sup> 2023
Proposer Questions Deadline	JULY 14, 2023
City Response to Questions	JULY 21, 2023
Proposal Submission Deadline	AUGUST 2, 2023
Finalist Selections – Optional	
Finalist Presentations – Optional (City’s Discretion)	
Negotiations	
Agreement Finalization	

Several of the activities identified in the above table are described in more detail in the remainder of this Section 4.

#### 4.4 PRE-SUBMITTAL CONFERENCE

No Pre-Submittal Conference is scheduled for this RFP.

#### 4.5 INITIAL QUESTIONS SUBMISSION, FINAL QUESTIONS SUBMISSION

Proposer may submit an initial set of questions based on its review of this RFP, by adhering to the format template provided in Exhibit 4 and submitted as an attached WORD document or as part of the body of the email (no pdf documents), and sending it via email by 5:00 pm on the date listed in Section 4.3 Schedule of Activities. Questions received after this time and date will not be answered. This email should be sent to the individual(s) listed in Section 4.2 Principal Contacts and Information Requests, with the subject heading: “Your company’s name – RFP #XXXXX - RFP Name – Questions”. The City will post the responses to the questions on the City’s web site on or before the date listed in Section 4.3 Schedule of Activities. To ensure the fair and consistent distribution of information, no individual answers will be given. The only official answer or position of the City will be the one posted via the City’s website. Any questions or concerns not submitted by the stated time and date will be deemed waived.

## 4.6 PROPOSAL SUBMISSIONS

### PROPOSAL SUBMISSION AND DUE DATE

Proposer shall submit, in a sealed packet, one (1) original (clearly marked on the outside of the binder as “ORIGINAL”), five (5) complete printed copies, and three (2) thumb drives containing softcopies of its entire Proposal (including the signed Cover Letters) on or before the date specified in Section 4.3 Schedule of Activities **at 12:00 noon CT**, to the addressee provided below:

**USPS (or other common carrier)**

**City of Memphis  
Purchasing Department, Room 348  
125 N. Main Street  
Memphis, TN 38103**

**Hand Delivery**

**City of Memphis  
Main Lobby – Bid Drop Box  
125 N. Main Street  
Memphis, TN 38103**

The label should identify the contents as:

**Your company name & address.  
RFP Title, RFP #XXXXX.**

**PROPOSALS SUBMITTED AFTER THE DEADLINE OR WHICH STATE THAT INFORMATION WILL BE PROVIDED ‘AT A LATER DATE’, OR WHICH ARE OTHERWISE INCOMPLETE OR FAIL TO COMPLY WITH THE REQUIREMENTS SET FORTH IN THIS RFP WILL BE DISQUALIFIED FROM PARTICIPATION IN THIS RFP PROCESS.**

Proposals may not be amended after the submission deadline.

Notwithstanding any legends on the proposal or any other statements to the contrary, all materials submitted in connection with proposer’s response to this RFP will become the property of the City and may be returned only at the City’s option.

### PROPOSAL FORMAT

The City expects the Proposal to be a compilation of various documents, in particular because Proposer’s Proposal must utilize the RFP response templates, if provided, set forth in the Exhibits in this RFP.

Proposer shall use Microsoft Office file formats in preparing its Proposal to the maximum extent possible. All pages should be formatted to print on 8 ½” x 11” paper, unless another format is provided by the response template. Proposer responses should be specific, factual, brief and to the point.

### PROPOSAL EXPIRATION DATE

Proposals in response to this RFP shall remain valid for six (6) months from the Proposal due date. The City may request an extension of time if needed.

## **PROPOSER DATA**

The confidentiality of information and data contained in the firm of contractor's Proposal shall be subject to and governed by the Open Records Act and any other Public Records laws with which the City is legally obligated to comply (including a Freedom of Information Act Request under "FOIA").

### **Deadline Extension**

The City reserves the right to extend the submission deadline, if such action is considered necessary by the City.

### **Ambiguity, Conflict, or other Errors in the RFP**

If a Proposer discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify, in writing e-mail, the City of such error and request modification or clarification of the document. The Proposer shall include the RFP number, page number and the applicable paragraph title. The City will issue/post any revisions to the RFP on the City's website ([www.memphistn.gov](http://www.memphistn.gov)). The Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or any ambiguity, conflict, discrepancy, etc. shall be waived.

### **Withdrawing or Amending a Proposal**

At any time prior to the scheduled deadline for receipt of proposals, the Proposer may withdraw or amend its proposal by submitting a written request from the authorized representative whose name and signature appears on the proposal. A written request to withdraw or amend the proposal must be submitted to the individual and address to whom/which the proposal was submitted in accordance with the section above titled "PROPOSAL SUBMISSION AND DUE DATE."

### **Acceptance/Rejection of Proposals**

The City reserves the right to accept or reject, in whole or in part, any or all proposals submitted. The City shall reject the proposal of any Proposer that is determined to be non-responsive.

### **Informalities/Minor Irregularities**

The City reserves the right to waive minor irregularities or informalities in a Proposer's proposal when the City determines that it will be in City's best interest to do so. Any such waiver shall not modify any remaining RFP specifications or excuse the Proposer from full compliance with the RFP specifications and other contract requirements if the Proposer is awarded the contract.

### **Proposer indebted to the City**

No contract will be knowingly awarded to any organization which, in the City's sole discretion, is in arrears to the City of Memphis upon any debt or contract, or which is a defaulter as surety or otherwise under any obligations to the City of Memphis, or which has failed to perform faithfully on any previous contract with the City of Memphis.



## Tax Payments

The City of Memphis is exempt from federal excise, state and local taxes on all purchases and will issue tax exemption certificates, upon request.

### 4.7 FINALIST SELECTIONS (OPTIONAL)

The City may select a number of the RFP respondents who will be asked to give an oral presentation of its proposal to the City. However, the City is not obligated to interview any finalist. If interviews are conducted, these providers will be selected based on an evaluation of their Proposals against the criteria described in Section 5 of this RFP. RFP recipients that are not selected to progress to the oral presentations likely will be excluded from further consideration.

For this reason, Proposer is strongly encouraged to make as complete and compelling a Proposal as possible. The RFP recipient who fails to comply risks being dropped from further consideration without having an opportunity to improve its offer.

### 4.8 RECIPIENT PRESENTATIONS (OPTIONAL)

Details pertaining to the oral presentation phase of the RFP process will be confirmed after Proposal submission, however the presentations are tentatively scheduled to begin on the date listed in Section 4.3 Schedule of Activities.

If Proposer is one of the RFP recipients asked to give an oral presentation, Proposer should prepare a comprehensive presentation that concentrates on the business and technical aspects of the Proposal, and should not be marketing discussions. **PROPOSER'S PROPOSAL WILL NOT BE ALTERED OR ENHANCED DURING THE ORAL PRESENTATION.**

Appropriate visual and written materials are expected, but the format will be left to the discretion of the Proposer. A soft copy of all presentation materials must be delivered to the Principal Contact at least one business day before the beginning of the presentation. Proposer should also bring a sufficient number of printed copies of the materials for the City attendees at the presentation.

The City may provide a last-minute agenda or other direction for the Proposer's presentation based on the City's initial review of the Proposals.

### 4.9 CONTRACT AWARD

The award of contract will be made on the basis of the best proposal, as solely determined by the City, which meets the requirements and criteria set forth in the solicitation. The City will only accept proposals for the services requested. The proposal submitted in response to this solicitation is not a legally binding document; however, the contract, which will be based on information provided in the proposal, becomes legally binding once all parties have signed it. Any contract resulting from this RFP shall be subject to the City of Memphis General Terms and Conditions set forth in this solicitation and any additional terms imposed by City. The successful Contractor shall be required to execute the

contract originated by the City of Memphis and satisfy all contract requirements as specified by the City. One or more contracts may be awarded under this RFP, and any contract awards and amounts are subject to the availability and appropriation of funds.

#### 4.10 PROTESTS

Any protest of award must be filed in writing with the Purchasing Agent within five (5) calendar days of the award announcement at the following address, or via email (Kristie Hardy – Kristie.Hardy@memphistn.gov):

City of Memphis Purchasing Agent:  
125 North Main, Room 368, Memphis, Tennessee 38103.

#### 4.11 MODIFICATION OR TERMINATION OF RFP PROCESS

Subject to the rules and regulations of the City's Procurement Office, including with respect to providing notification and, where applicable, providing the opportunity to revise proposals, the City reserves the right to, in its sole discretion, discontinue, amend, supplement, or otherwise change this RFP, the initiative, the process used for evaluation, and the expected timeline at any time and for any reason, and makes no commitments, implied or otherwise, that this process will result in a business transaction with any provider.

#### 4.12 SUPPLEMENTAL INFORMATION

If, after issuance of this RFP, additional relevant material is produced by or becomes available to the City, such material will (where appropriate) be transmitted to all RFP participants for their consideration. The City will make modifications by issuing a written addendum, which will be posted on the City's website. Any revisions to the solicitation will be made only by an addendum issued by the City. It is the responsibility of the Proposer to check the website for possible addenda and should consider such information in its Proposal. The City will assume that all changes or additional requirements transmitted have been considered in the Proposer's Proposal (including with respect to pricing), unless otherwise specified.

