



Bismarck Veterans Memorial Public Library

DATE: June 25, 2024

FROM: Christine Kujawa, Library Director

ITEM: Library Security Service Bid

REQUEST:

Award the bid for library security services.

BACKGROUND INFORMATION:

On Friday, May 24, 2024 the library's security service request for bids closed. Four bids were submitted. On Wednesday, June 5, 2024 interviews were conducted for the top two firms based on lowest bid. Interview scoring was based on price; reliability and reputation, including reference check feedback; experience; areas of expertise; and technology and communication. The top scoring firm is EH Investigations & Security, LLC.

On June 12, 2024, the Library Board of Directors approved EH Investigations & Security, LLC's bid for library security services at \$28.00/hour. The revenue for this expense is accounted for in the library's budget. Revenue source: Library Fund.

RECOMMENDED CITY COMMISSION ACTION:

Award the bid for library security services.

STAFF CONTACT INFORMATION:

Christine Kujawa, Library Director, 701-355-1482, ckujawa@bismarcklibrary.org

ATTACHMENTS:

1. 2024 Library Security Service Combined Interview Committee Scores
2. Library Security RFP Packet

Bismarck Veterans Memorial Public Library – Wednesday June 5, 2024
 Library Security Services – Combined Interview Score Sheet

2024 Library Security Services Interview Scoring Committee

- Elizabeth Jacobs, Assistant Library Director
- Dianna Kindseth, Library Board President
- Sarah Matthews, Librarian-Head of Adult Services
- Randy Ziegler, Deputy Chief-Bismarck Police Department

Category	Bismarck-Mandan Security	EH Investigations & Security, LLC
Price Bismarck-Mandan Security: \$25.25/hour EH Investigations & Security, LLC: \$28.00/hour	8	4
Reliability and Reputation	5	7
Experience	6	6
Areas of Expertise	4	8
Technology/Communication	4	8
Total:	27	33

REQUEST FOR BIDS

FOR PROFESSIONAL SECURITY SERVICES

**FOR BISMARCK VETERANS MEMORIAL PUBLIC LIBRARY
CITY OF BISMARCK**

NORTH DAKOTA

May 2024

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I. INTRODUCTION

The Bismarck Veterans Memorial Public Library, herein referred to as “library,” is requesting bids from professional security firms to provide unarmed security services. The selected firm will work in conjunction with, provide administrative support to, and report to the library.

The scope of services will include following and enforcing library policies, conducting building rounds, conducting closing procedures, and other related responsibilities. The selected firm will be an independent contractor, licensed to work in North Dakota, responsible for hiring and supervising its own employees to perform the services.

A two-year contract is contemplated, with an option for the library to renew for three additional years with a 3% increase to the hourly rate for each of the additional three years, subject to an annual review, the satisfactory negotiation of terms (including a price acceptable to both the library and the selected firm), the concurrence of the Library Board of Directors, and the annual availability of an appropriation.

There is no express or implied obligation for the library to reimburse responding firms for any expenses incurred in preparing bids in response to this request.

Submission of a bid indicates acceptance by the firm of the conditions contained in this request for bids, unless clearly and specifically noted in the contract between the library and the firm selected.

Any inquiries concerning the request for bids should be addressed to Janelle Combs, 221 N 5th St, Bismarck, ND 58501. Telephone: (701) 355-1340; Email: jcombs@bismarcknd.gov.

To be considered, a bid must be received by the City of Bismarck in the office of the City Administrator at PO Box 5503 or 221 N 5th Street, Bismarck, ND 58506-5503 by 3:00pm CT on Friday, May 24, 2024. Bids will be opened at 4:00pm CT on Friday, May 24, 2024.

Bids must be submitted on the forms furnished and shall be sealed with envelope front faces clearly marked “Bismarck Veterans Memorial Public Library - Security Services Bid.”

The award will be made on the basis of the best combination of price and service to fit the security needs of the library. Price shall not be the sole determining factor. Other factors such as efficiency, effectiveness, and dependability may be considered to meet the security needs of the library.

The right is reserved to hold all bids for a period of sixty (60) days, to reject any and all bids, to waive technicalities or to accept such as may be determined to be in the best interest of the library and City of Bismarck.

