



**Purchasing Division**

**NOTICE OF AWARD EXTENSION-5173-23-SH**

December 27, 2022

Brent Jagger  
Citadel Security USA  
304 North Avenue  
Grand Junction, CO 81501

**SOLICITATION DESCRIPTION: THIRD AND FINAL ANNUAL RENEWAL FOR RFP-4737-20-SH  
Private Security and Lockup Services for Parks & Rec**

Dear Mr. Jagger,

You are hereby notified that your firm’s contract has been extended to provide **Security & Lockup Services for the Parks & Rec Department** for the City of Grand Junction as referenced in the original contract. This annual extension continues to include the necessary work as required in the original contract documents. The 2023 contract price will continue to use the same prices set in 2022:

DESCRIPTION	FEE
Security Officer	\$23.28/hour
Security Supervisor	\$25.24/hour
Holiday Security Officer	\$34.92/hour
Holiday Security Supervisor	\$37.85/hour
Lock/Unlock	\$3.09/lock or unlock
Holiday Lock/Unlock	\$4.64/lock or unlock

This contract extension shall be from **February 25, 2023 to February 25, 2024.**

If you have any questions or need to discuss this extension, please call me at 970-244-1513.

Sincerely,

Susan J. Hyatt, C.P.M, CPPB  
City of Grand Junction  
Purchasing Division

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**SUPPLIER ACKNOWLEDGEMENT**

Receipt of this Extension is hereby acknowledged:

Contractor: Citadel Security USA  
By: Brent Jagger *Brent Jagger*  
Title: Vice President  
Date: 1/12/2023



**Purchasing Division**

**NOTICE OF AWARD EXTENSION-5006-22-SH**

January 18, 2022

Brent Jagger  
Citadel Security USA  
304 North Avenue  
Grand Junction, CO 81501

**SOLICITATION DESCRIPTION: SECOND (of Three) ANNUAL EXTENSION FOR RFP-4737-20-SH**  
Private Security and Lockup Services for Parks & Rec

Dear Mr. Jagger,

You are hereby notified that your firm’s contract has been extended to provide **Security & Lockup Services for the Parks & Rec Department** for the City of Grand Junction as referenced in the original contract. This annual extension continues to include the necessary work as required in the original contract documents. The 2022 contract price will be increased 3% as follows:

DESCRIPTION	FEE
Security Officer	\$23.28/hour
Security Supervisor	\$25.24/hour
Holiday Security Officer	\$34.92/hour
Holiday Security Supervisor	\$37.85/hour
Lock/Unlock	\$3.09/lock or unlock
Holiday Lock/Unlock	\$4.64/lock or unlock

This contract extension shall be from **February 25, 2022 to February 25, 2023.**

If you have any questions or need to discuss this extension, please call me at 970-244-1513.

Sincerely,

Susan J. Hyatt, C.P.M, CPPB  
City of Grand Junction  
Purchasing Division

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**SUPPLIER ACKNOWLEDGEMENT**

Receipt of this Extension is hereby acknowledged:

Contractor: Citadel Security USA  
By: Brent Jagger *Brent Jagger*  
Title: Vice President  
Date: 1/24/2022



**Purchasing Division**

**NOTICE OF AWARD EXTENSION-4868-21-SH**

January 12, 2021

Brent Jagger  
Citadel Security USA  
304 North Avenue  
Grand Junction, CO 81501

**SOLICITATION DESCRIPTION:** **FIRST (of Three) ANNUAL EXTENSION FOR RFP-4737-20-SH Private Security and Lockup Services for Parks & Rec**

Dear Mr. Jagger,

You are hereby notified that your firm’s contract has been extended to provide **Security & Lockup Services for the Parks & Rec Department** for the City of Grand Junction as referenced in the original contract. This annual extension continues to include the necessary work as required in the original contract documents. Contract fees remain the same:

DESCRIPTION	FEE
Security Officer	\$22.60/hour
Security Supervisor	\$24.50/hour
Holiday Security Officer	\$33.90/hour
Holiday Security Supervisor	\$36.75/hour
Lock/Unlock	\$3.00/lock or unlock
Holiday Lock/Unlock	\$4.50/lock or unlock

This contract extension shall be from **February 25, 2021 to February 25, 2022.**

If you have any questions or need to discuss this extension, please call me at 970-244-1513.

Sincerely,

Susan J. Hyatt, C.P.M, CPPB  
City of Grand Junction  
Purchasing Division

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**SUPPLIER ACKNOWLEDGEMENT**

Receipt of this Extension is hereby acknowledged:

Contractor:           *Brent Jagger*          

By:           Brent Jagger          

Title:           COO          

Date:           1/12/2021



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PROFESSIONAL SERVICES CONTRACT

This CONTRACT made and entered into this 21st day of February, 2020 by and between the City of Grand Junction, Colorado, a government entity in the County of Mesa, State of Colorado, hereinafter in the Contract Documents referred to as the "Owner" and Citadel Security USA of Grand Junction, Colorado hereinafter in the Contract Documents referred to as the "Contractor."

The Contractor shall perform the work set forth and described by the Solicitation Documents and known as Private Security and Lock Up Services RFP-4737-20-SH.

The total amount of the Contract to be paid by the Owner shall not exceed \$40,000.00.

The Contractor shall be paid in accordance with the schedule set forth in the Solicitation Documents, which are incorporated by this reference as if fully set forth.

To receive payment, Contractor must submit invoices to Grand Junction Parks and Recreation Department for Work completed.

Fee Schedule:

Table with 2 columns: DESCRIPTION, FEE. Rows include Security Officer, Security Supervisor, Holiday Security Officer, Holiday Security Supervisor, Lock/Unlock, and Holiday Lock/Unlock.

Contract Administrator for the Owner is Larry Manchester.

Contract Administrator for the Contractor is Brent Jagger.

The term of this Contract shall be from February 25, 2020 to February 25, 2021. Upon mutual agreement between the Owner and the Contractor this contract may be extended for three (3) additional one (1) year periods.

Contract Documents: It is agreed by the parties hereto that the following list of instruments, drawings, and documents which are attached hereto, bound herewith, or incorporated herein by reference constitute and shall be referred to either as the "Contract Documents" or the Contract, and all of said instruments, drawings, and documents together as a whole constitute the Contract between the parties hereto, and they are fully a part of this agreement as if they were set out verbatim and in full herein:

- Solicitation Documents for the Project (including Addenda)
- Contractor's Solicitation Response

CITY OF GRAND JUNCTION, COLORADO

By: [Signature]
Greg Caton, City Manager

2/21/2020
Date

CITADEL SECURITY USA

By: [Signature]
Brent Jagger, COO

2/21/2020
Date



**Request for Proposal  
RFP-4737-20-SH**

**PRIVATE SECURITY  
AND LOCKUP SERVICES**

**RESPONSES DUE:**

**February 4, 2020 prior to 2:00 PM Local Prevailing Time**

**Accepting Electronic Responses Only**

**Responses Only Submitted Through the Rocky Mountain E-Purchasing System**

**<http://www.bidnetdirect.com/colorado>**

**(Purchasing Representative does not have access or control of the vendor side of RMEPS.  
If website or other problems arise during response submission, vendor MUST contact  
RMEPS to resolve issue prior to the response deadline. 800-835-4603)**

**PURCHASING REPRESENTATIVE:**

Susan Hyatt

**[susanh@gjcity.org](mailto:susanh@gjcity.org)**

970/244-1513

This solicitation has been developed specifically for a Request for Proposal intended to solicit competitive responses for this solicitation, and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX, EMAIL or HARD COPY IS NOT ACCEPTABLE** for this solicitation.