#### 4.13 NO REPRESENTATIONS OR WARRANTIES

The City makes no representations or warranties regarding the accuracy or completeness of the information contained in this RFP or otherwise provided by the City through the RFP process. Proposer is responsible for making its own evaluation of information and data contained in this RFP or otherwise provided by the City, and for preparing and submitting responses to the RFP. The City has attempted to validate the information provided in this RFP, but it is possible that Proposer may detect inconsistencies or potential errors. While Proposer should identify these potential issues in its questions or in an appendix to its Proposal, Proposer should use the information provided on an "as-is" basis for its initial

Proposal. Information regarding the City and the Initiative may be revised or updated, and republished for inclusion in a final response.

#### 4.14 PROPOSAL PREPARATION COSTS

Proposer will be responsible for all costs it incurs relating to this RFP process (including but not limited to Proposal preparation, personnel time, travel-related costs, and other expenses) and any subsequent agreement negotiations.





## 5. EVALUATION MODEL

### 5.1 QUALIFYING PROPOSALS

City will review each submitted Proposal to determine whether it is a Qualifying Proposal. A Qualifying Proposal is one that meets all the criteria set forth below. All Proposals that ARE NOT a Qualifying Proposal will be disqualified from this RFP process. A Qualifying Proposal is a Proposal that:

- Was submitted (in the form and format required) by the due date as specified in Section 4.6.
- Conforms to the requirements of the RFP (as outlined in Section 3).

### 5.2 EVALUATION OF QUALIFYING PROPOSALS

An evaluation team composed of representatives of the City will evaluate proposals on a variety of quantitative and qualitative criteria **including an oral interview**. The criteria, and their associated weights, upon which the evaluation of the proposals will be based, are as follows:

**REFER TO EXHIBIT 6**

## 6. RFP TERMS AND CONDITIONS

The City of Memphis seeks proposals from firms who have the expertise to provide to provide the products and/or services as is in accordance with this RFP document. This is a Request for Proposal that may be modified by the City in the selection process.

THE CITY OF MEMPHIS ENCOURAGES THE PARTICIPATION OF SMALL, MINORITY AND WOMEN-OWNED BUSINESSES IN THE PURCHASING PROCESS.

The City of Memphis is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, or handicap status in employment or in the provision of services.

This procurement may be subject to the requirements of Ordinance No. 5366 which establishes a small business preference for small businesses located within the City of Memphis. A copy of your current Memphis and Shelby County Tennessee Business Tax Receipt must accompany the proposal for consideration of this ordinance.

Any protest of award must be filed in with the Purchasing Agent pursuant to Section 4.10 Protests. Notice of Intent to Award will be emailed to all vendors that submit a valid proposal. The intent to award notification shall be deemed publicly announced on the date specified on the notice.

Only proposals submitted on the provided form(s) with no changes, additions or deletions to the terms and conditions will be considered. Proposals containing terms and conditions other than those contained herein may be considered nonconforming.

No objections regarding the application, meaning, or interpretation of the specifications will be considered after the opening of the subject proposals. If there are questions or concerns regarding any part of plans, terms, specifications or other proposed documents, a written request for interpretation thereof may be submitted to the City Purchasing Agent prior to the deadline date, pursuant to Section 4.5 Initial Questions Submission, Final Questions Submission. The organization submitting the request shall be responsible for the prompt delivery of the request. Any interpretation in response to the written request will be made only by addendum duly issued, and a copy of such addendum will be mailed or delivered to each organization receiving a set of such documents and/or posted on the City's website. The City of Memphis will not be responsible for any other explanation or interpretation of the proposed documents. By submission of its proposal, a proposer shall be deemed to have understood fully the contents and meaning of the RFP.

All proposals must be signed by an authorized representative of your organization. Unsigned proposals will be considered nonconforming.

Any contract resulting from the proposals received in response to this solicitation shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee without regard to conflicts of laws principles.

By order of the Mayor of the City of Memphis, Tennessee.

**JIM STRICKLAND, MAYOR**

Kristie Hardy, City Purchasing Agent

Published in The Daily News on July 5<sup>th</sup> & 6<sup>th</sup>





## **INSTRUCTIONS TO PROPOSERS**

Proposers shall submit their signed proposal in a sealed envelope INDICATING ON THE OUTSIDE: THE COMPANY NAME and THE REQUEST FOR PROPOSAL NUMBER.

Proposers must comply with all applicable licensing requirements. Pursuant to the City of Memphis Charter, Article 71, Section 777 et seq., it is unlawful to operate a business within the limits of the city of Memphis without possessing a Memphis and Shelby County business license, excepting non-profit organizations that qualify as tax exempt under Sec. 501(c)(3) of the Internal Revenue Code. Upon award notification and prior to the City issuing a properly executed purchase order or entering into a contract with the proposer, the successful proposer, whose principal business address is located within the limits of the city of Memphis, will be required to submit, along with the required insurance and other required documentation, a copy of (1) the tax-exempt ruling or determination letter from the Internal Revenue Services; or (2) its current Memphis and Shelby County Business Tax Receipt/License.

Issuance of this RFP does not obligate the City to contract, in whole or in part, for services specified herein. The City of Memphis reserves the right to cancel this solicitation, in whole or in part, or to reject, in whole or in part, all proposals. Bidders will be notified of any cancellation, and cancellation of this RFP or any subsequent award will be posted on the City's website.

To request additional information concerning this solicitation, please see Section 4.5 Initial Questions Submission, Final Questions Submission.

This solicitation shall be in accordance with the City of Memphis Ordinances and Purchasing Policies and Procedures, which may be amended from time to time.

All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

To the extent permitted by law, all proposals submitted in response to this RFP shall be kept confidential until the proposals have been evaluated and the intent to award is announced. Until the intent to award is announced, no information regarding any proposal will be released to anyone, except members of the Evaluation Committee who are responsible for evaluating the proposals and other appropriate City staff. All information provided by the Proposer in response to this RFP will be considered by the Evaluation Committee in evaluating the proposal and making an award recommendation to the City.

The Mayor of the City of Memphis is the only individual who can legally sign contracts on behalf of the City. Costs chargeable to the proposed contract shall not be incurred before receipt of a fully executed contract.

**EXHIBITS**

**EXHIBIT 1 – NON-COLLUSION AFFIDAVIT**

The Proposer, by its officers and its agents or representatives present at the time of filing this Proposal, being duly sworn on their oaths say, that neither they nor any of them have in any way, directly or indirectly, entered into any arrangement or agreement with any other Proposer, or with any officer of the Owner or Owner’s representative whereby such affiant or affiants or either of them has paid or is to pay such other Proposer or officer any sum of money, or has given or is to give to such other Proposer or officer anything of value whatever, or such affiant or affiants or either of them has not directly or indirectly, entered into any arrangement or agreement with any other free competition into the letting of the contract sought for by the attached prices that no inducement of any form or character other than that which appears on the face of the Proposal will be suggested, offered, paid or delivered to any person whomsoever to influence the acceptance of the Proposal or awarding of the Contract, nor has this Proposer any agreement or understanding of any kind whatsoever, with any person whomsoever to pay, deliver to, or share with any other person in any way or manner, any of the proceeds of the Contractor sought by this Proposal.

Submitted By:

Firm Name \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Date \_\_\_\_\_

**SIGNATURES**

If PROPOSER is:

A. An Individual

By \_\_\_\_\_

(SEAL)

(Individual's Name)

Doing business as

\_\_\_\_\_

Business Address:

\_\_\_\_\_

---

---

Phone Number: \_\_\_\_\_

**B. A Partnership**

By \_\_\_\_\_

(SEAL)

(Firm Name)

---

---

(General Partner)

Business Address:

---

---

---

Phone Number: \_\_\_\_\_

**C. A Corporation**

By \_\_\_\_\_

(SEAL)

(Corporation Name)

---

(State of Incorporation)

By \_\_\_\_\_

(Name of Person Authorized to Sign)

Title \_\_\_\_\_

Attest \_\_\_\_\_

(Secretary)



**Business Address:**

---

---

---

**Phone Number:**

---

**D. A Joint Venture**

**By** \_\_\_\_\_  
(Name)

**Business Address:**

---

---

---

**By** \_\_\_\_\_  
(Name)

**Business Address:**

---

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**Each joint venture member must sign. The manner of signing for each individual partnership and corporation that is party to joint venture should be in manner indicated above.**

## EXHIBIT 2 – CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE

### PROPOSING FIRM'S DISCLOSURE OF CRIMINAL AND CIVIL PROCEEDINGS

Describe all ongoing and past civil and criminal proceedings within the last 10 years. Indicate the status of current proceeding and the outcome of closed or completed actions. Also, describe, if any, how the outcome of actions impacted company business operations. Attach additional pages if necessary.

Note: If no civil and criminal proceedings within the last 10 years, indicate here and return this attachment with your proposal.



