



REQUEST FOR QUALIFICATIONS

FOR

UNARMED SECURITY GUARD SERVICES

RFQ NUMBER: 24-010

ISSUED: JANUARY 6, 2025

SUBMISSION DEADLINE: JANUARY 28, 2025

Genesee Health System 1040 W. Bristol Road, Flint, MI 48507

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1. OPPORTUNITY

1.1. INTRODUCTION AND OVERVIEW

Genesee Health System (GHS or Board) is requesting a **statement of qualification (SOQ)** from interested and qualified companies that can provide UNARMED SECURITY GUARD SERVICES.

The need for this RFQ is the result of GHS moving to a new building on May 20, 2024. When the move to 1040 W. Bristol was first announced our why included that “GHS has to evaluate and evolve how we work with individuals and the entire community.” This new site allows for GHS to expand the health and wellness activities for individuals in Genesee County and the staff. The site currently houses all of the staff from our 420 West Fifth Avenue site, and next year will open the Behavioral Health Urgent Care (BHUC) which will provide Urgent Care for behavioral health, a Crisis Residential Unit, and a Crisis Stabilization Unit for voluntary and involuntary admissions.

Selection of the awarded firm will be the result of a two phase process. The first phase will be the review of the submitted SOQ. An Evaluation Committee will be assigned to review and score the SOQ based on the criteria established in this RFQ. The Committee will establish a shortlist of not less than three (3) firms deemed to be the most qualified (firms with the highest scores). At the discretion of the Committee, shortlisted firms may be interviewed.

For the second phase the shortlisted firms recommended by the Committee will be provided the final Request for Proposals (RFP) to submit a sealed proposal for the services. The Board intends to enter into a contract with a for-profit or non-profit entity to provide UNARMED SECURITY GUARD SERVICES the services will be provided by skilled guards in a professional, calm, confident and business-like manner. The guards will be visible and will treat our consumers, staff, and guest with respect. The guard will provide protection for the designated locations by monitoring for behavior or people that cause suspicion or danger, patrolling within the buildings and the exterior, and responding to incidents. These services will be provided to Genesee Health System locations as requested by the Board.

The Board received Authority status as of January 1, 2013, effectively becoming a distinct non-profit separate from the County of Genesee. Funding for the service(s) described herein is enabled by a cost reimbursement contract with Region 10 Prepaid Inpatient Health Plan (PIHP) to manage the Concurrent 1915(b)(c) Programs, the Healthy Michigan Plan and relevant waivers in Genesee County, Michigan and to provide a comprehensive array of specialty mental health services and supports as indicated therein. The Board also operates Genesee Community Health Center, which offers a holistic approach to physical health care for those who may otherwise go without.

The Board has chosen to meet the challenge of managed care by managing its mental health care service delivery through evaluation and monitoring and expecting its service providers to be solely responsible for managing its operations consistent with terms of the accepted contract.

Consequently, the submitter should be aware that providers from whom the Board purchases services are expected to operate in the marketplace and be able to effectively meet the requirements for establishing and maintaining a contractual relationship with the Board.

2. PROJECT SUMMARY

2.1. GENERAL DESCRIPTION OF UNARMED GUARD SERVICES:

The shortlisted firms will be provided the final Request for Proposals (RFP) to submit a sealed proposal for the services. Services to be provided will include but not be limited to:

A. Responsibilities of Security Provider

- a. Security Operations Management
- b. Risk Assessment and Management
- c. Crisis Response Coordination
- d. Collaboration with Behavioral Health Staff
- e. Ongoing Training and Development
- f. Security and Safety Systems Management
- g. Incident Investigation and Documentation
- h. Community and Law Enforcement Engagement

B. Specifications for Unarmed Guard Services

- a. Uniform and Equipment
- b. Facility Coverage
- c. Training and Certification
- d. Professional Conduct and Appearance
- e. Communication

