



REQUEST FOR PROPOSAL
RFP# REQ806410

Security Service Provider

RFP Timeline	
RFP Issue Date:	May 6, 2024
Deadline for Respondent Questions to MSU:	May 13, 2024, 1:00 pm Eastern
RFP Response Due Date:	May 21, 2024, 1:00 pm Eastern
Estimated Contract Award	June 28, 2024

RFP Contact	
Name:	Lara Druelle
Email:	punlara@msu.edu
Phone:	(517) 884-6141

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting proposals through this Request for Proposal (“**RFP**”) to obtain security services. The requested services are more thoroughly described under the Scope of Work Section of this RFP. Firms intending to respond to this RFP are referred to herein as a “**Respondent**” or “**Supplier.**”



PROPOSAL INSTRUCTIONS

- PROPOSAL PREPARATION.** The University recommends reading all RFP materials prior to preparing a proposal, particularly these Proposal Instructions. Respondents must follow these Proposal Instructions and provide a complete response to the items indicated in the table below. References and links to websites or external sources may not be used in lieu of providing the information requested in the RFP within the proposal. Include the Respondent’s company name in the header of all documents submitted with your proposal.

Document	Description	Response Instructions
Cover Page	Provides RFP title and number, important dates, and contact information for MSU	Informational
Proposal Instructions	Provides RFP instructions to Respondents	Informational
Respondent Information Sheet	Company and Contact Information, and Experience	Respondent must complete and submit by proposal deadline
Scope of Work	Describes the intended scope of work for the RFP	Respondent must complete and submit by proposal deadline
Pricing	Pricing for goods and services sought by the University through this RFP	Respondent must complete and submit by proposal deadline
Master Service Agreement	Provides legal terms for a contract awarded through this RFP	Deemed accepted by Respondent unless information required in Section 9, Master Service Agreement is submitted by proposal deadline

- EXPECTED RFP TIMELINE.**

Activity	Date
Issue RFP	May 6, 2024
Deadline for Respondent Questions to MSU	May 13, 2024, 1:00 pm Eastern
RFP Response Due	May 21, 2024, 1:00 pm Eastern
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- CONTACT INFORMATION FOR THE UNIVERSITY.** The sole point of contact for the University concerning this RFP is listed on the Cover Page. Contacting any other University personnel, agent, consultant, or representative about this RFP may result in Respondent disqualification.
- QUESTIONS.** Respondent questions about this RFP must be submitted electronically by email to the contact listed on the cover page of this RFP. In the interest of transparency, only written questions are accepted. Answers to all questions will be sent to Respondents via email. Submit questions by referencing the following: (i) Question Number, (ii) Document Name, (iii) Page Number, and (iv) Respondent Question. Please refer to **Section 2** above for the deadline to submit questions.



5. **MODIFICATIONS.** The University may modify this RFP at any time. Modifications will be sent via email. This is the only method by which the RFP may be modified.
6. **DELIVERY OF PROPOSAL.** The Respondent must submit its proposal, all attachments, and any modifications or withdrawals electronically via email to the contact listed on the cover page of this RFP. **The price proposal should be saved separately from all other proposal documents and should be sent as a separate attachment from the other proposal documents.** The Respondent should submit all documents in a modifiable (native) format (examples include but are not limited to: Microsoft Word or Excel and Google Docs or Sheets). In addition to submitting documents in a modifiable format, the Respondent may also submit copies of documents in PDF. Respondent’s failure to submit a proposal as required may result in disqualification. The proposal and attachments must be fully uploaded and submitted prior to the proposal deadline. **Do not wait until the last minute to submit a proposal.** The University **may not** allow a proposal to be submitted after the proposal deadline identified in the Cover Page, even if a portion of the proposal was already submitted.
7. **MANDATORY MINIMUM REQUIREMENTS.** The RFP may contain minimum qualifications, which will be identified as “**Mandatory Minimum Requirements**” in the Scope of Work Section of this RFP. If the RFP does contain mandatory minimum requirements, any proposal not meeting these minimum requirements **will be deemed non-qualified and will not be considered.** All proposals meeting these mandatory minimum requirements will proceed for review and evaluation consistent with **Section 8, Evaluation Process.**
8. **EVALUATION PROCESS.** The University will convene a team of individuals from various Departments within MSU to evaluate each proposal based on each Respondent’s ability to provide the required services, taking into consideration the overall cost to the University. The University may require an oral presentation of the Respondent’s proposal; conduct interviews, research, reference checks, and background checks; and request additional price concessions at any point during the evaluation process. The following criteria will be used to evaluate each proposal:

Criteria	Weight
Supplier meets the requirements in the SOW	50%
Reputation and experience of provider in the industry	35%
Total cost	15%
	100%

9. **MASTER SERVICE AGREEMENT.** The University strongly encourages strict adherence to the terms and conditions set forth in the Master Service Agreement. The University reserves the right to deem a proposal non-responsive for failure to accept the Master Service Agreement. Nevertheless, the Respondent may submit proposed changes to the Master Service Agreement in track changes (i.e., visible edits) with an explanation of the Respondent’s need for each proposed change. Failure to include track changes with an explanation of the Respondent’s need for the proposed change constitutes the Respondent’s acceptance of the Master Service Agreement. General statements, such as “the Respondent reserves the right to negotiate the terms and conditions,” may be considered non-responsive.
10. **CLARIFICATION REQUEST.** The University reserves the right to issue a Clarification Request to a Respondent to clarify its proposal if the University determines the proposal is not clear. Failure to respond to a Clarification Request timely may be cause for disqualification.
11. **RESERVATIONS.** The University reserves the right to:
 - a. Disqualify a Respondent for failure to follow these instructions.



- b. Discontinue the RFP process at any time for any or no reason. The issuance of an RFP, your preparation and submission of a proposal, and the University's subsequent receipt and evaluation of your proposal does not commit the University to award a contract to you or anyone, even if all the requirements in the RFP are met.
 - c. Consider late proposals if: (i) no other proposals are received; (ii) no complete proposals are received; (iii) the University received complete proposals, but the proposals did not meet mandatory minimum requirements or technical criteria; or (iv) the award process fails to result in an award.
 - d. Consider an otherwise disqualified proposal, if no other proposals are received.
 - e. Disqualify a proposal based on: (i) information provided by the Respondent in response to this RFP; or (ii) if it is determined that a Respondent purposely or willfully submitted false or misleading information in response to the RFP.
 - f. Consider prior performance with the University in making its award decision.
 - g. Consider total-cost-of-ownership factors (e.g., transition and training costs) when evaluating proposal pricing and in the final award.
 - h. Refuse to award a contract to any Respondent that has outstanding debt with the University or has a legal dispute with the University.
 - i. Require all Respondents to participate in a Best and Final Offer round of the RFP.
 - j. Enter into negotiations with one or more Respondents on price, terms, technical requirements, or other deliverables.
 - k. Award multiple, optional-use contracts, or award by type of service or good.
 - l. Evaluate the proposal outside the scope identified in **Section 8, Evaluation Process**, if the University receives only one proposal.
 - m. Utilize third parties to assist in the evaluation process, provided such parties are subject to confidentiality requirements.
- 12. AWARD RECOMMENDATION.** The contract will be awarded to the responsive and responsible Respondent who offers the best value to the University, as determined by the University. Best value will be determined by the Respondent meeting any mandatory minimum requirements and offering the best combination of the factors in **Section 8, Evaluation Process**, and price, as demonstrated by the proposal. The University will email a **Notice of Award** to all Respondents. A Notice of Award does not constitute a contract, as the parties must reach final agreement on a signed contract before any services can be provided. The awarded Respondent is prohibited from partnering with losing bidders unless the RFP specifically allows for such arrangement, and any violation of this prohibition may result in disqualification of the awarded Respondent.
- 13. GENERAL CONDITIONS.** The University will not be liable for any costs, expenses, or damages incurred by a Respondent participating in this solicitation. The Respondent agrees that its proposal will be considered an offer to do business with the University in accordance with its proposal, including the Master Service Agreement, and that its proposal will be irrevocable and binding for a period of 180 calendar days from date of submission. If a contract is awarded to the Respondent, the University may, at its option, incorporate any part of the Respondent's proposal into the contract. This RFP is not an offer to enter into a contract. This RFP may not provide a complete statement of the University's needs, or contain all matters upon which agreement must be reached. Proposals submitted via email are the University's property.
- 14. FREEDOM OF INFORMATION ACT.** Respondent acknowledges that any responses, materials, correspondence or documents provided to the University may be subject to the State of Michigan Freedom of Information Act ("FOIA"), Michigan Compiled Law 15.231 *et seq.*, and may be released to third parties in compliance with FOIA or any other law. Questions about the Respondent's own performance can be directed to the RFP Contact indicated on page 1 of this document. Questions about



the overall evaluation and any other post-award inquiries must be submitted via a formal FOIA request to the [Michigan State University FOIA office](#).