EXHIBIT 3 – PRICE FORM

Price Form A. Year 1 (January 1, 2023 - December 31, 2023)					
Division	Building Name	Address	Cost/Manhour	Hours	Total
General Services	Memphis City Hall	125 North Main Street, Memphis, TN 38103	\$		\$
General Services	COM Municipal Complex II	499 South Hollywood	\$		\$
Public Works		3448 West Range Hills Drive	\$		\$
Public Works		2685 Frayser Boulevard	\$		\$
Public Works		2819 Frayser Boulevard	\$		\$
Public Works	MC Stiles WWTF	373 Stiles Drive	\$		\$
Public Works	TE Maxson WWTF	2685 Steam Plant Rd.	\$		\$
Library	Central Library	3030 Poplar Ave., Memphis, TN 38111	\$		\$
Library	Cordova	8457 Trinity Rd, Cordova, TN 38018	\$		\$
Library	Hollywood	1530 N. Hollywood, Memphis, TN 38108	\$		\$
Library	Randolph	3752 Given, Memphis, TN 38122	\$		\$
Library	Poplar-White Station	5094 Poplar, Memphis, TN 38117	\$		\$
Library	Raleigh	3452 Austin Peay, Memphis, TN 38128	\$		\$
Library	North	1192 Vollintine, Memphis, TN 38107	\$		\$
Library	Frayser	3712 Argonne, Memphis, TN 38127	\$		\$
Library	East Shelby	7200 E Shelby Dr., Memphis, TN 38125	\$		\$
Library	Whitehaven	4120 Mill Branch Rd., Memphis, TN 38116	\$		\$
Library	South	1929 S. Third, Memphis, TN 38109	\$		\$
Library	Cherokee	3300 Sharpe, Memphis, TN 38111	\$		\$
Library	Parkway Village	4655 Knight Arnold, Memphis, TN 38118	\$		\$
Library	Cornelia Crenshaw	531 Vance Ave., Memphis, TN 38126	\$		\$
Library	Cossitt	33 S. Front, Memphis, TN 38103	\$		\$
Library	Gaston Park	1040 S. Third, Memphis, TN 38106	\$		\$
Library	Levi	3676 Hwy 61 S., Memphis, TN 38109	\$		\$
Library	Melrose <b>(OPENING DECEMBER 2023)</b>	843 Dallas St., Memphis, TN 38114	\$		\$
Parks	Bert Ferguson Community Center	8550 Trinity Road Cordova Tn 38016	\$		\$



Parks	Bethel Labelle Community Center	2698 Larose Ave Memphis TN 38114	\$		\$
Parks	Charles Powell Community Center	810 Western Park Memphis TN 38109	\$		\$
Parks	Cunningham Community Center	3773 Old Allen Rd. Memphis TN 38128	\$		\$
Parks	Dave Wells Community Center	915 Chelsea Avenue Memphis TN 38107	\$		\$
Parks	Douglass Community Center	1616 Ash St. Memphis TN 38108	\$		\$
Parks	Ed Rice Community Center	2935 N. Watkins Memphis TN 38107	\$		\$
Parks	Frayser- Raleigh Senior Center	3985 Egypt Central Memphis TN 38128	\$		\$
Parks	Gaisman Community Center	4221 Macon Road Memphis TN 38122	\$		\$
Parks	Glenview Community Center	1141 Barksdale Memphis TN 38106	\$		\$
Parks	Gaston Community Center	1048 South Third St. Memphis TN 38106	\$		\$
Parks	Greenlaw Community Center	190 Mill Avenue Memphis TN 38105	\$		\$
Parks	Hickory Hill Community Center	3910 Ridgeway Rd Memphis TN 38115	\$		\$
Parks	Hollywood Community Center	1560 N. Hollywood Memphis TN 38127	\$		\$
Parks	Lester Community Center	317 Tillman Street Memphis TN 38112	\$		\$
Parks	J.K. Lewis Senior Center	1188 N. Parkway Memphis TN 38105	\$		\$
Parks	Marion Hale Community Center	4791 Willow Road Memphis TN 38111	\$		\$
Parks	McWherter Senior Center	1355 Estate Drive Memphis TN 38120	\$		\$
Parks	McFarland Community Center	4955 Cottonwood Rd Memphis TN 38118	\$		\$
Parks	Mitchell Community Center	602 W. Mitchell Rd Memphis TN 38109	\$		\$
Parks	North Frayser Community Center	2555 St. Elmo Memphis TN 38127	\$		\$
Parks	Orange Mound Service Center	2590 Park Avenue Memphis TN 38114	\$		\$
Parks	Orange Mound Community	Center 2572 Park Avenue Memphis TN 38114	\$		\$
Parks	Pine Hill Community Center	973 Alice Memphis TN 38106	\$		\$
Parks	Pine Hill Golf Clubhouse	1005 Alice Ave. Memphis TN 38106	\$		\$
Parks	Raleigh Community Center	3678 Powers Memphis TN 38128	\$		\$
Parks	South Memphis Senior Center (Ruth Tate Senior Center)	1620 Marjorie Street Memphis TN	\$		\$
Parks	Katie Sexton Community Center	1253 Brown Avenue Memphis TN 38107	\$		\$

Parks	Riverview Community Center	1891 Kansas Street Memphis TN 38109	\$		\$
Parks	Skinner Special Needs Center	712 Tanglewood Memphis TN 38104	\$		\$
Soild Waste		1514 M. Bellevue Blvd. Memphis, TN 38108	\$		\$
Soild Waste		3207 Farrisview Blvd., Memphis, TN 38118	\$		\$
Soild Waste		289 Scott Street, Memphis, TN 38112	\$		\$
			Yearly Grand Total	0.00	\$







**CITY OF MEMPHIS STANDARD CONTRACT FOR GOODS AND / OR SERVICES**

**PARTIES TO THE AGREEMENT.** This Agreement is made and entered as of the date of execution by and between [ @CONTRACTOR NAME@ ] ("Contractor") and the City of Memphis, a municipal corporation of the State of Tennessee ("City").

**WITNESSETH**

**WHEREAS,** the City, by and through its Division of [ @DIVISION NAME@ ] has the need for [ @SERVICES / GOODS TO BE PROVIDED@ ]; and

**WHEREAS,** Contractor has the knowledge and expertise to provide such goods/services; and

**WHEREAS,** the parties desire to enter into an agreement setting forth the terms and conditions under which Contractor shall provide said goods/services;

**NOW THEREFORE,** for and in consideration of the mutual promises and covenants contained herein and for other good and valuable consideration, the parties hereby agree as follows:

**PAYMENT TERMS AND CONDITIONS**

**DESCRIPTION OF GOODS / SCOPE OF SERVICES.** The goods / services to be provided in connection with this Agreement will include, but not be limited to, those items listed, if applicable, in the Request for Quote (RFQ)/Request for Proposal (RFP) and Contractor's response thereto, which are incorporated herein by reference and, if applicable, Exhibit [ @EXHIBIT IDENTIFICATION@ ], attached hereto and incorporated herein as if stated verbatim. Said goods / services shall be provided in accordance with the applicable terms and conditions set forth, if applicable, in the City solicitation, and it is understood and agreed among the parties that in the event of a variance between the terms and conditions of this Agreement and any amendment hereto and the terms and conditions contained, if applicable either in the solicitation document or the response thereto, the order of precedence shall be as follows: (1) This Agreement; (2) Contractor's response, if applicable; (3) City's solicitation, if applicable.

**TERM.** This Agreement shall not be binding upon the parties until it has been signed first by Contractor and then by the authorized representatives of the City in accordance with applicable ordinances, laws and regulations.

The Initial Term of this Agreement shall commence beginning [ @CONTRACT BEGIN DATE@ ] and shall end on the earlier of [ @CONTRACT END DATE@ ] or until all goods/services herein have been provided to the City ("Initial Term"), subject to the availability and appropriation of funds to finance the same and the successful operation of the program.

The City shall have the option to extend the Initial Term for [ @NO. OF OPTION PERIODS@ ] additional [ @LENGTH OF OPTION PERIOD@ ] period(s) (the "Option Periods"), subject to the appropriation of funds by the Memphis City Council and mutual agreement of the parties, evidenced in writing. The Initial Term and the exercised Option Periods are collectively referred to hereinafter as the "Term."

Eligible costs authorized by the City and incurred after the Initial Term begins, but prior to the execution of this Agreement, shall be paid under this Agreement.

**INVOICES.** Contractor shall submit original invoices, or copies of original invoices certified as such by Contractor, on Contractor's letterhead and in form and substance acceptable by the City and with all necessary supporting documentation, to the City. Contractor shall invoice in duplicate, if requested. The invoice shall describe the goods (the items sold) or services provided, list the price per unit, reflect any applicable terms of payment, and show the contract number to which it relates. Unless the contract number is shown on the invoice, it may be returned to Contractor. Invoices shall be submitted to: [ @DIVISION NAME@ ], [ @INVOICE ADDRESS@ ]; Memphis, Tennessee [ @ZIP CODE - INVOICE@ ]; Attn: [ @CITY CONTACT/REPRESENTATIVE@ ].

**COMPENSATION.** Unless City has good faith and reasonable objections to Contractor's invoice(s), the City shall compensate Contractor, based on invoices submitted by Contractor in accordance with the terms of this Agreement, the sum total [ @CHOOSE NOT TO EXCEED OR ESTIMATED TO BE@ ] \$[ @CONTRACT AMOUNT@ ] (the "Fee") during the Initial Term of the Agreement, which shall include all reimbursable expenses/cost. The City shall use its best efforts to remit payment based on Contractor's invoice within thirty (30) days after receipt of accurate invoice and approval by the City. The City is not obligated to pay, and may withhold from payment, any amounts the City has in dispute with Contractor based on Contractor's non-performance/delivery, unsatisfactory performance/delivery or negligent performance/delivery of any services or goods hereunder.

City reserves the right to review all Charges billed and incurred on a monthly basis.

**COMPENSATION FOR CORRECTIONS.** No compensation shall be due or payable to Contractor pursuant to this Agreement for any of the goods delivered or services performed by Contractor to correct goods delivered or services performed, when such corrections are required as a direct result of negligence by Contractor to properly fulfill any of its obligations herein.