# **REQUEST FOR PROPOSAL**

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### **Section**

- 1.0 Administrative Information and Conditions for Submittal**
- 2.0 General Contract Terms and Conditions**
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- 6.0 Evaluation Criteria and Factors**
- 7.0 Solicitation Response Form**
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**REQUEST FOR PROPOSAL**  
**RFP-3776-14-NJ**  
**Private Security and Lockup Services**

**SECTION 1.0: ADMINISTRATIVE INFORMATION & CONDITIONS FOR SUBMITTAL**

- 1.1 Issuing Office:** This Request for Proposal (RFP) is issued for the City of Grand Junction (City) on behalf of the Parks and Recreation Department. All contact regarding this RFP is directed to:

**RFP QUESTIONS:**

Susan Hyatt, Senior Buyer

[susanh@gjcity.org](mailto:susanh@gjcity.org)

- 1.2 Purpose:** The purpose of this RFP is to obtain proposals from qualified professional firms to provide Private Security and Lockup Services for the Parks and Recreation Department.
- 1.3 The Owner:** The Owner is the City of Grand Junction, Colorado and is referred to throughout this Solicitation. The term Owner means the City or the authorized representative.
- 1.4 Site Visit/Briefing:** A site visit is offered for all prospective offerors. The purpose of this visit will be to inspect and to clarify the contents of this Request for Proposal (RFP). *The site visit is not mandatory, but is strongly encouraged.* Meeting location shall be at the **Las Colonias Park** located at **925 Struthers Avenue, Grand Junction, Co 81501** on **Tuesday, January 21, 2020 at 10:00 AM MST.**
- 1.5 Compliance:** All participating Offerors, by their signature hereunder, shall agree to comply with all conditions, requirements, and instructions of this RFP as stated or implied herein. Should the Owner omit anything from this packet which is necessary to the clear understanding of the requirements, or should it appear that various instructions are in conflict, the Offeror(s) shall secure instructions from the Purchasing Division prior to the date and time of the submittal deadline shown in this RFP.
- 1.6 Procurement Process:** Procurement processes shall be governed by the most current version of the City of Grand Junction [Purchasing Policy and Procedure Manual](#).
- 1.7 Submission:** Please refer to section 5.0 for what is to be included. **Each proposal shall be submitted in electronic format only through the Rocky Mountain E-Purchasing website, <http://www.bidnetdirect.com/colorado>. This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of proposals. (Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.) The uploaded response to this RFP shall be a single PDF document with all required information included.** For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section III "Preparation and Submittal of Proposals." Submittals received that fail to follow this format may be ruled non-responsive.

- 1.8 Altering Proposals:** Any alterations made prior to opening date and time must be initialed by the signer of the proposal, guaranteeing authenticity. Proposals cannot be altered or amended after submission deadline.
- 1.9 Withdrawal of Proposal:** A proposal must be firm and valid for award and may not be withdrawn or canceled by the Offeror prior to the sixty-first (61<sup>st</sup>) day following the submittal deadline date and only prior to award. The Offeror so agrees upon submittal of their proposal. After award this statement is not applicable.
- 1.10 Acceptance of Proposal Content:** The contents of the proposal of the successful Offeror shall become contractual obligations if acquisition action ensues. Failure of the successful Offeror to accept these obligations in a contract shall result in cancellation of the award and such vendor shall be removed from future solicitations.
- 1.11 Exclusion:** No oral, telegraphic, or telephonic proposals shall be considered.
- 1.12 Addenda:** All Questions shall be submitted in writing to the appropriate person as shown in Section 1.1. Any interpretations, corrections and changes to this RFP or extensions to the opening/receipt date shall be made by a written Addendum to the RFP by the City Purchasing Division. Sole authority to authorize addenda shall be vested in the City of Grand Junction Purchasing Representative. Addenda will be issued electronically through the City's website at [www.gjcity.org/business-and-economic-development/bids](http://www.gjcity.org/business-and-economic-development/bids) and BidNet's Rocky Mountain E-Purchasing site at [www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado). Offerors shall acknowledge receipt of all addenda in their proposal.
- 1.13 Exceptions and Substitutions:** All proposals meeting the intent of this RFP shall be considered for award. Offerors taking exception to the specifications shall do so at their own risk. The Owner reserves the right to accept or reject any or all substitutions or alternatives. When offering substitutions and/or alternatives, Offeror must state these exceptions in the section pertaining to that area. Exception/substitution, if accepted, must meet or exceed the stated intent and/or specifications. The absence of such a list shall indicate that the Offeror has not taken exceptions, and if awarded a contract, shall hold the Offeror responsible to perform in strict accordance with the specifications or scope of work contained herein.
- 1.14 Confidential Material:** All materials submitted in response to this RFP shall ultimately become public record and shall be subject to inspection after contract award. "**Proprietary or Confidential Information**" is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words "**Confidential Disclosure**" and placed in a separate envelope shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request shall be reviewed and either approved or denied by the Purchasing Supervisor. If denied, the proposer shall have the opportunity to withdraw its entire proposal, or to remove the confidential or proprietary restrictions. Neither cost nor pricing information nor the total proposal shall be considered confidential or proprietary.
- 1.15 Response Material Ownership:** All proposals become the property of the Owner upon receipt and shall only be returned to the proposer at the Owner's option. Selection or



rejection of the proposal shall not affect this right. The Owner shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to this RFP, subject to limitations outlined in the section 1.12 entitled "Confidential Material". Disqualification of a proposal does not eliminate this right.

**1.16 Minimal Standards for Responsible Prospective Offerors:** A prospective Offeror must affirmably demonstrate their responsibility. A prospective Offeror must meet the following requirements:

- Have adequate financial resources, or the ability to obtain such resources as required.
- Be able to comply with the required or proposed completion schedule.
- Have a satisfactory record of performance.
- Have a satisfactory record of integrity and ethics.
- Be otherwise qualified and eligible to receive an award and enter into a contract with the Owner.

**1.17 Open Records:** Proposals shall be received and publicly acknowledged at the location, date, and time stated herein. Offerors, their representatives and interested persons may be present. Proposals shall be received and acknowledged only so as to avoid disclosure of process. However, all proposals shall be open for public inspection after the contract is awarded. Trade secrets and confidential information contained in the proposal so identified by offer as such shall be treated as confidential by the Owner to the extent allowable in the Open Records Act.

**1.18 Sales Tax:** City of Grand Junction/Mesa County is, by statute, exempt from the State Sales Tax and Federal Excise Tax; therefore, all fees shall not include taxes.

## SECTION 2.0: GENERAL CONTRACT TERMS AND CONDITIONS

**2.1. Acceptance of RFP Terms:** A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated on the Letter of Interest or Cover Letter by the autographic signature of the Offeror or an officer of the Offeror legally authorized to execute contractual obligations. A submission in response to the RFP acknowledges acceptance by the Offeror of all terms and conditions including compensation, as set forth herein. An Offeror shall identify clearly and thoroughly any variations between its proposal and the Owner's RFP requirements. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

**2.2. Execution, Correlation, Intent, and Interpretations:** The Contract Documents shall be signed in not less than triplicate by the Owner (Owner) and Contractor. Owner will provide the contract. By executing the contract, the Contractor represents that he/she has visited the site, familiarized himself with the local conditions under which the Work is to be performed, and correlated his observations with the requirements of the Contract Documents. The Contract Documents are complementary, and what is required by any one, shall be as binding as if required by all. The intention of the documents is to include all labor, materials, equipment and other items necessary for the proper execution and completion of the scope of work as defined in the technical specifications and drawings contained herein. All drawings, specifications and copies furnished by the Owner are, and shall remain, Owner property. They are not to be used on any other project, and with the

exception of one contract set for each party to the contract, are to be returned to the owner on request at the completion of the work.