2.2. LOCATIONS AND HOURS

Site #	Location	Address	current guard staffing	Site Sq. Ft.	Hours of operation	Days of Operation	Weapons Detection system, guest screening
1	Main Campus	1040 W. Bristol Road, Flint MI 48507-5516	2	164,000	6 am - 8 pm	m-f	
	CRU Main Campus	1040 W. Bristol Road, Flint MI 48507-5516	TBD	included above	24/7/365	m-sun	
	CSU Main Campus	1040 W. Bristol Road, Flint MI 48507-5516	TBD	included above	24/7/365	m-sun	yes
2	Children's Center	1402 S. Saginaw St. Flint, MI 48503-3705	2 shifts 2 per shift	56,000	7 am - 7 pm	m-f	
3	Community Integration Center	1057 E. Coldwater Rd, Flint MI 48505	1	35000 whole building, 19,000 w/o garage	7:30 am - 5 pm	m-f	

2.3. TERM

- A. The desired term of the agreement is two (2) years, with the option to extend up to 3 additional one year terms. The awarded contract will be funded by public funds or a grant. Termination due to lack of funding if/or when the funds are not appropriated or if the grant is discontinued, GHS may terminated the contract by written notice.

3. STATEMENT OF QUALIFICATIONS REQUIREMENTS

3.1. DATE AND TIME REQUIREMENTS

The Board will make every effort to adhere to the schedule below. However, the Board reserves the right, at its sole discretion, to adjust the RFQ Schedule of Events as it deems necessary.

All time is local to Flint, Michigan:

ACTIVITY/EVENT	DEADLINE - DATE/TIME
REQUEST FOR QUALIFICATIONS (RFQ) – STEP ONE	
Release of RFQ	January 6, 2025
Deadline for Questions/Inquiries	* Not Later Than: 11:00 am; January 14, 2025
Deadline for Receipt of Statement of Qualification (SOQ)	* Not Later Than: 11:00 am; January 28, 2025
Scoring/Ranking of SOQs/Shortlist Firms	* February 12, 2025
If needed Interview Shortlisted Firms	**Last 2 weeks February
REQUEST FOR PROPOSALS (RFP) – STEP TWO	
Release of the RFQ to Shortlisted Firms	** February 27, 2025
Pre-Proposal Conference and site visit	** Week of March 3, 2025
Deadline for Questions/Inquiries	** Not Later Than: 11:00 am; March 13, 2025
Receipt of Proposals (Deadline)	** Not Later Than: 11:00 am; March 25, 2025
Scoring/Ranking of RFP	** March 2025
City Commission Approval	** April ??, 2025
Execute Contract	** May 2025
Contract Begin Date	

* These are confirmed times/dates (subject to change). If changed, an addendum will be issued.

** These are tentative times/dates provided for information only (subject to change without an addendum to the RFQ or RFP). However, dates relative to the RFP will be confirmed when the RFP is released.

3.2. STATEMENT OF QUALIFICATION (SOQ) CONTENT REQUIREMENTS

To be eligible to respond to this RFQ, the interested firm (offeror) must demonstrate that they or the principals assigned to the project have successfully completed services same or similar to those specified in Section 2 (Project Summary) for at least one entity similar in size and complexity to GHS.

A. PREPARATION AND FORMATTING REQUIREMENTS

The Offeror shall be responsible for preparing and submitting an effective, clear, and concise Statement of Qualifications (SOQ). SOQ must contain the following information:

- (a) Shall be written in the English language
- (b) Offeror will prepare a comprehensive document incorporating responses to each Section; said responses shall be presented as follows: Font Style "Arial or Calibri" with a minimum Font Size of 11
- (c) Offeror shall prepare a Table of Contents with page numbers. SOQ pages must be numbered.
- (d) The only accepted document formats for email submission are .pdf or Microsoft Word .doc, .docx
- (e) SOQ must be signed by the official authorized to bind the submitter to its provisions.

*Please note, Offerors should not submit handbooks and extensive documents as examples, but rather items such as Table of Contents from handbooks previously developed or brief samples to demonstrate competency.