**TRAVEL EXPENSES.** Where travel expenses are otherwise allowed and payable herein, such travel expenses shall be in accordance with the City's Travel Policy and Procedures, as may be amended from time to time. This includes advance written travel authorization, submission of travel claims, documentation requirements, and reimbursement rates. No travel advances will be made by the City.

**TAX PAYMENTS.** The City of Memphis is exempt from federal excise, state and local taxes on all purchases and upon request will issue tax exemption certificates to Contractor. Contractor shall be solely responsible and liable for any taxes and business license fees assessed or imposed by any government having jurisdiction over the services and/or goods to be provided herein.

**PAYMENT DOES NOT IMPLY ACCEPTANCE OF GOOD/SERVICE.** The payment of an invoice shall not prejudice the City's right to object to or question any invoice or matter in relation thereto. Such payment by the City shall neither be construed as acceptance of the good/service nor as final approval of any of the costs invoiced therein, and the City's payment shall not relieve Contractor from its obligation to replace or correct any good/service that do not conform to this Agreement, even if the unsatisfactory character of such good/service may have been apparent or detected at the time such payment was made. Good/service, data or components that do not conform to the requirements of this Agreement shall be rejected by the City and replaced by Contractor, without delay or additional cost to the City.

If Contractor receives payment from the City for good/service or reimbursement(s) that is later disallowed or rejected by the City (or another governmental entity on the basis of audit or monitoring), Contractor shall promptly refund the disallowed amount to the City upon the City's request. At its option, the City may offset the amount disallowed from any payment due to Contractor under this Agreement or any other agreement.

**FINAL CONTRACT INVOICE.** Contractor shall submit to the City a final contract invoice within 45 calendar days from the termination date of the Agreement, for any goods/services provided pursuant to this Agreement. Contractor further acknowledges and agrees the City will not be responsible for any Contractor invoices, pertaining to this Agreement, submitted to the City



after the final contract invoice. Contractor shall close out its accounting records at the end of the Agreement period in such a manner that reimbursable expenditures and revenue collections, related to this Agreement, are NOT carried forward.

## **GENERAL TERMS AND CONDITIONS**

**AMENDMENT.** This Agreement may be modified or amended only by a written amendment executed by all parties hereto and approved by the appropriate City officials in accordance with applicable laws and regulations.

**ASSIGNMENT, SUBCONTRACTING, or TRANSFER.** Contractor shall not subcontract, assign, delegate or transfer all or part of its rights, responsibilities, or interest under this Agreement without the prior written consent of the City. Any purported assignment, transfer, or delegation in violation of this Section shall be voidable by the City. No subcontracting, assignment, delegation or transfer shall relieve Contractor from performance of its duties hereunder; neither shall the City be responsible for the fulfillment of Contractor's obligations to its transferors or subcontractors. Upon request of the City, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the transfer. At any time, City may, in its sole discretion, revoke its prior approval of a subcontractor and direct Contractor to replace such subcontractor or perform the services that were being performed by such Contractor itself if the City finds in its reasonable judgment that (i) such subcontractor's performance is materially deficient or otherwise unacceptable to City; (ii) good faith doubts exist concerning the subcontractor's ability to render future performance because of changes in the subcontractor's ownership, management, financial condition, or otherwise; or (iii) there have been one (1) or more material misrepresentations by or concerning the subcontractor. The City reserves the right to terminate the Agreement if Contractor, in whole or in part, is acquired by another entity during the term of this Agreement. In the event Contractor is allowed to sublet any part of the Agreement, Contractor shall be as fully responsible to the City for the acts and omissions of the subcontractor and the subcontractor's employees, as Contractor is responsible for the acts and omissions of Contractor's own employees.

**ASSIGNS.** See **SUCCESSORS**.

**AUDITS.** See **RECORDS**.

**CITY FACILITIES.** Except to the extent otherwise approved by the City in its sole discretion, Contractor shall use any and all items provided by the City for the sole and exclusive purpose of providing the services or for delivery of goods described in this Agreement. Use of City facilities by Contractor does not constitute a leasehold interest in favor of Contractor or Contractor's

customers.

Contractor shall use any and all items provided by the City in an efficient manner. To the extent that Contractor utilizes such items provided by the City in any manner that unnecessarily increases facility costs or other costs incurred by the City, City reserves the right to set-off the excess costs of such practices. Contractor shall be responsible for any damage to any and all item(s) provided by the City resulting from the abuse, misuse, or neglect of Contractor, its employees and subcontractors or other failure to comply with its obligations respecting such items provided by the City.

Contractor, its employees and agents shall keep any and all items provided by the City in good order, not commit or permit waste or damage to such items, and not use such items for any unlawful purpose. Contractor shall act and comply with City's standard policies and procedures as made available to Contractor regarding access to and use of such City-provided items, including procedures for the physical security of the City facilities.

Contractor shall permit City and its agents and representatives to enter into those portions of the City facilities occupied by Contractor staff at any time to perform facilities-related services.

Contractor shall not make any improvements or changes involving structural, mechanical or electrical alterations to the City facilities without the City's prior written approval. Any improvements to the City facilities will become the property of the City.

When the City facilities are no longer required for performance of the services described in Exhibit “[@EXHIBIT IDENTIFICATION@]”, Contractor shall return such facilities to the City in substantially the same condition as when Contractor began use of such facilities, subject to reasonable wear and tear.

**CITY LIABILITY.** The City shall have no liability except as specifically provided in this Agreement. The City, by execution of this Agreement, assumes no liability for damages caused to persons or property by reason of Contractor providing goods or services herein or for injury to any employee, agent or subcontractor of the Contractor performing under this Agreement.

**CITY'S RIGHT TO WITHHOLD CERTAIN AMOUNTS AND MAKE APPLICATION THEREOF.** If evidence is produced before the final settlement of all or any balances that Contractor has failed to pay subcontractors, laborers employed on its work, or failed to pay for materials used therein, or if the City has reason to suspect the same, the City may withhold such



balances and upon evidence satisfactory to the City as to the amount due for such goods, labor, and materials, the City, acting as the agent of Contractor, may settle and pay for the same and charge the amounts to Contractor and deduct the same from the said balance or balances.

**COMPANY'S/CONTRACTOR'S PERSONNEL.** (This paragraph/section is applicable only to purchase of services contracts). Contractor certifies that it presently has adequate qualified personnel to perform all services required under this Agreement and that all services performed under this Agreement shall be supervised by Contractor. Contractor will make its personnel aware of and cause them to comply with the City's policies that have been made known to Contractor while performing pursuant to this Agreement. Contractor further certifies that all of its employees assigned to perform any services hereunder shall have such knowledge and experience as required to perform the duties assigned to them. Any employee of Contractor who, in the opinion of the City, is incompetent, whose conduct becomes detrimental to the services, or whom the City deems to be unsatisfactory for any reason, shall immediately be removed from association with the services hereunder per the City's request. Upon such request, Contractor shall use all reasonable efforts to promptly replace such employee(s) with substitute employee(s) having appropriate skills and training. Contractor is responsible for the acts or omissions of its personnel under or relating to this Agreement.

Contractor shall be solely liable and responsible for providing all employee compensation and benefits to, or on behalf of, all persons performing services pursuant to this Agreement. The City shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, health, welfare and disability benefits, federal and local taxes, or other compensation, benefits or taxes for any personnel provided on behalf of Contractor. In addition, Contractor shall be solely liable and responsible for any and all workers' compensation benefits to any person as a result of injuries arising from or connected with any services performed by or on behalf of Contractor pursuant to this Agreement.

**CONFIDENTIALITY.** Subject to the open records laws of the State of Tennessee, while performing under this Agreement, the parties may gain access to proprietary and/or confidential information that, if disclosed to third parties, may be damaging to each other. The parties agree not to disclose such information to third parties and shall take all reasonable steps to prevent unauthorized access to any of each other's confidential and proprietary information. Such information shall include, but shall not be limited to, materials considered to be confidential information as a matter of law (*e.g.*, personnel records), and shall also include (i) all materials in any form developed or created by each party related to funding and financial and business information; (ii) all information owned, possessed or used by a party, which is communicated to, learned, developed or otherwise acquired by that party in the performance of this Agreement; (iii) the terms, conditions and pricing contained herein; and (iv) any other information that has been advised by a party is confidential, privileged or proprietary. Confidential information, as used in this Agreement, shall not include (i) information in a party's possession prior to disclosure; (ii) information generally available to the public or that becomes available to the public through a source other than a party under this agreement, or (iii) information that was rightfully obtained by a party from a third party who is under no obligation of confidentiality to either party to this



Agreement with respect to such information. Each party agrees that it will accept and hold confidential information obtained from each other in confidence at all times during and after termination of this Agreement. A party shall neither use nor disclose such information, except as provided in this Agreement or as required by law, without the prior written permission of affected party.

Subject to the open record laws of the State of Tennessee, each party acknowledges and agrees that a breach of this section may cause the affected party irreparable injury and damage; therefore, each party expressly agrees that the affected party shall be entitled to seek injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement. Each party agrees that it will disclose confidential information only to those employees who have a right and need to know, and shall require its employees, agents, and subcontractors to comply with the requirements of this provision and the requirements of the provisions herein titled "Public Statements" and "Rights in Data."