- 2.3. Permits, Fees, & Notices:** The Contractor shall secure and pay for all permits, governmental fees and licenses necessary for the proper execution and completion of the work. The Contractor shall give all notices and comply with all laws, ordinances, rules, regulations and orders of any public authority bearing on the performance of the work. If the Contractor observes that any of the Contract Documents are at variance in any respect, he shall promptly notify the Owner in writing, and any necessary changes shall be adjusted by approximate modification. If the Contractor performs any work knowing it to be contrary to such laws, ordinances, rules and regulations, and without such notice to the Owner, he shall assume full responsibility and shall bear all costs attributable.
- 2.4. Responsibility for those Performing the Work:** The Contractor shall be responsible to the Owner for the acts and omissions of all his employees and all other persons performing any of the work under a contract with the Contractor.
- 2.5. Amendment:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All amendments to the contract shall be made in writing by the Owner Purchasing Division.
- 2.6. Assignment:** The Offeror shall not sell, assign, transfer or convey any contract resulting from this RFP, in whole or in part, without the prior written approval from the Owner.
- 2.7. Compliance with Laws:** Proposals must comply with all Federal, State, County and local laws governing or covering this type of service and the fulfillment of all ADA (Americans with Disabilities Act) requirements.
- 2.8. Confidentiality:** All information disclosed by the Owner to the Offeror for the purpose of the work to be done or information that comes to the attention of the Offeror during the course of performing such work is to be kept strictly confidential.
- 2.9. Conflict of Interest:** No public official and/or Owner employee shall have interest in any contract resulting from this RFP.
- 2.10. Contract:** This Request for Proposal, submitted documents, and any negotiations, when properly accepted by the Owner, shall constitute a contract equally binding between the Owner and Offeror. The contract represents the entire and integrated agreement between the parties hereto and supersedes all prior negotiations, representations, or agreements, either written or oral, including the Proposal documents. The contract may be amended or modified with Change Orders, Field Orders, or Addendums.
- 2.11. Project Manager/Administrator:** The Project Manager, on behalf of the Owner, shall render decisions in a timely manner pertaining to the work proposed or performed by the Offeror. The Project Manager shall be responsible for approval and/or acceptance of any related performance of the Scope of Services.
- 2.12. Contract Termination:** This contract shall remain in effect until any of the following occurs: (1) contract expires; (2) completion of services; (3) acceptance of services or, (4) for convenience terminated by either party with a written *Notice of Cancellation* stating therein

the reasons for such cancellation and the effective date of cancellation at least thirty days past notification.

- 2.13. Employment Discrimination:** During the performance of any services per agreement with the Owner, the Offeror, by submitting a Proposal, agrees to the following conditions:
- 2.13.1.** The Offeror shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, disability, citizenship status, marital status, veteran status, sexual orientation, national origin, or any legally protected status except when such condition is a legitimate occupational qualification reasonably necessary for the normal operations of the Offeror. The Offeror agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - 2.13.2.** The Offeror, in all solicitations or advertisements for employees placed by or on behalf of the Offeror, shall state that such Offeror is an Equal Opportunity Employer.
  - 2.13.3.** Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- 2.14. Immigration Reform and Control Act of 1986 and Immigration Compliance:** The Offeror certifies that it does not and will not during the performance of the contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986 and/or the immigration compliance requirements of State of Colorado C.R.S. § 8-17.5-101, *et seq.* (House Bill 06-1343).
- 2.15. Ethics:** The Offeror shall not accept or offer gifts or anything of value nor enter into any business arrangement with any employee, official, or agent of the Owner.
- 2.16. Failure to Deliver:** In the event of failure of the Offeror to deliver services in accordance with the contract terms and conditions, the Owner, after due oral or written notice, may procure the services from other sources and hold the Offeror responsible for any costs resulting in additional purchase and administrative services. This remedy shall be in addition to any other remedies that the Owner may have.
- 2.17. Failure to Enforce:** Failure by the Owner at any time to enforce the provisions of the contract shall not be construed as a waiver of any such provisions. Such failure to enforce shall not affect the validity of the contract or any part thereof or the right of the Owner to enforce any provision at any time in accordance with its terms.
- 2.18. Force Majeure:** The Offeror shall not be held responsible for failure to perform the duties and responsibilities imposed by the contract due to legal strikes, fires, riots, rebellions, and acts of God beyond the control of the Offeror, unless otherwise specified in the contract.
- 2.19. Indemnification:** Offeror shall defend, indemnify and save harmless the Owner, State of Colorado, and all its officers, employees, insurers, and self-insurance pool, from and against all liability, suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the Offeror, or of any

Offeror's agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from proposal award. Offeror shall pay any judgment with cost which may be obtained against the Owner growing out of such injury or damages.

- 2.20. Independent Firm:** The Offeror shall be legally considered an Independent Firm and neither the Firm nor its employees shall, under any circumstances, be considered servants or agents of the Owner. The Owner shall be at no time legally responsible for any negligence or other wrongdoing by the Firm, its servants, or agents. The Owner shall not withhold from the contract payments to the Firm any federal or state unemployment taxes, federal or state income taxes, Social Security Tax or any other amounts for benefits to the Firm. Further, the Owner shall not provide to the Firm any insurance coverage or other benefits, including Workers' Compensation, normally provided by the Owner for its employees.
- 2.21. Nonconforming Terms and Conditions:** A proposal that includes terms and conditions that do not conform to the terms and conditions of this Request for Proposal is subject to rejection as non-responsive. The Owner reserves the right to permit the Offeror to withdraw nonconforming terms and conditions from its proposal prior to a determination by the Owner of non-responsiveness based on the submission of nonconforming terms and conditions.
- 2.22. Ownership:** All plans, prints, designs, concepts, etc., shall become the property of the Owner.
- 2.23. Oral Statements:** No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in this document and/or resulting agreement. All modifications to this request and any agreement must be made in writing by the Owner.
- 2.24. Patents/Copyrights:** The Offeror agrees to protect the Owner from any claims involving infringements of patents and/or copyrights. In no event shall the Owner be liable to the Offeror for any/all suits arising on the grounds of patent(s)/copyright(s) infringement. Patent/copyright infringement shall null and void any agreement resulting from response to this RFP.
- 2.25. Remedies:** The Offeror and Owner agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.
- 2.26. Venue:** Any agreement as a result of responding to this RFP shall be deemed to have been made in, and shall be construed and interpreted in accordance with, the laws of the City of Grand Junction, Mesa County, Colorado.
- 2.27. Expenses:** Expenses incurred in preparation, submission and presentation of this RFP are the responsibility of the company and can not be charged to the Owner.
- 2.28. Sovereign Immunity:** The Owner specifically reserves its right to sovereign immunity pursuant to Colorado State Law as a defense to any action arising in conjunction to this agreement.
- 2.29. Public Funds/Non-Appropriation of Funds:** Funds for payment have been provided through the City of Grand Junction/Mesa County budget approved by the City Council/Board of County Commissioners for the stated fiscal year only. State of Colorado

statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the stated City of Grand Junction/Mesa County fiscal year shall be subject to budget approval. Any contract will be subject to and must contain a governmental non-appropriation of funds clause.

- 2.30. Collusion Clause:** Each Offeror by submitting a proposal certifies that it is not party to any collusive action or any action that may be in violation of the Sherman Antitrust Act. Any and all proposals shall be rejected if there is evidence or reason for believing that collusion exists among the proposers. The Owner may or may not, at the discretion of the Owner Purchasing Representative, accept future proposals for the same service or commodities for participants in such collusion.
- 2.31. Gratuities:** The proposer certifies and agrees that no gratuities, kickbacks or contingency fees were paid in connection with this contract, nor were any fees, commissions, gifts or other considerations made contingent upon the award of this contract. If the proposer breaches or violates this warranty, the Owner may, at their discretion, terminate this contract without liability to the Owner.
- 2.32. Safety Warranty:** Offeror also warrants that the services performed shall conform to the standards declared by the US Department of Labor under the Occupational Safety and Health Act of 1970.
- 2.33. OSHA Standards:** All Offerors agree and warrant that services performed in response to this invitation shall conform to the standards declared by the US Department of Labor under the Occupational Safety and Health Act of 1970 (OSHA). In the event the services do not conform to OSHA Standards, the Owner may require the services to be redone at no additional expense to the Owner.
- 2.34. Performance of the Contract:** The Owner reserves the right to enforce the performance of the contract in any manner prescribed by law or deemed to be in the best interest of the Owner in the event of breach or default of resulting contract award.
- 2.35. Benefit Claims:** The Owner shall not provide to the Offeror any insurance coverage or other benefits, including Worker's Compensation, normally provided by the Owner for its employees.
- 2.36. Default:** The Owner reserves the right to terminate the contract immediately in the event the Offeror fails to meet delivery or completion schedules, or otherwise perform in accordance with the accepted proposal. Breach of contract or default authorizes the Owner to purchase like services elsewhere and charge the full increase in cost to the defaulting Offeror.
- 2.37. Multiple Offers:** Proposers must determine for themselves which product to offer. If said proposer chooses to submit more than one offer, THE ALTERNATE OFFER must be clearly marked "Alternate Proposal". The Owner reserves the right to make award in the best interest of the Owner.
- 2.38. Cooperative Purchasing:** Purchases as a result of this solicitation are primarily for the Owner. Other governmental entities may be extended the opportunity to utilize the resultant contract award with the agreement of the successful provider and the participating

agencies. All participating entities will be required to abide by the specifications, terms, conditions and pricings established in this Proposal. The quantities furnished in this proposal document are for only the Owner. It does not include quantities for any other jurisdiction. The Owner will be responsible only for the award for our jurisdiction. Other participating entities will place their own awards on their respective Purchase Orders through their purchasing office or use their purchasing card for purchase/payment as authorized or agreed upon between the provider and the individual entity. The Owner accepts no liability for payment of orders placed by other participating jurisdictions that choose to piggy-back on our solicitation. Orders placed by participating jurisdictions under the terms of this solicitation will indicate their specific delivery and invoicing instructions.