B. SUBMISSION REQUIREMENTS

- (a) Offeror shall respond regarding how they will answer or meet the requirements of each Section, cite the section number for each response with each section corresponding to the Table of Contents.
- (b) The Offeror must complete a **General Information Submittal Form A** and attach to the SOQ.
- (c) It is the responsibility of the Offeror to understand all details of the RFQ. The Offeror, by submitting a response indicates a full understanding of all details and specifications of the RFQ. Offerors are required to check the GHS website at <https://genhs.org/rfp-grant-opportunities/> or <https://www.bidnetdirect.com/mitn> for addenda prior to the due date to assure that the SOQ incorporates all addenda.
- (d) The Offeror is solely responsible for delivery of One (1) original submitted at <https://www.bidnetdirect.com/mitn>. GHS has partnered with BidNet as part of the Michigan Inter-governmental Trade Network (MITN) to post bid opportunities at the site and receive submissions. SOQs will be accepted until January 28, 2025, 11:00 am. SOQs must be completely entered and received by this date and time in order for the SOQ to be considered. **Bidnet guide for suppliers:**
<https://www.bidnetdirect.com/resources/articles/how-to-use-bidnet-direct-to-maximize-opportunities>
Bidnet Vendor Registration: <https://www.bidnetdirect.com/public/user-registration>

- (e) The offeror must ensure that their response meets all form and content requirements detailed within this RFQ. **In order to expedite the evaluation process, interested firms MUST submit their SOQ documents/information in the following TAB format:**

TAB 1 - FORM A - GENERAL INFORMATION

The signer of the SOQ must declare that the SOQ is in all respects fair and in good faith without collusion or fraud, and that the signer of the SOQ has the authority to bind the principal proposer.

Complete Submittal Form A.

TAB 2 - ORGANIZATION EXECUTIVE SUMMARY

Present in brief, concise terms, a summary level description of the contents of the SOQ and of your company.

- a. Give a narrative description of organization including Organizational Structure, length of time (number of years) in business, supervision of staff, and experience of management personnel. Additional pertinent information should be included.
- b. Fully describe the firm's experience and capabilities in providing similar services to those describe in this RFQ. Be specific noting type of businesses and services provided.
- c. Fully describe ability to provide coverage without interruption. What is your firm's capacity to provide coverage.
- d. Fully describe your dispatching system.
- e. What challenges or risks do you anticipate for providing security services at GHS. Clearly describe how you would approach and/or mitigate these concerns.
- f. What qualifications does your company have that makes you the best fit to provide security services to GHS?
- g. What value added services can be provided to GHS, and how are these services currently deployed and benefiting other clients?

TAB 3 – STAFF QUALIFICATIONS

This section should express the general and specific project related capability of your staff that will be assigned to this project. This will include management, guards, and support staff.

- a. Describe your employee screening, hiring and retention practices that would apply to Security Officers proposed for the GHS contract.
- b. Briefly describe your supervisory and employee evaluation practices that would apply if awarded the GHS contact.
- c. Demonstrated effective programs in the training and development of new and tenured personnel.

TAB 4 – MISCELLANEOUS DOCUMENTS

- a. At least four references (use attached reference form): current and former major accounts along with contact person name and phone number(s). Include accounts that represent company’s experience with entities of similar size and exposures as GHS. NOTE: At the Board discretion, GHS may obtain other references from other sources. **Use Submittal Form B.**
- b. Professional Licenses, Certificates, Registrations, Permits, etc. (company must be licensed and/or registered in the State of Michigan in all required disciplines)

Submittal Forms – see Section 6	
FORM A - Offeror Background	
FORM B - References	

4. EVALUATION PROCEDURES

4.1. EVALUATION SUMMARY

Criteria	Weighted Value
Firm Overall Experience and History	15%
Firm’s Experience with Projects of Similar Nature	35%
Responsiveness to the RFQ	10%
Staff practices	25%
Firm’s Capacity	10%
Firm’s Proximity	5%
TOTAL POINTS	100%

4.2. EVALUATION PROCESS

- A. Selection of the awarded firm will be the result of a two phase process. The first phase will be the review of the submitted SOQ. The shortlisted firms from the first phase will be invited to participate in the RFP process. The shortlisted firms will be selected based on the responsive and responsible Offerors offering the greatest benefit to GHS, as determined by GHS, when considering technical suitability for intended GHS purpose, and supplier performance potential.

SOQ will be examined by a GHS evaluation team and scored. The team is composed of a variety of evaluators. The intent of the evaluation process is to determine, through application of uniform criteria, how effectively the offeror's qualifications satisfy GHS requirements. In addition to material provided in the proposal, the evaluation team may request an interview, additional information, or references from the Offeror or others. The evaluation team will assign quality point scores to each proposal using the criteria listed above.

4.3. INTERVIEWS

Will be as needed with the short-listed firms as determined by the evaluation team.