RESPONDENT INFORMATION SHEET

Please complete the following Information Sheet in the space provided:

Information Sought	Response
Contact Information	
Respondent's sole contact person during the RFP process. Include name, title, address, email, and phone number.	
Person authorized to receive and sign a resulting contract. Include name, title, address, email, and phone number.	
Respondent Background Information	
Legal business name and address. Include business entity designation, e.g., sole proprietor, Inc., LLC, or LLP.	
What state was the company formed in?	
Main phone number	
Website address	
DUNS# AND/OR CCR# (if applicable):	
Number of years in business and number of employees	
Legal business name and address of parent company, if any	
Has your company (or any affiliates) been a party to litigation against Michigan State University? If the answer is yes, then state the date of initial filing, case name and court number, and jurisdiction.	
Experience	
Describe relevant experiences from the last 5 years supporting your ability to successfully manage a contract of similar size and scope for the services described in this RFP.	
Experience 1	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 2	
Company name Contact name Contact role at time of project Contact phone	



Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 3	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	



SCOPE OF WORK

Please address each of the sections below in a written response, which can be completed on a separate sheet (using the same section headings).

1. Background.

Michigan State University is seeking interested suppliers that can provide 24/7 security services for three MSU College of Human Medicine buildings. Two of the sites are in Grand Rapids, MI and one is in Flint, MI. We are looking for a well-established security company with adequate staff to cover our three sites. The successful bidder shall have available one site supervisor for our Flint site and one site supervisor to supervise both of our sites in Grand Rapids. While making our contract award decision we will consider the following;

- Does the bidding company have experience with providing security in a college or university setting?
- Does the bidding company have experience with providing security in a medical research facility and have they ever provided security in a facility where they have to respond to and resolve medical and research equipment alarms?
- We are looking for a security company with a large geographic footprint such as statewide or national and ideally, they would have local offices and support near our Flint and Grand Rapids facilities.
- We seek a security company who pays their employees a competitive wage for the length of the contract for both full-time and part-time work. We are interested in the bidding company's wage structure as it compares to the bill rate we would be charged for security services.
- Our Grand Rapids and Flint sites will each have site supervisors assigned but the site supervisor is only working 40hrs per week. Does the bidder have anything in place for security officer supervision and support when the site supervisor is not working such as a regional roving supervision or a 24/7 command post?
- Does the bidding company have any experience with and/or providing a guard tracking or check point type system for their security contracts?

The College of Human Medicine is requesting a formal proposal for security services to be provided 24-hour, 7-days a week, 365 days a year (including holidays) by trained and qualified personnel to actively patrol and monitor three facilities; the Secchia Center, Flint Journal building (including our office suite next door at the Capital Theater 130 E. 2nd St. Flint, MI 48502) and The Grand Rapids Research Center for a three (3) year contract period with the reserved right to renew the contract for two (2) additional years in one (1) year increments. Renewals will depend on pricing and level of satisfaction of service received during the contract period. Each building and location is unique with its own needs and scope of security. The Secchia Center and Flint Journal Buildings are educational and administrative buildings which provide services and education for medical students and the community, whereas the Grand Rapids Research Center provides facilities and support for the College's basic and translational science research mission. Research matters may be sensitive in nature to some individuals and the college requires a vendor that can achieve a high level of customer confidentiality, service and satisfaction. The buildings have normal business hours from 7:00am until 6:00pm, but do have occasional night and weekend events. The buildings are also open for student use during non-regular hours, but access and use is limited during those times.

Flint Journal Building /Capitol Theater Office Suite
200 E. 1st St.
Flint, MI 48502



Secchia Center
15 Michigan St. NE
Grand Rapids, MI 49503

Grand Rapids Research Center
400 Monroe Ave NW
Grand Rapids, MI 49503

2. Scope of Work.

The bidder will be responsible to have detailed knowledge of and perform all tasks and duties described in the list of duties provided in the Scope of Work Section of this Proposal.

All duties and task must be performed by qualified, trained staff in the area of individual job performance including but not limited to any certifications that may be required. We expect security officers will have at a minimum CPR, AED, Sexual Harassment, and 16 hrs. (two, 8 hr. days) of site-specific training at the expense of the supplier prior to being assigned and working a site on their own.

Startup / Evaluation Period and Multiple Bid Awards

The supplier shall be subject to a ninety (90) day startup evaluation period during which bidder performance and compliance with applicable university standards will be evaluated. The university may terminate the contract following a review of bidder performance during the evaluation period with written notice.