## **2.39. Definitions:**

- 2.39.1.** "Consultant" refers to the person, partnership, firm or corporation entering into an Agreement with the Owner for the services required and the legal representatives of said party or the agent appointed to act for said party in the performance of the service(s) contracted for.
- 2.39.2.** "Offeror" refers to the person or persons legally authorized by the Consultant to make an offer and/or submit a (fee) proposal in response to the Owner's RFP.
- 2.39.3.** The term "Work" includes all labor necessary to produce the requirements by the Contract Documents, and all materials and equipment incorporated or to be incorporated in such construction.
- 2.39.4.** "Owner" is the City of Grand Junction/Mesa County, Colorado and is referred to throughout the Contract Documents. The term Owner means the Owner or his authorized representative. The Owner shall, at all times, have access to the work wherever it is in preparation and progress. The Contractor shall provide facilities for such access. The Owner will make periodic visits to the site to familiarize himself generally with the progress and quality of work and to determine, in general, if the work is proceeding in accordance with the contract documents. Based on such observations and the Contractor's Application for Payment, the Owner will determine the amounts owing to the Contractor and will issue Certificates for Payment in such amounts, as provided in the contract. The Owner will have authority to reject work which does not conform to the Contract documents. Whenever, in his reasonable opinion, he considers it necessary or advisable to insure the proper implementation of the intent of the Contract Documents, he will have authority to require the Contractor to stop the work or any portion, or to require special inspection or testing of the work, whether or not such work can be then be fabricated, installed, or completed. The Owner will not be responsible for the acts or omissions of the Contractor, and sub-Contractor, or any of their agents or employees, or any other persons performing any of the work.
- 2.39.5.** "Contractor" is the person or organization identified as such in the Agreement and is referred to throughout the Contract Documents. The term Contractor means the Contractor or his authorized representative. The Contractor shall carefully study and compare the General Contract Conditions of the Contract, Specification and Drawings, Scope of Work, Addenda and Modifications and shall at once report to the Owner any error, inconsistency or omission he may discover. Contractor shall not be liable to the Owner for any damage resulting from such errors, inconsistencies or omissions. The Contractor shall not commence work without clarifying Drawings, Specifications, or Interpretations.

**2.39.6.** "Sub-Contractor is a person or organization who has a direct contract with the Contractor to perform any of the work at the site. The term sub-contractor is referred to throughout the contract documents and means a sub-contractor or his authorized representative.

**2.40. Public Disclosure Record:** If the proposer has knowledge of their employee(s) or sub-proposers having an immediate family relationship with a Owner employee or elected official, the proposer must provide the Purchasing Representative with the name(s) of these individuals. These individuals are required to file an acceptable "Public Disclosure Record", a statement of financial interest, before conducting business with the Owner.

**2.41. Keep Jobs in Colorado Act:** Contractor shall be responsible for ensuring compliance with Article 17 of Title 8, Colorado Revised Statutes requiring 80% Colorado labor to be employed on public works projects. Contractor shall, upon reasonable notice provided by the Owner, permit the Owner to inspect documentation of identification and residency required by C.R.S. §8-17-101(2)(a). If Contractor claims it is entitled to a waiver pursuant to C.R.S. §8-17-101(1), Contractor shall state that there is insufficient Colorado labor to perform the work such that compliance with Article 17 would create an undue burden that would substantially prevent a project from proceeding to completion, and shall include evidence demonstrating the insufficiency and undue burden in its response.

Unless expressly granted a waiver by the Owner pursuant to C.R.S. §8-17-101(1), Contractor shall be responsible for ensuring compliance with Article 17 of Title 8, Colorado Revised Statutes requiring 80% Colorado labor to be employed on public works projects. Contractor shall, upon reasonable notice provided by the Owner, permit the Owner to inspect documentation of identification and residency required by C.R.S. §8-17-101(2)(a).

**2.41.1.** "Public works project" is defined as:

- (a) any construction, alteration, repair, demolition, or improvement of any land, building, structure, facility, road, highway, bridge, or other public improvement suitable for and intended for use in the promotion of the public health, welfare, or safety and any maintenance programs for the upkeep of such projects
- (b) for which appropriate or expenditure of moneys may be reasonably expected to be \$500,000.00 or more in the aggregate for any fiscal year
- (c) except any project that receives federal moneys.

## **SECTION 3.0: INSURANCE REQUIREMENTS**

**3.1 Insurance Requirements:** The selected Firm agrees to procure and maintain, at its own cost, policy(s) of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by the Firm pursuant to this Section. Such insurance shall be in addition to any other insurance requirements imposed by this Contract or by law. The Firm shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Section by reason of its failure to procure or maintain insurance in sufficient amounts, durations, or types.

Firm shall procure and maintain and, if applicable, shall cause any Subcontractor of the Firm to procure and maintain insurance coverage listed below. Such coverage shall be

procured and maintained with forms and insurers acceptable to The Owner. All coverage shall be continuously maintained to cover all liability, claims, demands, and other obligations assumed by the Firm pursuant to this Section. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage. Minimum coverage limits shall be as indicated below unless specified otherwise in the Special Conditions:

(a) Worker Compensation insurance to cover obligations imposed by applicable laws for any employee engaged in the performance of work under this Contract, and Employers' Liability insurance with minimum limits of:

ONE MILLION DOLLARS (\$1,000,000) each accident,  
ONE MILLION DOLLARS (\$1,000,000) disease - policy limit, and  
ONE MILLION DOLLARS (\$1,000,000) disease - each employee

(b) General Liability insurance with minimum combined single limits of:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and  
ONE MILLION DOLLARS (\$1,000,000) per job aggregate.

The policy shall be applicable to all premises, products and completed operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall include coverage for explosion, collapse, and underground (XCU) hazards. The policy shall contain a severability of interests provision.

(c) Comprehensive Automobile Liability insurance with minimum combined single limits for bodily injury and property damage of not less than:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and  
ONE MILLION DOLLARS (\$1,000,000) aggregate

This policy shall provide coverage to protect the contractor against liability incurred as a result of the professional services performed as a result of responding to this Solicitation.

With respect to each of Consultant's owned, hired, or non-owned vehicles assigned to be used in performance of the Work. The policy shall contain a severability of interests provision.

**3.2 Additional Insured Endorsement:** The policies required by paragraphs (b), and (c) above shall be endorsed to include the Owner and the Owner's officers and employees as additional insureds. Every policy required above shall be primary insurance, and any insurance carried by the Owner, its officers, or its employees, or carried by or provided through any insurance pool of the Owner, shall be excess and not contributory insurance to that provided by Consultant. The Consultant shall be solely responsible for any deductible losses under any policy required above.



## SECTION 4.0: SPECIFICATIONS/SCOPE OF SERVICES

**4.1. General/Background:** The City requires private security services for a variety of events and functions including, but not limited to; events at the Avalon Theatre, and Parks and Recreation events. Security Services are to be provided by the selected contractor on an "As Needed" basis. The City also requires security personnel to routinely perform nightly lockups of the City's Parks Facilities. Security services are also rarely required to assist the Grand Junction Police Department with site/location security and/or to provide security over an individual until taken into custody or the individual has been rendered medical treatment.