II. SCOPE OF LIBRARY SECURITY SERVICES

The security firm shall be responsible for performing procedures involving, but not limited to:

- Ensure guards are on site during all scheduled shifts. If guards cannot work their shifts, it is the responsibility of the security firm to find replacements. Replacements must be previously trained on tasks and procedures specific to the library prior to being scheduled to work at the library. All scheduled security shifts must have a guard on duty. A schedule of who will be working will be provided to the library at least one week in advance. Regular scheduled shifts are:
 - Sunday: 1-6pm (5 hours)
 - Monday: 1-9pm (8 hours)
 - Tuesday: 1-9pm (8 hours)
 - Wednesday: 1-9pm (8 hours)
 - Thursday: 1-9pm (8 hours)
 - Friday: 1-6pm (5 hours)
 - Saturday: 9am-6pm (9 hours)
 - Library Board approved holidays and closures, including closures for inclement weather, will not require security services and the library will not pay for security services on these days.
 - The firm is responsible for covering the cost of training new hires and will not charge those extra costs to the library.
 - Failure to provide on-site security on any day for any number of hours results in the prorated deduction of contractual fees for that day. Failure to provide on-site security for a total of five days in a contractual year will result in an additional **\$2,500 charge** to the security firm as liquidated damages for the loss of service and contract termination.
- Guards are in charge of the following during their scheduled shifts:
 - Emergency situations, including but not limited to: inclement weather, medical emergencies, and active shooter and safe space procedures
 - Communicate with First Responders in a professional, calm manner
 - Handle library bans and trespass notices
 - Follow and enforce library policies
 - If library patrons do not follow the policies, take action - including educating and communicating with patrons in a calm, neutral, professional manner; giving warnings; removal from building; and/or issue trespass notices.
 - Communicate with the library's Leadership Team about situations and problems encountered
 - Provide written and electronic documentation of situations and shift activities
 - Use the library's security system to monitor building activity and to retrieve photo/video footage of incidents
 - Conduct 5pm procedures during every shift, see Appendix
 - Conduct closing procedures, see Appendix

- Conduct building and grounds rounds **every 30 minutes**, see Appendix
- Work additional shifts during special events, as requested.

NOTE: The successful firm will be responsible for hiring, training, and supervising all security employees. All guards will be employees of the firm, not the library. If guards are replaced, the library **must be notified prior to the new guards being scheduled**. Individuals with a history of disrupting library services will not be assigned to the library for security services. If there are issues with guard performance and professionalism, the library reserves the right to order removal of the guard and the security firm will provide another guard.

III. Appendix

Security Post Duties

Post duties include the following:

1. Become thoroughly familiar with all library policies and procedures relating to the public, especially Code of Conduct, Library Grounds Policy, and emergency related procedures.
 - If an explanation of these policies and procedures is needed, contact library administration.
 - When requested by members of the library's Leadership Team, security guards shall assist in enforcing library policies.
 - Read the policies and procedures on a quarterly basis as a refresher.
2. Security guards will make their presence known when they arrive and throughout their shifts by observing and walking around all areas of library property and checking in with library employees in all public facing departments for any important information:
 - While continual communication between security guards and library employees is essential, socializing should be limited.
 - Security guards are expected to remain alert and patrol throughout the property every **30 minutes**.
3. When arriving for shifts, retrieve the security cell phone and carry it with you at all times during shifts so employees can contact you when needed. Keep a pen and pocket-sized memo pad with you at all times so you can easily write down incident information on site.
4. Interaction with First Responders
 - Security guards will contact First Responders in the event of activity or behavior that requires their assistance, such as health emergencies or situations posing immediate danger.
 - In the event of an emergency, security guards will call 9-1-1, and supervise and monitor the event until resolved. If calling from a library telephone, dial "9-9-1-1."
5. Documentation
 - Security guards will be expected to follow documentation protocol per their security firm and the library.
 - Security guards will draft incident reports and accompanying security camera photos/footage as soon as possible after the incident has occurred utilizing clear and concise language. Keep in mind that any correspondence during library shifts, regardless of format, will be considered an open government record. Always use professional and respectful language. Check spelling and grammar prior to sharing. Incident reports should include detailed information:
 - Names and genders of individuals involved, including library employees who assist you.

- Description of the incident. Note: if a library patron states that something happened, but you didn't see it happen, be sure to state that, e.g. "library patron said..." If you don't see it, the description will be misleading and inaccurate.
 - Location of incident.
 - Time and date.
 - Whether or not First Responders were called.
 - Resolution, e.g. library patron told to leave for the day, trespassed, etc.
6. Missed shifts by security guards
- If a security guard cannot make it to their shift, the security firm will contact library administration prior to the beginning of the shift, with the name of the guard covering the shift so we know who to expect.
 - Library administration phone numbers: 701-355-1482 (Christine Kujawa, Library Director) or 701-355-1483 (Elizabeth Jacobs, Assistant Library Director).
7. Conduct the 5pm procedures, to be completed every day.
- Both sets of story room doors must be secured and locked. If there is a library event taking place in this area, wait until it ends and then check the doors.
 - The outside garage door must be closed tightly and locked. If not, secure and lock it.
 - The overhead doors in the garage and dock door must be closed completely.
 - Three southwest employee only doors should be closed and locked.
 - Check the adult services office:
 - Turn off the photocopier and laminating machine.
 - Close and lock the adult services office door.
 - Check the staff breakroom and turn off:
 - Restroom lights and exhaust fans
 - Coffee pot
 - Electric fireplace
 - Radio, television
 - The Missouri River Room lights should be off, and door closed and locked.
 - Initial completed tasks on the 5pm checklist located at the Adult Services Information Desk.
8. Assist with closing by handling assigned procedures 10-15 minutes prior to closing
- Make sure the lights in the Burleigh County Library office are off and the doors are closed.
 - Conduct exterior walk around building. Pick up large pieces of litter and put in library dumpster.
 - Turn off Teen HQ lights. The switch is above the fire extinguisher near the Head of Youth Services office.
 - Turn off Teen HQ display light and fireplace, and make sure the doors are closed and locked.