**CONFLICT OF INTEREST.** Neither party shall engage in any conduct or activity in the performance of this Agreement that constitutes a conflict of interest under applicable federal, state or local laws, rules and regulations. Contractor covenants that it has no public or private interest, and shall not acquire any interest, directly or indirectly, which would conflict in any manner with the performance required under this Agreement, and Contractor covenants that no gratuities, in the form of entertainment, gifts, or otherwise, were offered or given by Contractor or any agent or representative of Contractor, to any officer, official, agent or employee of the City, in an effort to secure the Agreement or favorable treatment with respect to any determinations concerning the performance of the Agreement. Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the City as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Contractor in connection with anything contemplated or performed relative to this Agreement. For breach or violation of this provision, the City shall have the right to recover or withhold the full amount of such gratuities.

**COUNTERPARTS.** This Agreement may be signed in multiple counterparts and/or counterpart signature pages, each of which shall be deemed an original, and all of which when taken together shall constitute one and the same instrument.

**COVENANT AGAINST CONTINGENT FEES.** Contractor warrants that it has not employed or retained any company or person other than a *bona fide* employee working solely for Contractor, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a *bona fide* employee working solely for Contractor any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this provision/warranty, the City shall have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

**DEBARRED OR SUSPENDED ENTITIES.** By signing this Agreement, Contractor certifies that it is not presently listed by any federal agency as debarred, suspended, or proposed for debarment from any federal contract activity. If during the term of this Agreement this information changes, Contractor shall notify City without delay. Such notice shall contain all relevant particulars of any debarment, suspension, or proposed debarment.

**DESCRIPTION OF GOODS / SCOPE OF SERVICES.** See **SCOPE OF SERVICES.**

**DISPUTE RESOLUTION.** In the event of any dispute, controversy, or claim arising out of or relating to this Agreement or the breach thereof, the parties agree that they shall first use their best efforts in an attempt to settle the dispute through negotiations involving themselves or their representatives as they each deem appropriate. Any dispute concerning a question of fact in connection with this Agreement between Contractor and the City shall be referred in successive order for resolution, first to the City's Chief Procurement Officer/Purchasing Agent, second to the City's Chief Legal Officer/City Attorney, and thirdly to the Mayor of the City of Memphis, whose decision regarding the City's position as to the same shall be final.

**DRAFTER.** This Agreement is the result of arm's-length negotiations between the parties and shall be construed to have been drafted by all parties such that any ambiguities in this Agreement shall not be construed against either party.

**DUE DILIGENCE AND NON-RELIANCE.** Contractor represents, warrants and covenants that it has had opportunity to conduct, and has conducted, due diligence with respect to this Agreement, and all other items and conditions it deems necessary to conclude this Agreement, and Contractor represents, warrants and covenants that it has not relied upon any written or oral statement of City or its employees, directors, officers, consultants, attorneys or any elected or appointed officials in executing this Agreement.

**EMPLOYMENT OF CITY WORKERS.** Contractor shall not engage, on a full-time, part-time or any other basis during the term of this Agreement, any professional or technical personnel who are or have been at any time during the term of this Agreement in the employment of the City.

**EMPLOYMENT OF ILLEGAL IMMIGRANTS.** Contractor hereby certifies to comply with all applicable federal and state laws prohibiting the employment of individuals not legally authorized to work in the United States. Contractor shall not knowingly (i) utilize the services of illegal immigrants; or (ii) utilize the services of any subcontractor who will utilize the services of illegal immigrants in the performance of the contract. In the event Contractor fails to comply with



any and all local, state and federal laws prohibiting the employment of individuals not legally authorized to work in the United States, this Agreement may be canceled, terminated or suspended in whole or in part by the City, and Contractor may be prohibited from contracting to supply goods and/or services to the City for a period of one (1) year from the date of discovery of the usage of illegal immigrant services in the performance of a contract with the City.

**ENTIRE AGREEMENT.** This Agreement, together with all exhibits, attachments, and addendums hereto (if applicable), constitutes the full and final understanding of the parties with respect to the subject matter hereof and supersedes and replaces any and all prior or contemporaneous agreements or understandings, whether written or oral, express or implied, between the parties with respect to the subject matter of the Agreement.

**FORCE MAJEURE.** Neither the City nor Contractor shall be deemed in default hereunder, nor shall either be responsible for any delay, interruption, or cessation in the performance of its obligations under this Agreement where such failure of performance is the result of any *force majeure* event, including, but not limited to, acts of God, riots, wars, strikes, epidemics, acts, governmental authorities or acts of nature or other similar cause beyond its control. Both shall put forward its best efforts to mitigate any delay, interruption, or cessation in the performance of its obligations under this Agreement related to said *force majeure* event.

**GENERAL COMPLIANCE WITH LAWS.** If required, Contractor certifies that it is qualified or will take steps necessary to qualify to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and shall obtain, at its own expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Agreement. Such permits and licenses will be made available to City upon request.

Contractor is assumed to be familiar with and agrees that at all times it will observe and comply with all applicable federal, state, and local laws, ordinances, and regulations in any manner affecting this Agreement. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements, and the Americans with Disabilities Act (ADA). Contractor shall promptly notify City of any conflict discovered between the Agreement and any applicable laws, rules, regulations, and/or permits and licenses, and await resolution of the conflict.

**GOVERNING LAW.** The terms and conditions of this Agreement shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, without regard to conflicts of laws principles. In accordance herewith, the



parties to this Agreement submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

**HEADINGS.** Titles, articles, and/or section headings to the provisions herein are for reference purposes only and will be disregarded completely in the interpretation and validity of this Agreement or any of its terms.

**HOLD HARMLESS.** See **INDEMNIFICATION.**

**INCORPORATION OF “WHEREAS” CLAUSES.** The foregoing “WHEREAS” clauses are hereby incorporated into this Agreement and made a part hereof.

**INDEMNIFICATION.** Contractor shall indemnify, defend, save and hold harmless the City and its officers, agents and employees from and against any and all claims, losses, demands, suits, actions, penalties, damages (consequential or otherwise), settlements, costs, expenses, or other liabilities of any kind and character, including without limitation attorney fees and litigation expenses, arising out of or in connection with the performance of this Agreement by Contractor, its employees, subcontractors, or agents or the breach of this Agreement by Contractor, its employees, subcontractors or agents. This obligation shall survive the expiration or termination of this Agreement. Neither Contractor nor any employees of Contractor shall be liable under this section for damages arising out of injury or damage to persons or property directly caused by the negligence of the City or any of its officers, agents, or employees.

Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by Contractor shall in no way limit Contractor's responsibility to indemnify, defend, save and hold harmless the City or its elected or appointed officials, officers, employees, agents, assigns, and instrumentalities as herein required.

The City reserves the right to appoint its own counsel regarding any matter defended hereunder. Contractor acknowledges that the City has no obligation to provide legal counsel or defense to Contractor, its employees or subcontractors in the event that a suit, claim or action of any character is brought by any person not a party to this Agreement against Contractor as a result of or relating to obligations under this Agreement. The City shall have no obligation for the payment of any judgments or the settlement of any claims asserted against Contractor or its subcontractors or employees as a result of or relating to Contractor's obligations hereunder.

Contractor shall immediately notify the City c/o Chief Legal Officer/City Attorney; 125 North

Main Street, Room 336; Memphis, TN 38103, of any claim or suit made or filed against Contractor or its subcontractors regarding any matter resulting from or relating to Contractor's obligations under this Agreement and agrees to cooperate, assist and consult with the City in the defense or investigation thereof.

**INDEPENDENT CONTRACTORS.** Nothing in this Agreement shall be deemed or construed to represent that Contractor, or any of Contractor's employees or agents, are the agents, representatives, or employees of the City. Contractor acknowledges that it is an independent contractor over the details and means for performing this Agreement. Anything in this Agreement which may appear to give the City the right to direct Contractor as to the details of the performance of its obligations hereunder or to exercise a measure of control over Contractor is solely for purposes of compliance with local, state and federal regulations and means Contractor will follow the desires of the City only as to the intended results of the scope of this Agreement.

It is further expressly agreed and understood by Contractor that neither it nor its employees or agents shall hold themselves out contrary to the terms of this paragraph, and the City shall not be liable for any representation, act or omission of Contractor contrary to the provisions hereof.

**INSURANCE.** See insurance requirements attached hereto as Exhibit 8 and incorporated herein as if stated verbatim within the Agreement.

**JURISDICTION AND VENUE.** See **GOVERNING LAW.**

**MINORITY, WOMEN, AND/OR SMALL BUSINESS ENTERPRISE(S) CONTRACTING.** Contractor shall take affirmative action to ensure that small, minority-owned and women-owned businesses which have been certified by the City are utilized when possible as sources of supplies, equipment, construction and services.

**MODIFICATION.** See **AMENDMENT.**

**MONITORING RIGHTS.** See **RECORDS.**

**NONDISCRIMINATION.** Contractor hereby agrees to abide by, to take affirmative action to ensure that, and to comply with Title VI and Title VII of the Civil Rights Act of 1964 and all other federal, state or local laws prohibiting discrimination, which provide in whole or in part, that no person shall be excluded from participation in, or be denied benefits of, or be otherwise subjected

to discrimination in the performance of this Agreement or in Contractor's employment practices on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, state or statutory law. Contractor shall, upon request, show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination. In the event Contractor fails to comply with the City's nondiscrimination policy and any and all other laws prohibiting discrimination, this Agreement may be canceled, terminated or suspended in whole or in part by the City.

The City reserves the right to investigate any claims of illegal discrimination by Contractor and in the event a finding of discrimination is made and upon written notification thereof, Contractor shall take all necessary steps to cure and rectify such action to the reasonable satisfaction of the City. Contractor's failure or refusal to do so shall be cause for termination of this Agreement in accordance with the terms of this Agreement.