**4.2. Security Organization Eligibility Requirements:**

- 4.2.1. Be experienced in special event security-related activities, including crowd management and safety, and property protection principles.
- 4.2.2. Be able to provide at least 12 officers for any major event.
- 4.2.3. Meet all requirements, including reporting requirements, for each event as defined by the City.
- 4.2.4. Provide names and copies of a valid Colorado Driver's Licenses for each officer used at the City's events/facilities at least one week before each event (if requested). (City reserves the right to complete background checks on any and all of the selected Contractor's personnel assigned to the services under this RFP.)
- 4.2.5. Provide resumes, qualifications and references for all supervisory personnel to be utilized for services under this RFP.
- 4.2.6. Be familiar with the City's facilities, grounds, and general facility layout.
- 4.2.7. Attend any pre-event meetings as requested by the City.
- 4.2.8. Be responsive to last-minute service requests and/or changes presented by the City.
- 4.2.9. Provide all reports as requested or required (i.e. documentation of incidents, etc.) to the City in a timely manner.
- 4.2.10. Have appropriate company uniforms and equipment including the following:
  - Uniform shirt, neat and clean trousers, and appropriate shoes.
  - Bring any required outerwear.
  - Security logo on patch or badge.
  - Identifiable name tag.
  - Be neat, clean, well-groomed, and presentable to the general public.
  - Communication devices (radio and/or cell phone) enabling voice communication with supervisors and other security personnel assigned to the event.
  - Flashlight when assigned in any low light environment.

**4.3. Officer Eligibility Requirements:**

- 4.3.1. Arrive at the appointed time.
- 4.3.2. Check in with City Staff prior to performing security services.
- 4.3.3. Be customer service oriented and be able to handle minor disturbance type problems in accordance with standards acceptable to the security industry.
- 4.3.4. Be ready to serve and maintain a high level of alertness while on duty. Officer's should not be working more than a total of 18 hours in this and other assignments in the 24 hours concluding at the end of a duty assignment.
- 4.3.5. Utilize on-duty law enforcement (Grand Junction Police Department) for problems that are not minor or require a law enforcement response. Observe carefully and report the details immediately to law enforcement and a supervisor.

- 4.3.6. Be familiar with City policies, rules, and regulations, and be willing to confront and warn violators of those policies rules and regulations.
- 4.3.7. Be under the direction of City management or designated staff.
- 4.3.8. Know the chain of command procedures.
- 4.3.9. Must be willing to work extended hours if necessary.
- 4.3.10. Must remain on duty for the period assigned, including any extended time after an event is over as required by the Owner.
- 4.3.11. NOT carry firearms of any type while performing security service for the City.

4.4. **Exclusions:** The resulting contract of this RFP shall not include any security services for the Junior College Baseball World Series Tournament (JUCO).

4.5. **Special Events:** Please include the following Security services in your response on a per hour basis as needed.

Event/Facility	Services Required
Hospitality Suite	Alcohol Security for all events
Lincoln Park Barn	
Lincoln Park Stadium	
Canyon View Softball	
Special Events; 4 <sup>th</sup> of July, Pork and Hops, SW Arbor Fest, Car Show	
Las Colonias Amphitheater (Parks & Recreation events)	

4.6. **Parks Facilities Lockups:** The following is a list of facilities that require routine lock and un-lock services:

Facility	Address, Grand Junction, Colorado	# of Locks
Lincoln Park (3 Facilities)	1340 Gunnison Ave	7
West Lake Park	125 W. Orchard Avenue	2
Sherwood Park	1301 E. Sherwood Drive	2
Hawthorne Park	400 Gunnison Avenue	2
Eagle Rim	2736 Cheyenne Drive	2
Rocket Park	1827 North 26 <sup>th</sup> Street	2
Downtown Shopping Park	115 South 5 <sup>th</sup> Street	2
Canyon View Park (3 Facilities)	730 24 Road	6
Las Colonias Park	925 Struthers Avenue	6
Las Colonias Business Park	2735 Riverside Parkway	1
Riverside Park	567 West Colorado Avenue	2
Duck Pond Park	415 Santa Clara	2
Emerson Park	301 South 10 <sup>th</sup> Street	2
<b>Winterized Facilities</b>		
Lincoln Park (1 Facility)	1340 Gunnison Ave	2
Columbine Park	544 28 ¼ Road	2
Whitman	4 <sup>th</sup> and Ute	2
Canyon View Park (1 Facility)	730 24 Road	2
Pomona	586 25 ½ Road	2

4.7. **Lockup Schedule:** The lockup schedule will vary based on the season.

4.7.1. **Winter Months:** November 1<sup>st</sup> to mid-March. Restrooms open 7:00 A.M. to 5:00 P.M.

Park	Notes/Comments
Hawthorne Park	Parks staff unlocks 7 days/week and unlocks Monday – Friday. Security locks Saturday and Sunday and unlocks/locks holidays.
Las Colonias Park	
Westlake Park	
Eagle Rim Park	

**4.7.2. Winter Months:** November 1<sup>st</sup> to mid-March. Restrooms open 7:00 A.M. to 8:00 P.M.

Park	Notes/Comments
Canyon View – Grand	Parks staff unlocks 7 days/week.
Canyon View – Tennis	
Sherwood	
Las Colonias Park and Business Park	Security locks 7 days/week and unlocks/locks holidays
Downtown Restrooms	Security locks Monday – Thursday at 10:00 P.M. Security locks Friday – Sunday at 3:00 A.M. Parks staff unlocks

**4.7.3. Summer Months:** mid-March to October 31<sup>st</sup>. Restrooms open 6:00 A.M. – 10:00 P.M.

Park	Notes/Comments
Hawthorne	Parks staff unlocks 7 days/week. Security locks 7 days/week.
Las Colonias	
West Lake	
Eagle Rim	
Columbine	
Lincoln Park Pickle Ball/Tennis	
Whitman	
Pomona	
Canyon View – Grand	
Canyon View – Tennis	
Canyon View–Gunnison	
Canyon View – Baseball	
Las Colonias Park & Business Park	
Downtown Restrooms	Security locks Monday–Thursday at 10:00 P.M. Security locks Friday – Sunday at 3:00 A.M. Parks staff unlocks

**4.7.4. Lincoln Park Track Gate:** The selected contractor shall unlock and lock the track gate located at Lincoln Park. Security Contractor is responsible for clearing persons from the track.

Dates	Times
November through February	Unlock at 6:00 A.M. Lock at 5:00 P.M. Monday through Friday
March through May	Lock at 7:00 P.M. Monday through Friday
June through August	Lock at 9:00 P.M. Monday through Friday
September and October	Lock at 8:00 P.M. Monday through Friday

**4.7.5. Holidays:** The selected contractor shall also provide lock and unlock services on select Holidays in which City staff is not scheduled.

**4.8. Rood Avenue Parking Garage:** Security checks for graffiti, persons on property, drunks, fights, etc. shall be included in this contract for the Rood Avenue Parking Garage located at 435 Rood Avenue. These checks are done **on Friday and Saturday only at 10:00 P.M. and 3:00 A.M.**

**4.9. Weekends/Holidays Pricing:** All pricing and service charges shall remain unchanged on weekends and Holidays. I.e. - pricing shall not differ from weekdays to weekends or Holidays.

**4.10. Security Services:** The Owner reserves the right to contract with other security service providers in the event that the contractor does not, or is unable to, provide service for any event or service.

**4.11. Price:** All pricing proposed shall be **all inclusive** of labor, time, materials, fuel, etc.

**4.12. Site Visit/Briefing:** A site visit is offered for all prospective offerors. The purpose will be to inspect and clarify the contents of this RFP. *The site visit is not mandatory, but is strongly encouraged.* Meeting location shall be at the **Las Colonias Park** located at **925 Struthers Avenue, Grand Junction, Co 81501** on **Tuesday, January 21, 2020 at 10:00 AM MST.**

**4.13. RFP Tentative Time Schedule:**

- |  |                     |
|--|---------------------|
| • Request for Proposal available on or about | January 14, 2020    |
| • Site Visit                                 | January 21, 2020    |
| • Inquiry deadline - 12:00 PM MST            | January 23, 2020    |
| • Addenda Issued no later than               | January 27, 2020    |
| • Submittal deadline for proposals           | February 4, 2020    |
| • Owner evaluation of proposals              | early February 2020 |
| • Final selection                            | mid February 2020   |
| • Contract execution                         | late February 2020  |

**4.14. Questions Regarding Scope of Services:** directed to Susan Hyatt, [susanh@gjcity.org](mailto:susanh@gjcity.org).

**4.15. Term of Contract:** The initial contract period shall be twelve (12) months beginning upon the execution of a subsequent contract. The awarded Contractor and the City agree that this Proposal or subsequent contract may, upon mutual agreement of the contractor and the City, be extended under the terms and conditions of the contract for up to three (3) additional contract periods.

