



## **Safety and Security Services Request for Proposal January 18, 2023**

### **Objective**

The purpose of this RFP is to secure a qualified firm to provide unarmed safety monitors at all 3 Aurora Public Library District facilities.

### **Deadline for receipt**

Proposals must be received via email before Friday, February 17<sup>th</sup> at 2 p.m.

Proposals may be addressed to Tom Spicer, Deputy Director, Aurora Public Library District and should be emailed to [tspicer@aurorapubliclibrary.org](mailto:tspicer@aurorapubliclibrary.org).

### **Inquiries**

Inquiries must be made via email. Please address all inquiries to: [tspicer@aurorapubliclibrary.org](mailto:tspicer@aurorapubliclibrary.org). Questions will be addressed within 5 business days. All questions must be received no later than February 8<sup>th</sup> at 2 p.m.

### **Community Profile**

Aurora is diverse by any measure. 42.7% of the population identifies as Hispanic or Latino, 34.9% as non-Hispanic white, 10.5% as African American, and 9.3% as Asian. Similarly, languages besides English are common in Aurora, with nearly 70,000 Spanish-speakers, 1,900 Tagalog, and a significant Urdu speaking population of 1,318. 45.3% of households speak a language other than English at home. 25.6% of Aurora residents are foreign-born. Over 12% of households lack access to robust computing and Internet services for critical functions such as completing online job applications, banking, supporting their child's education, and general information access.



## Equity, Diversity and Inclusion

Our library's strategic plan includes our drive to advance our community through equity and by embedding equity, diversity, and inclusion into every facet of our organization, including these specific goals:

- The library will establish a more inclusive and equitable working environment.
- The library will create public spaces that are welcoming and inclusive.
- The library staff is responsive and accountable to the diverse needs of the community.

Our commitment to EDI is an integral part of who we are and who we aspire to be as an organization. Equity, Diversity, and Inclusion principles are critical to providing effective safety and security services. We recognize that many under-served populations have experienced trauma and we strive to avoid re-traumatization of individuals through de-escalation, the provision of empathetic and respectful service that reaches fair and reasonable outcomes, while also keeping our buildings safe and secure.

## Scope of Work

APLD The purpose of this RFP is to secure a qualified firm to provide uniformed, unarmed safety monitor services at all 3 Aurora Public Library District facilities. A safety monitor receives general supervision from the designated facility manager while providing a welcoming and safe environment for all visitors and staff via excellent customer service, pro-active communication, and empathy-driven de-escalation work. Spanish language skills are highly desirable.

The first facility is the Santori Library. This facility is 97,000 square feet and has 3 floors, outdoor grounds and parking lots. The facility will need to be monitored internally, externally, and via security cameras. Service will be provided for 98 hours/weekly and may be asked to work extra hours for library events.

The second facility is the Eola Road Branch. This facility is 35,000 square feet and has 2 floors, outdoor grounds and a parking lot. The facility will need to be patrolled internally, externally and via security cameras. Service will be provided for 68 hours/weekly and may be asked to work extra hours for library events.

The third facility is the West Branch. This facility is 17,000 square feet with one floor and has outdoor grounds and a parking lot. The facility will need to be monitored internally and externally. Service will be provided for 32 hours/weekly and may be asked to work extra hours for library events.

## Deliverables

### Provide staffing: Safety Monitors and Team Supervisor

- Provide a full-time supervisor who will work closely with the Deputy Director, branch managers, and Persons In Charge staff.
  - The Supervisor will also:
    - Provide monthly training in meetings and at targeted other times.
    - Communicate proactively with the library and the security company.
    - Provide coaching, supervision, and performance appraisals of Safety Monitors.
    - Create and maintain schedules.
- Safety Monitors will provide a welcoming and safe environment for all visitors and staff and ensure our [Customer Behavior and Security policy](#) is being followed.
  - Monitors will be responsible for:
    - Continuously walking through the various public areas, inside and outside, of the library.
    - The monitors will be friendly, helpful, communicative, and aware of their surroundings.
    - Monitors will be asked to use a walkie talkie, telephones and other forms of communication to keep all necessary parties informed of the environment.
    - Monitors will be in a uniform consisting of khaki pants and polo shirts and will be provided by the awarded company.

### Other General duties:

- Help implement the [Customer Behavior and Security Policy](#).
- Help calmly de-escalate and resolve inappropriate behavior in a respectful and tactful manner.
- Help with unattended or under-attended children in a respectful, tactful, and kind manner.
- Assist in emergency situations.
- Safeguard library staff, customers, and property.
- Patrol interior of building, exterior grounds, and library parking with focus on higher traffic areas.
- Participate in closing, vacating and securing library facilities.
- Maintain daily general record keeping.
- Check the restrooms for vandalism or inappropriate activities.
- Must be able to stand and walk for long periods of time.

### Requested Hours/Schedules:

Hours will include daytime, evening and weekend hours. Total hours of coverage are 200 hours, for all 7 days of the week across our three library locations with at least one monitor. Two safety monitors are needed from 1 pm to 9:15 pm, Monday-Thursday at Santori. Hours are subject to change. Significant schedule changes requested by the library will be communicated as soon as is possible.

## Proposal Content Requirements

- A cover letter providing a brief description of the firm or individual; name; contact information for the principal person.
- Executive summary of the highlights of the proposal, not to exceed one page in length, and conveying the business's understanding of the service we're seeking.
- A list of key personnel who would be responsible for the account and their expertise/experience. A summary of the firm's qualifications and relevant experience.
- An overview of costs that includes hourly rates paid to the firm and the number of staff needed to cover identified hours of operation.
- References and contact information for three organizations for which the business has provided safety and security services.

## RFP Standards and Selection Criteria

APLD reserves the right to cancel the award of contract any time before the execution of the contract by both parties. The responding consultants bear sole risk and responsibility for costs incurred in the preparation of the proposal.

No library board or staff member shall have a financial interest in this proposal.

In cases of disputes over differences of opinions as to the services in the proposal, the decision of APLD shall be final.

APLD reserves the right to ask for clarification in the proposal if the need arises, and to select a company based directly on the proposal or to negotiate further with one or more respondents.

APLD reserves the right to reject any or all responses to this RFP.

The proposal will be evaluated by APLD and will include the following criteria:

- Responsiveness of the written proposal to the purpose and scope of the work.
- Demonstrated knowledge, skills, and experience in providing safety and security services.
- Methodology and plan to provide continued training to support de-escalation, excellent customer service and safety services.
- Cost of services.

## RFP and Planning Process Timeline

- Proposals must be received via email before Friday, February 17<sup>th</sup>, at 2 p.m.
- All questions must be received no later than February 8<sup>th</sup> at 2 p.m.
- Firm interviews scheduled for February and March, 2023
- Firm selected and confirmed at March 2023 APLD board meeting.
- Anticipated date of providing services beginning in April 2023.