Any other agreement which relates to this Agreement to which Contractor is a party, including without limitation, Contractor's agreements with its subcontractors, shall specifically contain a provision to this effect.

**NOTICES.** All notices, approvals, and other communications required or permitted to be given hereunder shall be written and hand-delivered with signed receipt; delivered by facsimile; delivered by a nationally-recognized overnight courier; or mailed *via* certified U.S. mail, postage prepaid and return receipt requested. All notices shall be deemed received and effectively given as follows: (i) if by hand-delivery, on the date of delivery; (ii) if by fax, on the date the fax transmission is received at the receiving location and receipt is telephonically confirmed by the sender; (iii) if by delivery *via* U.S. mail, on the date of receipt appearing on a return receipt card; or (iv) if by overnight courier, on the date receipt is confirmed by such courier service. All notices must be addressed to the respective party at the following addresses or to such other person or address as either party may designate in writing and deliver as provided herein:

To the CITY:

City of Memphis [ @DIVISION NAME@ ]

[ @ADDRESS - NOTICES@ ]

Memphis, TN [ @ZIP CODE - NOTICES@ ]

Attn: [ @CITY CONTACT/REPRESENTATIVE@ ]

Fax: [ @FAX NUMBER - CITY CONTACT/REPRESENTATIVE@ ]



With copy, if requested,

to:

Chief Legal Officer/City Attorney

125 N. Main Street, Room 336

Memphis, TN 38103

To CONTRACTOR:

[@CONTRACTOR NAME@]

[@CONTRACTOR ADDRESS@]

[@CONTRACTOR CITY@], [@CONTRACTOR STATE@] [@CONTRACTOR ZIP  
CODE@]

Attn: [@CONTRACTOR REPRESENTATIVE@]

Fax: [@FAX NUMBER - CONTRACTOR REPRESENTATIVE@]

**NUMBER AND GENDER.** Unless the context requires otherwise, (i) use of a specific gender imports the other gender(s); and (ii) use of the singular imports the plural and *vice versa*.

**OBLIGATIONS EXTENDED BEYOND PERIOD OF PERFORMANCE.** See **SURVIVAL.**

**ORGANIZATION STATUS AND AUTHORITY.** Contractor represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the State of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.

The execution, delivery and performance of this Agreement by Contractor has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of Contractor, any provision of any indenture, agreement or other instrument to which Contractor is a party, or by which Contractor's respective properties or assets are bound, in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.

Each person executing this Agreement represents that he/she is lawfully authorized to sign the Agreement on behalf of the party he/she represents and execution of the Agreement was duly and regularly authorized by the party's governing body.

**PARTIES IN INTEREST.** See **SUCCESSORS**.

**PATENT INDEMNIFICATION.** Contractor warrants that any goods/services furnished hereunder do not infringe or violate any patent, trademark, copyright, trade secret, or any other proprietary right of any third party; that it shall defend all suits that may arise with respect thereto; and that it shall indemnify, defend, save and hold harmless the City, its officials, employees, agents, successors and assigns, from and against all liabilities, suits, claims, damages, costs or expenses, including without limitation attorney and expert witness fees, for or by reason of any actual or alleged claim the goods/services purchased by City hereunder infringe any patent, copyright, or are a violation of trade secret disclosure laws, whether by reason of Contractor's purchase or otherwise. This indemnification obligation shall survive the expiration or termination of this Agreement.

**PENALTIES AND LIQUIDATED DAMAGES.** Contractor recognizes that various losses, penalties (including service level penalties), and/or liquidated damages may be assessed against City for certain failures to perform. In any such case where City's failure to perform is due to some negligent act, omission, or failure to perform on Contractor's part, Contractor agrees to pay or reimburse City for such assessments and City may deduct same from any Contractor's invoices as applicable. In any such case where Contractor is assessed penalties, such penalties will not exceed the corresponding amount for which the City is penalized due to Contractor's negligent act, omission, or failure to perform.

**PRECEDENCE.** In the event of any inconsistency between the terms or provisions expressed in this Agreement, and any term or provision in any of the other contract documents, the order of precedence shall be as follows: (1) this Agreement, including all Exhibits, except that all general terms and conditions contained in the main body of this Agreement shall control over any conflicting general terms and conditions contained in any Exhibit hereto; (2) Contractor's response, if applicable; (3) City's solicitation, if applicable.

**PUBLIC RECORDS.** Notwithstanding anything to the contrary contained herein or within any other document supplied to the City by Contractor, Contractor understands and acknowledges that the City is a governmental entity subject to the State of Tennessee Public Records Act, and any reports, data or other information supplied to the City regarding goods supplied or services performed hereunder may be subject to disclosure as a public record in accordance with the laws

of the State of Tennessee.

**PUBLIC STATEMENTS.** Contractor shall not make any announcement, release any information, or authorize or participate in any interview concerning this Agreement and the goods and/or services required herein, without obtaining prior written consent from the City. Contractor shall require its employees, agents, and subcontractors to comply with the requirements of this provision. This provision shall survive the expiration or termination of this Agreement.

**RECORDS.** Contractor shall make and keep as the same legally enforceable, full and complete books, documents, accounting records and other evidence, that specifically relate to this Agreement, in accordance with generally accepted accounting principles. Contractor shall retain such records, and shall make same available to the City, upon reasonable request, during the term of this Agreement, and for a minimum period of seven (7) full years after completion of the contract obligations or from the date of final payment under this Agreement, whichever is later. In the event any litigation, claim or audit is instituted prior to the expiration of the required five-year retention period, such records shall be retained until such litigation, claim or audit finding has been resolved.

Contractor's activities conducted pursuant to this Agreement shall be subject to monitoring and evaluation by the City, the state, the federal government or their duly appointed agents or employees. Upon reasonable notice, Contractor shall permit the City, any other governmental entity, any agency participating in the funding of this Agreement, or any of their duly authorized representatives, to enter Contractor's offices, during regular business hours, to interview employees and to inspect and/or copy said records and books of accounts together with any and all documents pertaining hereto that may be kept, maintained or possessed by Contractor. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places.

**RELATIONSHIP OF PARTIES.** This Agreement does not and shall not be construed to create a partnership or joint venture between the parties hereto. Contractor is performing its obligations hereunder as an independent contractor and not as City's agent or employee. Contractor will not hold itself out contrary to the terms of this paragraph and City will not become liable for any representation, act, or omission of Contractor contrary to the provisions hereof.

**REMEDIES CUMULATIVE.** All remedies available to the City herein are cumulative and shall be in addition to all other rights and remedies provided by law. The termination, expiration, or suspension of this Agreement shall not limit the City from pursuing other remedies available at law or in equity.

**REPORTS.** Upon request, Contractor shall prepare and submit reports of its activities, funded



under this Agreement, to the originating department of the City. The reports shall include an itemization of the use of the City's funds, inclusive of specific services delivered by Contractor. Any such reports provided to the City shall be prepared with the understanding that the City may make such reports available to the public.

In addition, Contractor shall submit and, as necessary, update subcontractor information (including but not limited to payments thereto), for **any and all subcontractors** used on City project(s) via the purchase of goods or services, in the City's compliance tracking software, B2GNow. The City shall have the right to withhold future disbursement of funds under this Agreement and any future agreements until the requirements of this provision have been met.

**RIGHTS IN DATA / SOFTWARE.** Contractor agrees that all reports, studies, plans, models, drawings, specifications, and any other information or data of any type relating to its activities under this Agreement, whether or not the same is accepted or rejected by City, shall remain the property of City and shall not be used or published by Contractor or any other party without the express prior consent of City. Software development, if any, specifically developed as part of this Agreement shall be the intellectual property of City. Contractor recognizes that said data including software development, if any, specifically developed as part of this Agreement shall be the intellectual property of City and is the exclusive property of the City and that the City reserves the right to use, market, license, or sell it to others.

Contractor shall obtain assurances similar to those contained in this subsection from persons, contractors and subcontractors retained by Contractor. Contractor acknowledges and agrees that a breach by Contractor of the provisions of this section will cause the City irreparable injury and damage. Contractor, therefore, expressly agrees that the City shall be entitled to injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement.

**SERVICE MARKS.** Contractor agrees that it shall not, without City's prior written consent, use the name, service mark or trademarks of the City.

**SEVERABILITY.** If any terms or provisions of this Agreement are held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Agreement shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Agreement shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance herefrom. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added as a part of this Agreement, upon good-faith negotiation by the parties, a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and still be legal, valid and enforceable. Parties acknowledge that some Agreement

provisions may be inapplicable to the scope of work or goods that are germane to this Agreement. Parties waive no rights or remedies where the provisions are applicable.

**SHIPMENTS.** (This paragraph/section is applicable only to purchase of goods contracts). Substitutions will not be accepted, unless otherwise specified herein. Partial shipments may be allowed unless otherwise stated in writing by City, however, full shipment of all items ordered hereunder must be completed by the date specified in this Agreement or this Agreement will be subject to cancellation by the City. Contractor shall not ship excess quantities without the City's prior written approval.

**STANDARD OF PERFORMANCE.** All services by Contractor shall be performed in compliance with the specified requirements, in a manner satisfactory to the City, and in accordance with the generally-accepted business practices and procedures of the City and pursuant to the governing rules, practices and regulations of the industry for the type of work performed under this Agreement.