## SECTION 5.0: PREPARATION AND SUBMITTAL OF PROPOSALS

**Submission:** Each proposal shall be submitted in electronic format only, and only through the BidNet website, [www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado). This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of proposals. (Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.) (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline; **800-835-4603**). For proper comparison and evaluation, the City requests that proposals be formatted as directed. The uploaded response to this RFP shall be a single PDF document with all required information included. Offerors are required to indicate their interest in this Project, show their specific experience and address their capability to perform the Scope of Services in the Time Schedule as set forth herein. For proper comparison and evaluation, the Owner requires that proposals be formatted **A** to **F**.

- A. Solicitation Response Form:** A signed Solicitation Response Form (Section 7.0).
- B. Cover Letter:** Cover letter shall be provided which explains the Firm's interest in the project. The letter shall contain the name/address/phone number of the person who will serve as the firm's principal contact person with City's Contract Administrator and shall identify individual(s) who will be authorized to make presentations on behalf of the firm. The statement shall bear the signature of the person having proper authority to make formal commitments on behalf of the firm. By submitting a response to this solicitation the Contractor agrees to all requirements herein.
- C. Company Description:** Please include a summary describing the collective experience of members of your firm, the number of employees employed by your firm that would be available to perform the services referenced in the scope of services and a copy of your firm's Policies and Procedures and/or Quality Assurance Policies.
- D. Qualifications/Experience/Credentials:** Provide names, titles and responsibilities of key personnel who will be responsible for the on-site operations and supervision. Include qualifications, experience of each, and length of time with the company. (i.e. resumes, etc.)
- E. References:** A minimum of three (3) **references** with names, addresses and telephone numbers that can attest to your experience in projects of similar scope and size.
- F. Additional Data (optional):** Provide any additional information that will aid in evaluation of your qualifications with respect to this project.

## SECTION 6.0: EVALUATION CRITERIA AND FACTORS

- 6.1 Evaluation:** An evaluation team shall review all responses and select the proposal or proposals that best demonstrate the capability in all aspects to perform the scope of services and possess the integrity and reliability that will ensure good faith performance.
- 6.2 Intent:** Only respondents who meet the qualification criteria will be considered. Therefore, it is imperative that the submitted proposal clearly indicate the firm's ability to provide the services described herein.

Submittal evaluations will be done in accordance with the criteria and procedure defined herein. The Owner reserves the right to reject any and all Statements. The following parameters will be used to evaluate the submittals (in no particular order of priority):

- **Responsiveness of Submittal to the RFP**  
(Contractor has submitted a proposal that is fully comprehensive, inclusive, and conforms in all respects to the Request for Proposals (RFP) and all of its requirements, including all forms and substance.)
- **Understanding of the Project and Objectives**  
(Contractor's ability to demonstrate a thorough understanding of the City's goals pertaining to this specific project.)
- **Experience**  
(Contractor's proven proficiency in the successful completion of similar projects.)
- **Necessary Resources/Capability**  
(Contractor has provided sufficient information proving their available means to perform the required scope of work/service; to include appropriate bonding, insurance and all other requirements necessary to complete the project.)
- **Required skills**  
(Contractor's ability to demonstrate appropriate skill levels, certifications and all other skill sets necessary for project's successful completion.)
- **References**  
(Proof of performance in projects of similar scope and size from previous clients. See Section 5.0 Item E – References.)
- **Financial Stability**  
(Contractor's proof of financial solidity/strength.)
- **Fees**  
(All fees associated with the project are provided and are complete and comprehensive.)

The City will undertake negotiations with the top rated firm and will not negotiate with lower rated firms unless negotiations with higher rated firms have been unsuccessful and terminated.

- 6.3 Oral Interviews:** The Owner may invite the most qualified rated proposers to participate in oral interviews.
- 6.4 Award:** Firms shall be ranked or disqualified based on the criteria listed in Section 6.2. The City reserves the right to consider all of the information submitted and/or oral presentations, if required, in selecting the project Contractor. This RFP will not result in a split award. It will be awarded all or none.

**SECTION 7.0: SOLICITATION RESPONSE FORM**  
**RFP-4737-20-SH**

*Offeror must submit entire Form completed, dated and signed.*

- 1) Security hourly cost per officer: \$ \_\_\_\_\_/Hour  
WRITTEN: \_\_\_\_\_ dollars.
- 2) Security Supervisor hourly cost: \$ \_\_\_\_\_/Hour  
WRITTEN: \_\_\_\_\_ dollars.
- 3) Cost per lock/unlock: \$ \_\_\_\_\_/Lock or Unlock  
WRITTEN: \_\_\_\_\_ dollars.

**RECEIPT OF ADDENDA:** the undersigned Contractor acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

**State number of Addenda received:** \_\_\_\_\_.

It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.

-----  
*The Owner reserves the right to accept any portion of the work to be performed at its discretion*  
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The undersigned has thoroughly examined the entire Request for Proposals and therefore submits the proposal and schedule of fees and services attached hereto.

This offer is firm and irrevocable for sixty (60) days after the time and date set for receipt of proposals.

The undersigned Offeror agrees to provide services and products in accordance with the terms and conditions contained in this Request for Proposal and as described in the Offeror's proposal attached hereto; as accepted by the Owner.

Prices in the proposal have not knowingly been disclosed with another provider and will not be prior to award.

- Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- The individual signing this proposal certifies that he/she is a legal agent of the offeror, authorized to represent the offeror and is legally responsible for the offer with regard to supporting documentation and prices provided.
- Direct purchases by the Owner are tax exempt from Colorado Sales or Use Tax. Tax exempt No. 98-903544. The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- The undersigned agrees to Payment Terms of Net 30.

\_\_\_\_\_  
Company Name – (Typed or Printed)

\_\_\_\_\_  
Authorized Representative – (Typed or Printed)

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

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

\_\_\_\_\_  
Address City State

\_\_\_\_\_  
E-mail Address



Purchasing Division

**ADDENDUM NO. 1**

**DATE:** January 24, 2020  
**FROM:** City of Grand Junction Purchasing Division  
**TO:** All Interested Parties  
**RE:** Private Security and Lockup Services RFP-4737-20-SH

Offerors responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded and supplemented as to this date as hereinafter described.

Please make note of the following:

- Question:** Who is the current service provider and what is the current billing rate for each type of service requested in the RFP?

**Answer:** The current provider is Citadel Security USA. Billing rate is:

Pricing	
<ul style="list-style-type: none"> <li>- Event Security and Alcohol Control</li> <li>- Exterior Security Patrols</li> <li>- Monitor for sleeping individuals</li> <li>- Monitor Restrooms for vandalism</li> <li>- Armed Security as requested</li> </ul>	<ul style="list-style-type: none"> <li>- Deter vandalism and crimes</li> <li>- Monitor and watch for theft</li> <li>- Report violations</li> <li>- Professional Uniforms</li> <li>- Park Restroom lockups</li> </ul>
Service Provided	Hourly Rate
Scheduled Unarmed Guard	\$22.00/Hourly
Unarmed Holiday	\$27.30/Hourly
Scheduled Armed Guard	\$23.55/Hourly
Scheduled Armed Guard Holiday	\$30.55/Hourly
*Park Lockup billed at 2 hours winter season and 4 hours during summer season. Seasons determined by GJ Park and Rec personnel	

- Question:** Can you clarify the lock/unlock schedule for Section 4.7.1 with respect to Hawthorne, Las Colonias, Westlake and Eagle Rim Parks?

**Answer:** Section 4.7.1 is hereby modified to read:

**4.7.1 Winter Months:** November 1<sup>st</sup> to mid-March. Restrooms open 7:00 A.M. to 5:00 P.M.

Park	Notes/Comments
Hawthorne Park	Parks staff unlocks 7 days/week.  Security locks 7 days/week and unlocks/locks holidays.
Las Colonias Park	
Westlake Park	
Eagle Rim Park	



**3. Question:** Will you allow a higher bid rate for holidays?

**Answer:** Yes. A revised Solicitation Response Form is attached as Exhibit A to this Addendum. Please use this form for your Proposal Response.

The original solicitation for the project referenced above is amended as noted.

All other conditions of subject remain the same.