5. ADMINISTRATIVE REQUIREMENTS

5.1. PURCHASING CONTACT

- B. The purchasing contact on this project is Cindy Stahmer, Purchasing Manager. All communications, any modifications, clarifications, amendments, questions, responses, or any other matters relating to this RFQ, shall be made by and through the purchasing contact via email RFPreplies@genhs.org. No contact regarding this solicitation made with other GHS employees is permitted. Any violation of this condition may result in immediate rejection of the proposal.

5.2. QUESTIONS, INQUIRES, CLARIFICATIONS, REQUESTS FOR INFORMATION

- C. Questions about the RFQ must be submitted in writing to RFPreplies@genhs.org. Questions will be responded to in writing and made available to all interested parties via posting on the Board's web page www.genhs.org under the <https://genhs.org/rfp-grant-opportunities/> link.

5.3. ADDENDA

- D. All offerors shall be responsible for routinely checking the GHS website at <https://genhs.org/rfp-grant-opportunities/> for issued addenda and other relevant information. GHS shall not be responsible for failure of an offeror to obtain addenda and other relevant information issued at any time related to this RFQ

6. FORMS

6.1. SUBMITTAL FORM A – GENERAL INFORMATION

RFQ Number: **24-010**

RFQ Name: **Unarmed Security Guard Services**

Offeror Information

Name of Company:

Physical Address:

Mailing Address:

Person(s) to Contact, identify an individual that can be contacted for clarification on the SOQ:

Name:

Title:

E-Mail Address:

Company URL:

Telephone Number:

Cell Phone Number:

ADDENDA ACKNOWLEDGEMENT: The offeror acknowledges receipt of the following addenda and has incorporated the requirements of such addenda into their statement: _____

FINANCIAL INFORMATION: Provide Offerors annual revenue from work completed in the last three (3) years:

Year			
Revenue	\$	\$	\$

Include the following as attachments with submittal Form A:

- Offeror must disclose any litigation involving the organization during the past five (5) years.
- Offeror confirms no Conflict of Interest exists as defined in section 7.5, if not, attach a statement explaining the conditions.
- List of Owners and/or Partners and Managers of the firm.
- Offeror shall attach audited financial statements for the previous two (2) years of operation.
- Offeror shall submit documentation and proof of entity (e.g. IRS 501(c)3 determination); copy of Articles of Incorporation or document under which the organization is constituted/organized from its inception;
- Provide a copy of W-9

Liability Insurance, throughout the contract period, the successful offeror must provide the following insurance coverages, attach a certificate of insurance confirming:

- Certificate of Workers' Disability Compensation insurance coverage.
- Liability Insurance, throughout the contract period, the successful offeror must provide the following insurance coverages, attach a certificate of insurance confirming:
- Professional liability (errors and omissions) in a sum of not less than \$1,000,000 per claim and \$3,000,000 annual aggregate.
- General liability insurance with Broad Form General Liability Endorsement or equivalent, if not in policy proper, Provider and Contractual liability coverage with limits of not less than \$1,000,000 per occurrence and \$3,000,000 annual aggregate. Abuse and molestation cannot be excluded.
- AUTO coverage of \$1,000,000 with GHS listed as Additionally Insured
 - Liability insurance at a limit of at least one million dollars (\$1,000,000.00) combined into a single limit for bodily injury and property damage;
 - No-fault coverage as required by Michigan law.
 - Agency listed as an additional insured on any insurance policies referenced in this Contract and shall name the Agency as a certificate holder.
- List Abuse / Molestation coverage as being included, this is required when providing direct contact with individuals and this cannot be excluded from coverage.
- GHS listed at Additionally Insured under the General, Professional, and Automobile Liability policies.
- GHS listed as Certificate holder.
- New GHS Address: GENESEE HEALTH SYSTEM, 1040 W BRISTOL RD., SUITE 2406 FLINT, MI 48507

STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Offeror has thoroughly reviewed this RFQ, contract documents, and all pertinent appendices, exhibits, and attachments included as part thereof, and that we fully understand all elements required for the full completion of the project as defined therein.

The Offeror further certifies that, if selected as the successful firm, we will enter into a contract agreement.