**SUBCONTRACTING.** See **ASSIGNMENT**.

**SUBJECT TO FUNDING.** This Agreement is subject to availability and annual appropriation of funds by the Memphis City Council. In the event sufficient funds for this Agreement are not available or appropriated by the Memphis City Council for any of its fiscal period during the term hereof, then the City shall immediately terminate this Agreement upon written notice to Contractor. In the event of such termination, Contractor shall be entitled to receive just and equitable compensation for any satisfactory work performed up to the termination date. Such termination by the City shall not be deemed a breach of contract by the City, and Contractor shall have no right to any actual, general, specific, incidental, consequential, or any other damages whatsoever of any description or amount that have not been earned as of the date of termination.

**SUCCESSORS.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective heirs, legal representatives, successors and assigns.

**SURVIVAL.** The parties hereto acknowledge that provisions that require or contemplate performance or observance after expiration or termination of this Agreement shall survive the expiration or termination of this Agreement and continue in full force and effect.

**TERMINATION:** Termination of this Agreement with or without cause.

1. It shall be cause for the immediate termination of this Agreement if, after its execution, the City determines that either:
  - a. Contractor or any of its principals, partners or corporate officers, if a corporation,



including the corporation itself, has pleaded *nolo contendere*, or has pleaded or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, misappropriation of government funds, or any other collusive and illegal activity pertaining to bidding and governmental contracting; or

- b. Contractor subcontracted, assigned, delegated, or transferred its rights, obligations or interests, voluntarily or involuntarily, under this Agreement without the City's consent or approval; or
  - c. Contractor has filed for bankruptcy, has been adjudicated bankrupt, become insolvent or made an assignment for the benefit of creditors, or a receiver or similar officer is appointed to take charge of all or part of Contractor's assets.
2. The City may cancel/terminate this Agreement, in whole or in part, upon providing written notice to Contractor of the City's intention to terminate the Agreement as a result of Contractor's failure to provide the goods and/or services specified under this Agreement or in violation(s) of any of the terms herein, and Contractor has failed to cure such breach within ten (10) calendar days of such notice. The City may reject the goods and/or services and cancel this Agreement for any goods/services rendered or to be rendered hereunder. At its option, City may return the rejected portion of such goods to Contractor at its expense or hold the same for such disposal as Contractor shall indicate. In the event of any such rejection/termination, the City shall, at the City's option, have the right to obtain like goods and/or services elsewhere or to take over the work and prosecute the same to completion, both at Contractor's expense; and in such event, the City may take possession of and utilize in completing the work, such materials, appliances, etc. as may be on the site of the work and necessary therefore. Contractor shall be liable to the City for any loss, damage, or additional cost incurred thereby, including but not limited to any difference between the cost for procuring such like services and the price specified herein, attorneys' fees and court costs.
  3. Notwithstanding the foregoing or any section herein to the contrary, Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of the Agreement by Contractor, and the City may withhold any payments to Contractor, for the purpose of setoff, until such time as the exact amount of damages due the City from Contractor is determined.
  4. The City may, in its sole discretion, suspend and/or terminate this Agreement for convenience upon giving thirty (30) calendar days' prior written notice to Contractor. In the event a purported termination for cause by the City is in error, then such termination may, at the City's sole discretion, be deemed to be a termination for convenience under this section. In the event of such termination, Contractor shall be entitled to receive just and equitable compensation, as determined by the City, for any satisfactory authorized work performed in accordance with the Agreement up to the termination date; but in no event shall the City be liable to Contractor for expenses incurred after the termination date.



5. Contractor shall deliver to the City all hard copy and electronic files maintained on behalf of the City within thirty (30) calendar days of termination of this Agreement. Upon reasonable request, the City reserves the right to obtain such information prior to the termination of this Agreement.
  
6. All goods accepted by City or services completed by Contractor prior to the termination date shall be documented and all tangible work documents shall be transferred to the City prior to payment for services rendered, and shall become the sole property of the City. Such termination by the City shall not be deemed a breach of contract by the City, and Contractor shall not be compensated for any anticipatory profits, or other damages of any description, that have not been earned as of the date of termination.

**TERMINATION OF PRIOR AGREEMENTS.** See **ENTIRE AGREEMENT.**

**THIRD PARTY BENEFICIARY:** This Agreement is entered into solely between, and may be enforced only by, City and Contractor. Unless otherwise specified herein, this Agreement shall not be deemed to create any rights in third parties, including suppliers or customers of either party.

**TITLE & RISK. (This paragraph/section is applicable only to purchase of goods contracts).** The title and risk of loss of any goods hereunder shall not pass to the City until the City actually receives and takes possession of the goods at the point or points of delivery. Contractor shall assume all liability and responsibility for delivery of such goods in good condition to the City.

**TRANSFER.** See **ASSIGNMENT.**

**TRANSPORTATION CHARGES/F.O.B. DELIVERY. (This paragraph/section is applicable only to purchase of goods contracts).** All pricing is F.O.B. destination, in which Contractor shall be responsible for freight, transportation costs, and all incidental charges, unless delivery terms are specified otherwise in the bid and agreed to by the City. In the event shipping other than F.O.B destination is allowed by the City, the City agrees to reimburse Contractor for transportation costs in the amount specified in Contractor's bid, or actual costs, whichever is lower, provided the City shall have the right to designate what method of transportation shall be used to ship the goods.

**WAIVER OF CONTRACTUAL RIGHT.** No term or provision of this Agreement, or of any document executed pursuant hereto, shall be held to be waived, modified or deleted unless in writing and executed by the parties hereto; provided that any such waiver shall not be identified as a waiver of any succeeding breach hereto or of any other provision herein contained. No delay or

failure of either to enforce any right or provision of this Agreement or in any document executed pursuant hereto shall operate as a waiver, limitation, or relinquishment of that party(s) right to subsequently enforce and compel strict compliance with such provision and/or any other provision herein or in any document related hereto. Parties acknowledge that some Agreement provisions may be inapplicable to the scope of work or goods that are germane to this Agreement. Parties waive no rights or remedies where the provisions are applicable.

No consent or waiver, express or implied, by either party to or of any breach or default by the other in the performance of any of its obligations shall be deemed or construed to be a consent or waiver to or of any other breach or default by such party. Failure on the part of either party to complain of any act or failure to act of the other party or to declare the other party in default, irrespective of how long such failure continues, shall not constitute a waiver of the rights of such party.

The enforcement by any party of any right or remedy it may have under this Agreement or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.

**WARRANTY.** Contractor warrants to the City that all goods/services shall be free from defects in design and faulty or improper materials and/or workmanship, shall be in strict compliance with the terms of this Agreement and shall be fit and sufficient for the purpose intended or shall have met the particular specification of the solicitation or the accepted Contractor response relating to this Agreement. This warranty shall be effective for a period of not less than one year from the date of acceptance by the City of such goods and/or services as satisfactorily complete, and shall be in addition to all other warranties, express, implied or statutory. The warranty shall survive the termination or expiration of this Agreement.

**END OF DOCUMENT - SIGNATURE PAGE NEXT**

**Remainder of Page Left Intentionally Blank**

IN WITNESS WHEREOF, the parties, by and through their duly authorized representatives, have executed this Agreement.

**CITY OF MEMPHIS**

**[@CONTRACTOR NAME@]**

By: \_\_\_\_\_

Jim Strickland, Mayor

Date: \_\_\_\_\_

By: \_\_\_\_\_

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

Title: \_\_\_\_\_

Approved as to Form:

Date: \_\_\_\_\_

By: \_\_\_\_\_

Jennifer Sink, Chief Legal Officer/  
City Attorney

Attest:

By: \_\_\_\_\_

Comptroller



## **ADDENDUM**

**ADDENDUM.** The following Addendum to the Agreement is by and between the City and Contractor. If not otherwise defined herein, defined terms shall have the meaning as set forth in the Agreement, which is specifically referenced and incorporated herein. In the event of any discrepancy between other provisions of the Agreement and this Addendum, the terms of this Addendum shall govern.

**The parties agree that the following provisions shall be added to or amend the Agreement as follows:**

(IF NO ADDENDUM THIS PAGE SHOULD BE DELETED/REMOVED)