- Conduct public area walk-through, including restrooms. Notify those in study rooms or with headphones who may not hear the closing announcements that the library is closing soon.
- Assist circulation employees with a walk-through of lower level meeting room area, if needed. Make sure all doors are closed and locked.
- Ensure all library patrons have exited the building and the building is secure.
- Initial completed tasks on the closing checklist located at the Adult Services Information Desk.
- Turn off all lights in library administration, turn off and return the security cell phone to the security desk and plug it in to charge overnight. Make sure both library administration doors are securely closed and locked before exiting.
- Return the building key to its assigned location.
- Exit the building with employees and observe them walking to their vehicles. Guards will accompany employees to their vehicles, if requested.
- Check the exterior garage door to ensure it is locked.
- Check the outside front entrance doors to ensure they are locked.

Building Rounds

Security patrolling is an important duty for security guards and ensures a safe and controlled environment so both patrons and library employees feel safe. When patrolling the property on evenings and weekends, make sure the library administration doors are closed and locked before leaving the area.

The following are general building round guidelines and procedures to follow:

- Make sure the premises are secure.
- Be aware and observant of your surroundings. Use your professional presence to promote security and to discourage disruptive behavior. Avoid establishing predictable patrol patterns. Vary what you do on patrol so you can observe the entire area.
- Make sure the premises are secure.
- Always have a flashlight available while on duty. A power failure during the day can make the interior of a building totally dark.
- Use common sense to prevent injury.
- Use equipment properly and safely.
- Use all your senses to alert you to anything unusual or different. Remember to look in all directions (up, around, on the ground, to the side) while patrolling. Some important items to look for include:
 - Unlocked doors, gates, or other kinds of enclosures
 - People in unexpected places or restricted areas
 - Suspicious patrons
 - Suspicious packages
 - Notify the Building and Grounds Manager if you notice anything requiring building maintenance. Whether notifying in person or leaving a note, be as specific as possible, e.g. "lights are out on the main level in between rows 19-20," "there are carpet stains on the lower level outside the men's restroom," etc. Examples of areas requiring building maintenance include:

- Leaks or spills
- Cracked pipes
- Unusual noises
- Unusual odors
- Temperature changes
- Burned out lights
- Broken fences or gates
- Malfunctioning equipment
- Areas requiring housekeeping attention
- Be aware of and report all potential fire or safety hazards.
- If you discover something unusual or out of the ordinary that qualifies as an emergency, follow emergency procedures.

The following are specific building round guidelines by area:

Interior Rounds

Interior rounds should be conducted **every 30 minutes** and include the following areas:

- **Main level**
 - Entrance and lobby
 - Check both restrooms to be sure they are safe and secure.
 - Youth Services-Children's Library
 - Check in with Children's Library Information Desk employees. Ask if there are any outstanding issues or concerns.
 - If security guards see unaccompanied adults, notify the Children's Library employees to find out if it's permissible for the adults to be in this section. If not, they may request your assistance with politely asking the adults to go to the adult section.
 - Youth Services-Teen HQ
 - Make sure there are no adults in this section, unless a library sponsored teen/adult program is taking place.
 - If the area is empty, check the doors to ensure they are locked. Ask if there are any outstanding issues or concerns.
 - Adult areas
 - Check in with Adult Services Information Desk employees. Ask if there are any outstanding issues or concerns.
 - Thoroughly walk through all areas including computer area, study rooms, and open seating areas.
 - If study rooms are empty, check doors to ensure they are locked.
 - Push in empty chairs.
 - If trash is left behind in any of these areas, please pick it up and put in the nearest trash bin.
 - Coffee Shop
 - When walking through the adult area, look through the coffee shop windows to ensure everything looks secure and safe.
 - Stop in the coffee shop at least once during each shift. Ask employees how everything is going, and if there are any outstanding issues or concerns.