Respectfully,

A handwritten signature in blue ink that reads "Susan J. Hyatt". The signature is written in a cursive style and is positioned above the printed name.

Susan Hyatt, Senior Buyer  
City of Grand Junction, Colorado



- No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- The individual signing this proposal certifies that he/she is a legal agent of the offeror, authorized to represent the offeror and is legally responsible for the offer with regard to supporting documentation and prices provided.
- Direct purchases by the Owner are tax exempt from Colorado Sales or Use Tax. Tax exempt No. 98-903544. The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- The undersigned agrees to Payment Terms of Net 30.

---

Company Name – (Typed or Printed)

---

Authorized Representative – (Typed or Printed)

---

Authorized Representative Signature

---

Phone Number

---

Address City State

---

E-mail Address

Citadel Security USA  
City of Grand Junction  
RFP#4737-20-SH  
Private Security and Lockup Service



Citadel Security USA  
**LOCAL RESPONSE - NATIONAL SUPPORT**

[www.csiddefend.com](http://www.csiddefend.com)  
Office: 877-639-4301



**LOCAL RESPONSE - NATIONAL SUPPORT**



**A: 304 North Avenue Grand Junction CO 81501 P: 877-639-4301 W: [CSIDDEFEND.COM](http://CSIDDEFEND.COM)**



- No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- The individual signing this proposal certifies that he/she is a legal agent of the offeror, authorized to represent the offeror and is legally responsible for the offer with regard to supporting documentation and prices provided.
- Direct purchases by the Owner are tax exempt from Colorado Sales or Use Tax. Tax exempt No. 98-903544. The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- The undersigned agrees to Payment Terms of Net 30.

\_\_\_\_\_  
Company Name – (Typed or Printed)

*Clayton Langston*

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

\_\_\_\_\_  
Authorized Representative – (Typed or Printed)

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

\_\_\_\_\_  
Address City State

\_\_\_\_\_  
E-mail Address



## **B. Cover Letter**

The City of Grand Junction  
250 North 5th Street  
Grand Junction CO 81501

Selection Committee,

Thank you for allowing Citadel Security the opportunity to submit a proposal to the City of Grand Junction for private security and park lock up service. We believe Citadel Security is the right candidate to collaborate with you to enhance the overall security program for your facilities. We understand that having a successful security program requires a tremendous amount of time, resources, creativity, and flexibility.

From our proposal, we hope you can see Citadel Security's effective business strategies, have created outstanding feedback from our clients in past projects for the professional services rendered and has been the key to our success in the security industry. Our experience and references completing the scope of work outlined in this RFP, make us qualified to perform the duties requested. In addition our community based approach to providing security, has allowed us to earn the trust and confidence of many local and state governments, and many private organizations.

We understand the challenges in providing security for this project, and we are fully committed to providing solutions to these issues. We are committed to maintaining a professional rapport with all parties involved in service under this contract. Together we can continue to build on the success of your facility, and provide a proactive security team that will embrace the values set forth by City of Grand Junction.

### **PRINCIPAL CONTACT**

Brent Jagger  
COO  
Citadel Security USA  
304 North Avenue  
Grand Junction CO 81501  
877.639.4301 office  
970.314.4185 cell  
[jagger@csidefend.com](mailto:jagger@csidefend.com)

Thank You,

*Clayton Langston*

Clayton Langston  
Senior Manager  
Citadel Security USA  
877.639.4301 office  
970.404.2985 cell  
[clay@csidefend.com](mailto:clay@csidefend.com)

**LOCAL RESPONSE - NATIONAL SUPPORT** 



## **C. Company Description**

### **“Bridging the Gap between Law Enforcement and Security”**

**Citadel Security USA** is a client-focused security company that is dedicated to excellent service through integrity, core values and community. We strive to retain highly qualified and trained personnel that demonstrate a professional demeanor and will hold themselves accountable to the highest degree of integrity. Citadel understands that we are a representation of our client. Thus, we will competently exhibit ourselves in a positive and friendly manner with respect for all persons and the diversity of our communities. Citadel Security will ensure the well-being of our clients' interests by maintaining a safe and secure environment.



***“At Citadel Security USA we believe in working hand in hand with the client. Together we develop the most cost-effective customized security package.”***

## **Company Background**

### **“Putting values back in business.”**

Citadel Security is a veteran-owned organization with over 40 years of combined security and military experience and has been operating as a company since April 2007. Citadel Security USA is headquarters is located in Rifle, CO with branch offices located in Denver, Colorado Springs, Salt Lake City, and Missouri. Our organization provides professional security services for a full spectrum of governmental agencies, large retailers, utility infrastructure, commercial and residential complexes, and healthcare facilities. Since the creation of the company Citadel has grown to become the largest provider of security on the western slope of Colorado. Additionally Citadel has earned the reputation as the premier security company by providing security solutions to several county and city governments.

#### **Office Locations**

Corporate Headquarters Office  
201 W 3rd Street  
Rifle CO 81650

Grand Junction Regional Office  
304 North Ave  
Grand Junction CO 81501

Utah Regional Office  
9130 South State Street Suite 100  
Sandy, Utah 84070

**LOCAL RESPONSE - NATIONAL SUPPORT**







## Company Size

Citadel has created one of the fastest growing security companies in the Western States while maintaining only the highest values and commitment to both our clients and employees. Our “Best in the Industry” guard force staff 250 officers that provide our clients with the best security service available. Additionally, Citadel has a pool of over 400 trained PRN officers that are able to provide our clients with on-call response to any security solution that the account requires.

## Collective Experience

Citadel Security is the “Best in Class” company to take on this contract. Citadel is large enough to perform and small enough to not have lost sight of the service required. Our management team’s background, recruitment, and selection of officers, and training program qualify Citadel Security to successfully fulfill the requirements outlined in the scope of work. The experience that we have gained providing for numerous local governments on the Western Slope of Colorado gives us a first hand understanding of the management controls that qualify our company to take on a project of this scope.

This project is consistent with our current business model, specifically; government entities which contract security to assist in quality service to their constituents . Citadel Security has proven programs, policies, training, and recruiting of personnel that fit well into the skillset and demeanor required for this type of assignment. By having multiple contracts that are consistent with this job scope it allows Citadel Security to seamlessly transition into this contract.

For the past 12 years, Citadel Security has provided security for several counties located on the western slope of Colorado. Additional Citadel Security has held the State of Utah contract to providing state and municipal governments security service for total of **182,000** hours annually for over 5 years . Citadel’s professional services and dependability have earned them the opportunity to gain experience work with many government agencies.

Currently, Citadel Security provides Security Services for the following Counties and Cities located in the Western Rockies region of Colorado:

- **Glenwood Municipal: 60 weekly man-hours**
- **Grand Junction Municipal: 30 weekly man-hours**
- **City of Rifle Municipal Courts: 12 hours weekly**
- **Eagle County: 200 weekly man-hours**
- **Garfield County: 348 weekly man-hours**
- **Mesa County: 30 weekly man-hours**
- **Montrose County Courts: 30 weekly man-hours**

In conclusion, we are a company that takes tremendous pride in the services we render. We have built a trusted name in the regions we have operated within. That success comes from developing a team that is capable of performing their duties professionally.

**LOCAL RESPONSE - NATIONAL SUPPORT** 



### **Citadel's Quality Assurance Plan**

Our approach to management of contract of our Quality Assurance Plan is the utilization of formal, Security Post Orders to our employees that are supplemented by Citadel's general orders. These documented work methods, backed by our training programs detail the day-to-day procedures that our employees will follow, and govern their performance and conduct.

The second key our management strategy involves the routine, systematic monitoring and evaluation of our operations. Our objectives are to ensure that our processes yield the desired results, in terms of quality products and services that exceed the required performance criteria and result in high levels of services and the Client's satisfaction. We will use all of the elements of our QACP, the Client's feedback, internal quality audits, reports of operational non-conformance, mishap/close-call reports, and suggestions from our employees – as inputs to our continuous improvement strategy.