Communications

During work at the University the bidder may equip staff with adequate means of communications during projects. Technology such as two-way radios or cellular devices may be used provided they do not interfere with university activities or systems. The bidder shall provide one site phone (cell phone assigned to the site) for their security officers to use while on duty. The site phone will be provided at the cost of the bidder.

Duties/Responsibilities

- Assist customers who come to the desk by answering general questions and giving directions to people who are unfamiliar with our buildings. Finding people who are lost in our buildings and giving them directions.
- Monitor the students, faculty, staff, visitors, and contractors who come into our buildings. This is done by physically watching doors, monitoring our camera system, and maintaining a sign-in/ out log.
- Troubleshoot camera computer/security computer issues – or work with IT staff and the Security Director/Manager to report and resolve problems
- Deliver mail and packages throughout the buildings daily
- Review and monitor Outlook e-mail accounts, both Supervisor and Security Staff
- Review all activity logs
- Submit and review all end-of-shift reports
- Review all incident reports/ensure appropriate action/notifications are made
- Initiate incident review process through the MSU Security Director/Manager
- Initiate emergency response through the MSU/CHM Security Director/Manager for critical incidents
- Monitor and inventory lost and found items from within the facility



- Respond to fire alarms, general building alarms, and medical/research equipment alarms and make appropriate notifications
- Inventory building keys and access cards at the beginning and end of the shift and make appropriate notifications
- Conduct foot patrols within the buildings during all shifts, while doing foot patrols, security officers shall document any problems or dangerous situations they notice and make appropriate notifications.
- Conduct exterior foot patrols and monitor our parking facilities documenting and reporting any problems or dangerous situations
- Issue access cards and keys to contractors and building visitors
- Monitor local calls on a police-issued handheld radio, as available at the site.
- Weapons are not included in this SOW and are prohibited.
- Vehicles are not required in this SOW.
- Security officers will wear uniforms that are approved by both the supplier and the University. The uniforms will be provided by the supplier.
- Have knowledge of safety precautions and fire prevention methods.
- Ability to walk, stand, run, and climb over prolonged periods of time.
- Ability to speak English clearly and distinctly.
- Ability to hear audible alarms.
- Ability to initiate and render assistance in first aid to employees, residents, volunteers and visitors in situations of emergency, injury, or illness.
- Ability to solve problems and de-escalate situations in a non-confrontational manner.
- Other duties as assigned.

Important Facility Coverage

At no point during this contract will the MSU Facilities listed in this Proposal be left unattended for any reason. The supplier must be prepared to cover sick and paid time off, security levels must be maintained at all times.

Staffing Levels

We require one supervisor for the Grand Rapids campus and one supervisor at our Flint site.

Flint Journal Building

The Flint Journal Building is staffed with 1 uniformed guard during the week (M-F 0700 hrs. to 2000 hrs.) and 1 guard after hours and on weekends. Daily, a guard will conduct a walkthrough of the Capitol Theater Office. Occasionally we require security staffing for special events. Coverage is 24/7 and 365 days a year. The day shift site supervisor receives 40 hours per week while the guards receive a total of 153 hours per week.

Secchia Center

The Secchia Center is staffed with one guard or supervisor 24/7 and 365 days a year. Total hours per week are 168. Occasionally we require additional security staffing for special events.



Grand Rapids Research Center

The Grand Rapids Research Center is staffed with one security officer or supervisor 24/7 and 365 days a year. Total hours per week are 168. The loading dock at the Grand Rapids Research Center is staffed with one security officer or supervisor Monday-Friday 8am-4pm. Total hours per week are 40. We do not staff the loading dock on MSU holidays. Occasionally we require security staffing for special events.

Note: Guard numbers and hours are subject to change during certain circumstances.



PRICING

Please include a Pricing proposal as identified below on a separate sheet.

The University's standard payment procedures are 2.75% 10 days, net 30 days after receipt. Please note that any order resulting from this RFP will be issued using this procedure, with no exceptions.

Please provide a bid proposal that includes the hourly pay rates, hourly bill rates we pay the supplier, and the pay rate progression of the employee over the term of the contract for each location. Please include overtime rates and all MSU holidays must be paid at time and a half. MSU holidays can be found on the link below:

<https://hr.msu.edu/time-off-leave/holiday-schedule.html>

All proposals must include the supplier's employee benefits package. This contract is for three (3) years with the option to extend for two (2) additional one (1) year terms. Pricing increases cannot exceed three percent (3%) annually.



MASTER SERVICE AGREEMENT

(attached)

Please refer to Section 9 of the RFP Instructions when reviewing the Master Services Agreement terms and conditions.