- Circulation Services
 - Check in with Circulation Desk employees. Ask if there are any outstanding issues or concerns.
- Employee areas
 - Walk through employee areas and check doors that should be locked.
 - If security guards see someone they don't recognize, ask a library employee if the person works at the library and if it's ok for them to be in the employee area.
- **Lower level**
 - When walking through the lower level check the following areas to be sure the area is secure and safe:
 - Study tables
 - Make sure people are awake and alert
 - Push in chairs
 - If trash is left behind, please pick up and put in the nearest trash bin.
 - Study rooms
 - If occupied, make sure occupants are awake and alert.
 - If unoccupied, make sure doors are closed and locked. Push in chairs.
 - If trash is left behind, please pick up and put in the nearest trash bin.
 - Restrooms
 - Check both restrooms to be sure they are safe and secure.
 - Missouri River Room
 - If occupied, when doing rounds look through the windows to ensure everything looks safe and secure.
 - If unoccupied, lights should be off, and door should be closed and locked. Exception: there are times when the lights above the fireplace are on to highlight the area, this is ok and they can be left on.
 - Maintenance/storage area doors
 - Unless the Building and Grounds Manager is seen working in the area, all storage areas, janitor closets, and maintenance equipment lights should be off with doors closed and locked. There are emergency lights in some of these areas and they stay on all the time.
 - Maintenance equipment areas
 - Walk through maintenance equipment areas. If you notice leaks or strange odors, contact the Building and Grounds Manager right away.
- **Lower level - meeting room area**
 - Meeting rooms
 - If occupied, glance through the doors during rounds to be sure the area is safe and secure.

- If unoccupied, lights should be off with doors closed and locked. There are emergency lights in some of the meeting rooms and they stay on all the time.
 - If the entire meeting room level is unoccupied, all meeting room lights should be off with doors locked, bathroom lights off, and hallway lights off. The lobby meeting room sliding door switch is located in the circulation desk area and should be set to “off.” This ensures that no one can enter the closed meeting room area. The door is always set to “exit only” to ensure the option to exit is always active in case of fire.
 - Restrooms
 - Check both restrooms to be sure they are safe and secure.
 - Hallways
 - Walk through all hallway areas and make sure they are safe and secure. If people are lingering in areas of the hallway, be sure they are there for a meeting. Walk all the way through the far back hallway leading to the 6th Street emergency exit. The public should never be in this area.
 - Maintenance/storage area doors
 - Unless the Building and Grounds Manager is seen working in the area, all storage areas, janitor closets, and maintenance equipment lights should be off with doors closed and locked. There are emergency lights in some of these areas and they stay on all the time.
 - Maintenance equipment areas
 - Walk through maintenance equipment areas. If you notice leaks or strange odors, contact the Building and Grounds Manager right away. If he is not in the building call him and explain the situation.
- **Garage**
 - Check both the bookmobile and Building and Grounds Manager garage areas.
 - Check garage doors to be sure they are closed and secured.
 - If the garage doors or loading dock door are open and there are no library employees in the area, check with library employees to find out if they should be open. If not, close the doors.

Exterior rounds

Exterior rounds should be conducted **every 30 minutes** and include the following:

- Walk the perimeter of the building. If you notice larger pieces of trash please pick up and put in the library’s dumpster.
- Check for damage to building walls and windows.
- Check flagpole and flag: make sure the flag is up and in good condition. If not, inform the Building and Grounds Manager.
- Check the grassy knoll area for safety concerns. If you notice larger pieces of trash please pick up and put in the library’s dumpster.
- At no time should the public sit on staff entrance steps or smoke near the staff entrance.

- At no time should the public sit on the southeast corner emergency exit steps. Per building code, this area must be kept clear in case of emergency.
- The library grounds area is tobacco-free. If people are smoking/vaping anywhere on the plaza, grassy knoll area, or elsewhere on library property, inform them that they must go off-property or to the sidewalk to smoke. It is permissible for patrons to smoke in their vehicles.
- If at night, check exterior parking, plaza, flagpole, and grassy knoll lights to be sure they are on. If you notice burned out lights leave a note for the Building and Grounds Manager.
- Review the Building Grounds Policy for additional information.

When security guards are caught up with rounds, they will perform the following tasks:

- Monitor the property by utilizing the security camera system.
- Catch up on reports and notes regarding activity during their shifts.
- Review library policies and procedures.
- Review incident reports to keep up-to-date on active and past incidents, including ban and trespass activity.

Additionally:

- Security guards will not use the security computer for personal use.
- Security guards will work throughout the duration of their assigned shifts and will not perform personal, non-work related tasks during their shifts.
- At no time will security guards invite personal visitors into library administration.

**Bismarck Veterans Memorial Public Library
Security Firm Quote**

Security Firm: _____

Contact: _____

Hourly Rate: _____

(check box) Security firm reviewed the Request for Bids document and shall fulfill all aspects if awarded this bid, which includes scope of bid, scope of security services, security post duties, and building round duties.

Additional information:

Attach supporting documentation with the Request for Bids.