By signature below the signatory certifies legal authority to bind the responding entity to the provisions of this RFQ and any contract awarded pursuant to it. The Board may, at its sole discretion and at any time, require evidence documenting the signatory's authority to be personally bound or to legally bind the responding entity.

Authorized Representative Signature

Date

Printed Name & Title

6.2. SUBMITTAL FORM B – REFERENCES

Reference 1	
Client's Name:	
Location of service:	
Contact Name and Title:	
Phone:	
Email:	
Length of service and size of staff	
Description of Service	
Reference 2	
Client's Name:	
Location of service:	
Contact Name and Title:	
Phone:	
Email:	
Length of service and size of staff	
Description of Service	
Reference 3	
Client's Name:	
Location of service:	
Contact Name and Title:	
Phone:	

Email:	
Length of service and size of staff	
Description of Service	
Reference 4	
Client's Name:	
Location of service:	
Contact Name and Title:	
Phone:	
Email:	
Length of service and size of staff	
Description of Service	
Reference 5	
Client's Name:	
Location of service:	
Contact Name and Title:	
Phone:	
Email:	
Length of service and size of staff	
Description of Service	

7. STANDARD TERMS & CONDITIONS

7.1. COST LIABILITY

- A. The Board assumes no responsibility or liability for costs by the Offeror, or any Offeror prior to the execution of a contract between the organization and the Board. The Offeror agrees that its proposal will be considered an offer to do business with the Board in accordance with its proposal, and that its proposal will be irrevocable and binding for a period of 180 calendar days from date of submission.

7.2. OTHER MATERIALS

- A. Offerors may attach other materials believed to be relevant to illustrating the Offeror's ability to successfully provide these services. Only material which includes a clearly stated value to GHS will be considered. The offeror must state the relevance and reason for including additional information.

7.3. AWARD OF CONTRACT

- A. It is the intent of the Board to enter into a contract with provider(s) that will emphasize administrative efficiencies, and possess the capacity, infrastructure and organizational competence to provide the requirements under this proposal.
- B. Award recommendations are contingent upon an initial evaluation of the Offeror's qualifications to determine if the Offeror is a quality provider.
- C. Offerors who are awarded contracts shall not assign or delegate any of their duties or obligations under the contract to any other party without written permission of the Board.

7.4. DISCLOSURE

- A. All information in an Offeror's SOQ is subject under the provisions of Public Act No. 442 of 1976 known as the Freedom of Information Act.

7.5. CONFLICT OF INTEREST

- A. Offerors awarded a contract will affirm that no principal, representative, agent, or other acting on behalf of or legally capable of acting on the behalf of the Offeror, is currently an employee of the Board; nor will any such person connected to the Offeror currently be using or privy to any information regarding the Board which may constitute a conflict of interest.
- B. At the time of the proposal, all Offerors shall disclose any known direct or indirect financial interests (including but not limited to ownership, investment interests, or any other form of remuneration) that may be present between the Offeror or its potential subcontractors, and Board personnel. This disclosure shall be made to the Boards' Director of Operations who will forward the information to the CEO.

7.6. RELATIONSHIP OF THE PARTIES (INDEPENDENT CONTRACTOR)

- A. The relationship between the Board and any Offerors successful in obtaining a contract is that of client and independent contractor. No agent, employee, or servant of the contractor shall be deemed to be an employee, agent, or servant of the Board for any reason. The independent contractor will be solely and entirely responsible for its

acts and the acts of its agents, employees, and servants during the performance of a contract resulting from the RFQ.

7.7. NO WAIVER OF DEFAULT

- A. The failure of the Board to insist upon strict adherence to any term of a contract resulting from this RFQ shall not be considered a waiver or deprive the Board of the right thereafter to insist upon strict adherence to that term, or any other term, of the contract.

7.8. DISCLAIMER

- A. All the information contained within this RFQ reflects the best and most accurate information available to the Board at the time of the RFQ preparation. No inaccuracies in such information shall constitute a basis for legal recovery of damages, either real or punitive. If it becomes necessary to revise any part of this RFQ, a supplement will be issued to all potential Offerors who obtained the original RFQ.

7.9. REFERRAL PROCESS

- A. Information related to the population to be served will be discussed at the pre-proposal conference. Providers must agree to accept and serve all clients referred and authorized by the Board under the contract as described in the following service description.