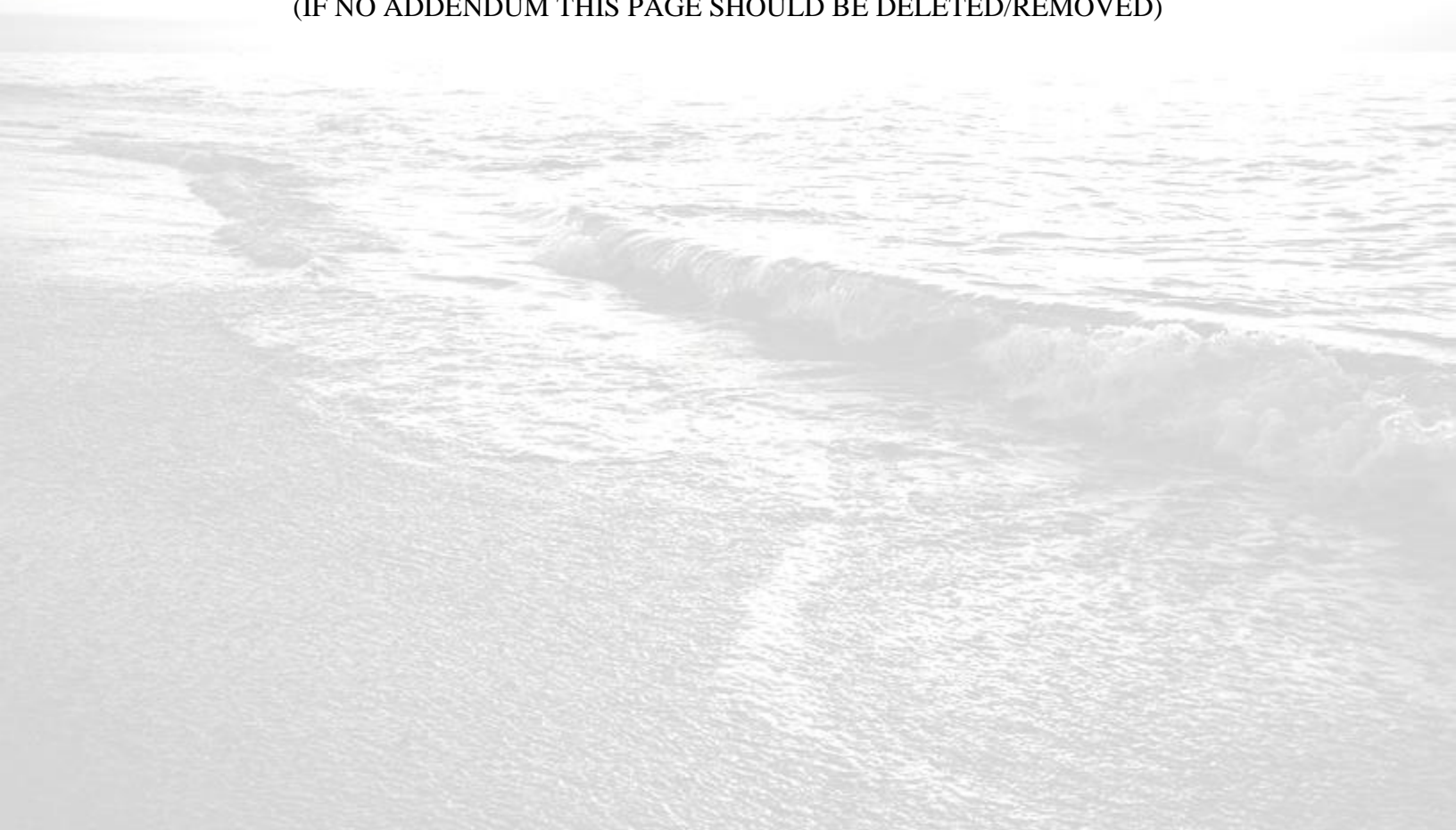


EXHIBIT 6 – EVALUATION CRITERIA

The Evaluation Criteria and their respective weights are as follows:

Evaluation Category	Questions/Areas of Evaluation within Categories	Total Possible Points per Question	Total Possible Points
Company References			10
	<ul style="list-style-type: none"> <li>• 2 Customer references for similar work (2 points per positive reference)</li> </ul>	4	
	<ul style="list-style-type: none"> <li>• 2 Examples of local experience for similar work (2 points per example)</li> </ul>	4	
	<ul style="list-style-type: none"> <li>• List of verifiable clients or references that have utilized the vendor in similar work (1 point for each, with a maximum of 2)</li> </ul>	2	
Ability to Execute, Assessment Methodology and Workplan			30
	<ul style="list-style-type: none"> <li>• Overall plan of execution and methodology</li> </ul>	10	
	<ul style="list-style-type: none"> <li>• Timeframe for Implementation</li> </ul>	5	

	<ul style="list-style-type: none"> <li>• Number of employees assigned to implementation</li> </ul>	5	
	<ul style="list-style-type: none"> <li>• Daily/Weekly work hours for employees</li> </ul>	5	
	<ul style="list-style-type: none"> <li>• On-Site options/availability</li> </ul>	5	
Company's Employee Skills, Experience and Certification			25
	<ul style="list-style-type: none"> <li>• Employee industry certifications and licenses</li> </ul>	5	
	<ul style="list-style-type: none"> <li>• Employee experience</li> </ul>	5	
	<ul style="list-style-type: none"> <li>• Skill level of employees assigned to implementation</li> </ul>	5	
	<ul style="list-style-type: none"> <li>• Number of qualified employees assigned to implementation</li> </ul>	5	
	<ul style="list-style-type: none"> <li>• Proposer's Safety Rating/Record or Incident Report.</li> </ul>	5	
Understanding of the Project			15
	Proposer has demonstrated a thorough understanding of the purpose and scope of the project.	5	



	Proposer demonstrated that it understands the deliverables the City expects it to provide.	5	
	Proposer demonstrated that it understands the City's time schedule and can meet it.	5	
Cost/Pricing	Vendor provides a cost-effective and competitive pricing methodology		20
	<ul style="list-style-type: none"> <li>• Hour Estimate/Flat Fee is competitive</li> </ul>	10	
	<ul style="list-style-type: none"> <li>• Hourly cost is competitive</li> </ul>	10	
			100

**CURRENT REFERENCES**

RFP No. \_\_\_\_\_ - Armed Security Guard Services

Bidder Name: \_\_\_\_\_

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

## FORMER REFERENCES

RFP No. \_\_\_\_\_ - Armed Security Guard Services

Bidder Name: \_\_\_\_\_

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	



## EXHIBIT 8 – INSURANCE REQUIREMENTS

The Company shall not commence any work under this contract until it has obtained and caused its subcontractors to procure and keep in force all insurance required. The Company shall require all subcontractors to carry insurance as outlined below, in case they are not protected by the policies carried by the Company. The Company is required to provide copies of the insurance policies upon request. The Company shall furnish the Risk Manager a Certificate of Insurance and/or policies attested by a duly authorized representative of the insurance carrier evidencing that the insurance required hereunder is in effect. All insurance companies must be acceptable to the City of Memphis and licensed in the state of Tennessee with a Best Insurance Rating of A and Class VII or better and authorized to do business in the state where the work is performed.

If any of the Insurance Requirements are non-renewed at the expiration dates, payment to the company may be withheld until those requirements have been met, or at the option of the City. The City may pay the renewal premiums and withhold such payments from any monies due the Company.

The Company shall indemnify, defend, save and hold harmless the City, its officers, employees, and agents, from and against any and all claims, demands, suits, actions, penalties, damages, settlements, costs, expenses, or other liabilities of any kind and character arising out of or in connection with the breach of this Agreement by Company, its employees, subcontractors, or agents, or any negligent act or omission of Company, its employees, subcontractors, or agents, which occurs pursuant to the performance of this Agreement, and this indemnification shall survive the expiration or earlier termination of this Agreement. The provisions of this paragraph shall not apply to any loss or damage caused solely by the acts, errors, or omissions of the City, its officers, employees and agents. Contracts for third party service providers should include indemnity provisions that protect the City from any liability arising out of the Company's loss of City's sensitive information.

Each certificate or policy shall require and state in writing the following clauses:

**Company shall provide notice to the City within three (3) business days following receipt of any notice of cancellation or material change in Company's insurance policy from Company's insurer. Such notice shall be provided to City by registered mail, to the following addresses:**

City of Memphis  
Attn: Risk Management  
170 N. Main St., 5<sup>th</sup> Floor  
Memphis, TN 38103

City of Memphis  
Attn: Purchasing Agent  
125 North Main, Room 354  
Memphis, TN 38103

The Certificate of Insurance shall state the following: "The City of Memphis, its officials, agents, employees and representatives shall be named as additional insured on all liability policies." The additional insured endorsements shall be attached to the Certificate of Insurance and the Certificate of Insurance shall also state: "The additional insured endorsement is attached to the Certificate of Insurance."

## **WORKERS COMPENSATION**

The Company shall maintain in force Workers' Compensation coverage in accordance with the Statutory Requirements and Limits of the State of Tennessee and shall require all subcontractors to do likewise with Minimum Limits of:

Employer's Liability	\$100,000 Each Accident
	\$500,000 Disease-Policy Limit
	\$100,000 Disease-Each Employee

**The Security Officer should be included in the Company's Workers Compensation Coverage.**

## **AUTOMOBILE LIABILITY:**

Covering owned, non-owned, and hired vehicles with Minimum Limits of:

\$1,000,000 Each Occurrence – Combined Single Limits

## **COMMERCIAL GENERAL LIABILITY:**

Commercial General Liability Insurance, including Premises and Operations, Contractual Liability, Independent Contractor's Liability, and Broad Form Property Damage Liability Coverage with Minimum Limits of:

\$4,000,000	General Aggregate
\$4,000,000	Products-Completed Operations
\$4,000,000	Personal and Advertising Injury
\$4,000,000	Each Occurrence (Bodily Injury & Property Damage)
\$ 50,000	Fire Damage any One Fire
\$ 5,000	Medical Expense any One Person

**Security Patrol coverage extension or similar. This coverage provides bodily injury or property damage coverage from any negligent act, error or omission for which the Company is legally obligated.**

## **UMBRELLA LIABILITY** with Minimum Limits of:

\$2,000,000 Each Occurrence / \$2,000,000 Aggregate

## **FIDELITY BOND / EMPLOYEE DISHONESTY:**

\$1,000,000 Each Occurrence / \$1,000,000 Aggregate

**PROPERTY INSURANCE:**

The Company shall be responsible for maintaining any and all property insurance on their own equipment and shall require all subcontractors to do likewise. The Company shall require all subcontractors to carry insurance as outlined above, in case they are not protected by the policies carried by the Company.

**The Company is required to provide copies of the insurance policies up**