### **Core Values of Quality Assurance**

Our core values of Integrity, Innovation, Imagination, and Intuition are why we are known as the "Benchmark" for professional, customer-oriented Security Services by our customers, our employees, and our peers. Our values are:

- **Integrity:** We have long demonstrated a firm adherence to a strong code of ethics in every aspect of our business; in our management philosophy, in the management of our resources, in the associations with our business family, with our partners and in our stewardship and protection of government and The Client's assets.
- **Innovation:** We have and will continue to demonstrate our innovation by integrating a philosophy of continual process improvement throughout our organization; with our partners, our employees, and our Client, with the explicit goal of finding a better way of doing business regardless of previous successes.
- **Imagination:** We have and will demonstrate our imagination by rewarding our employees for resourcefulness. We will not accept our successes as a way of doing business but as a model to be improved upon. We will keep ourselves abreast of the tools, methods, and motivations of those who will do our clients and us harm and neutralize their efforts.
- **Intuition:** We will demonstrate intuition by displaying a "quick and ready insight" into the needs of the Client. We will keep our finger on the pulse of the world so that we will be prepared to respond to environmental and political factors without hesitation.

Citadel Security's management and quality control system will serve to ensure that our clients will get excellent performance. To ensure that our Security Services officers understand their duties with respect to the Client's needs, Citadel's leadership team will construct client's requirements for the contract and Standard Operating Procedures.

**LOCAL RESPONSE - NATIONAL SUPPORT** 



## Policies and Procedures

Citadel Security establishes a Standard Operating Procedure after a site assessment is completed. Our site assessment is conducted by our Advanced Team which is comprised of one member of senior management, the project manager, and our trainer. These members will meet with the representatives from the City of Grand Junction to discuss details relating to specific protocol, compliance, safety, and transitional issues. The following is an example of our Post Order which will detail an officer's duties.



### **MISSION STATEMENT**

Our mission is the protection of personnel and safeguarding of the facilities and assets located at Cannon Health. This mission is accomplished by:

1. Constantly being on the alert to possible hazardous or suspicious situations.
2. Performing those tasks that ensure that the facility is secured.
3. Making every effort to be as visible as possible.
4. Making every effort not to be predictable to the outside observer.

### **SECTION ONE: Standard Operating Procedures**

#### **OPENING PROCEDURES**

1. On arrive officer will clock in using time-clock in break room. Timecard will be marked for "security". Individual guard must use their own timecard. Fill out with complete name.
2. Check in with on-duty manager.
3. Interior patrol, ensure that shipping door is secure. And that there are no unauthorized persons in Employee-Only area. Be aware of anything out of place, safety hazards. Notify manager of anything found on patrol.
4. Exterior patrol. Check for anything out of place in parking lot, ensure there are no solicitors or loiters on DABC- property. Observe parking lot for any safety hazards.

#### **CLOSING PROCEDURES**

1. Conduct an exterior patrol before the front door are secured for closing. Be aware of any unauthorized persons on property, after hours. Check perimeter be aware of a compromise in the security of the building.
2. Officer will do a interior patrol, to include any stock areas, employee- only, and restrooms, to ensure that all customers are out of building.
3. Monitor cash boxes being transferred to safe.
4. Clock-out on timecard.
5. Escort any employees that need assistance to their vehicles. Assist with manager securing entry doors. Officer will remain until all employees have left the premises.

#### **General Security Procedures**

Security officer is to act a presence to deter any illegal or criminal activity on the property. Duties include protection of store employees, customers, merchandise and property. Officer is also to assist in assuring laws regarding purchase of alcohol are followed.

1. Any incidents involving unlawful acts against personnel or property will be reported to law enforcement, DABC on-duty manager and Citadel supervisor.
2. Solicitation, loitering, panhandling are not be conducted on DABC property. Officer will notify any persons in violation. Law enforcement will be notified if persons fail to comply with officers request.



**LOCAL RESPONSE - NATIONAL SUPPORT**



**D. Experience/Qualifications**

<b>Contract Manager</b>	Brent Jagger jagger@csidefend.com 970-314-4185	<ul style="list-style-type: none"> <li>- Ensure standards of service to meet or exceed client expectations</li> <li>- Support the interface and develop relationships</li> <li>- Ensure that communication between security and clients are effective</li> <li>- Lead the Security team to ensuring they are trained.</li> </ul>
<b>Grand Junction Area Manager</b>	Vicky Tittes gj@csidefend.com	<ul style="list-style-type: none"> <li>- Manage's schedules and service request for contract.</li> <li>- Ensure compliance with scope of work for contract</li> <li>- Provide regular reports to client regarding work performed.</li> </ul>
<b>Contract Supervisor</b>	Chris Bailey <a href="mailto:gj@csidefend.com">gj@csidefend.com</a>	<ul style="list-style-type: none"> <li>- Directly oversees that policy and procedures are being followed by officers assigned to contract.</li> <li>-</li> </ul>
<b>Administrative Manager</b>	Jessica Lane <a href="mailto:jessica@csidefend.com">jessica@csidefend.com</a> 877-639-4301	<ul style="list-style-type: none"> <li>- Oversees centralized administrative operations.</li> <li>- Records management, information and data processing</li> <li>- Maintain Human Resources records.</li> <li>- Account receivable and accounts payable.</li> </ul>
<b>New Client Relations</b>	Clayton Langston <a href="mailto:clay@csidefend.com">clay@csidefend.com</a> 970-404-2985	<ul style="list-style-type: none"> <li>- Ensuring Scope of Work understand is clearly communicated</li> <li>- Implementation of Management Control</li> </ul>

**Proposed Contract Managers**

*Brent Jagger, COO*

Brent retired from the United States Army after 20 years of decorated service. During his tenure in the Army he planned and executed numerous military operations numbering in the hundreds of personnel and millions of dollars worth of equipment, coordinating with foreign governments and allied forces to accomplish sophisticated and dangerous tasks. With numerous combat and peace keeping deployments Brent has gained real world experiences necessary in implementing proactive security solutions. Along with Brent's tactical experience he has over 10 years in Human Resource Management; he has brought expertise in recruiting, interviewing and training the most qualified security agents in the area. Brent is Instructor certified in MOAB® , NRA Firearms Instructor, PPCT, and TEAM (Techniques for Effective Anger Management).





*Vicky Tittes, Grand Junction Regional Manager*

In 2008 Vicky joined Citadel Security as an event guard, over the years she has held many position's with Citadel throughout the the western slope of Colorado. Vicky has gained experience working as event supervising officers for the Winter X-games, Grand Junction Country Jam, Aspen Food & Wine, Beaver Creek Octoberfest, Glenwood Springs July 4<sup>th</sup> , as well as many more large events throughout the Western Slope. In 2015, Vicky became supervisor for courthouse operation in this position she was directly responsible for supervising Citadel contracts with the county courts for Garfield and Eagle Counties. In November of 2019 based on the positive feedback received from clients she was promoted to Regional Manager for the Western Slope of Colorado. .Vicky was honored as employee of the year for 2018 for all her hard work and dedication.

*Chris Bailey, Grand Junction Assistant Manager*

Chris Bailey has worked For Citadel USA since March of 2016. He started as a guard and worked his way to upper management within 2 years. His current role with Citadel is assistant regional manager of Western Colorado and surrounding areas. Chris has over 25 years of management experience. He has passed and maintained his armed certification for the past 3 years. Chris has been head of security for Country Jam, JUCO, events at Two Rivers Convention Center, Avalon Theatre, Las Colonias Park, and security patrol. He was awarded Manager of the Year for 2019 for all of his time and commitment dedicated to Citadel.

**Citadel Management Team**

*Justin Hale, CEO*

Justin has several years of security experience holding numerous job titles and working in multiple settings. Justin served 8 years in the United States Army where he was assigned to many specialized units that were deployed around the globe receiving numerous commendations for his hard work and dedication to his country. Justin was a manager for a large security company in Hawaii covering a wide variety of federal contracts along with numerous local clients. As a manager he was directly responsible for over 200 security officers and managed over 26 contracts. Justin also has served as a patrol supervisor in Northern California, maintaining over 18 different patrol accounts and supervised numerous officers throughout the region. Prior to opening the doors to Citadel Security, Justin spent two years as the Director of Security for a foreign ambassador to the United States protecting over an estimated 500 million dollars worth of assets. Justin was required to work closely with the State Department, Secret Service, and Security professionals from around the globe.

*Clayton Langston, Senior Manager*

Clay has become one of the leading security professionals with his dedicated service with Citadel Security for over 10 years. As one of the founding members of Citadel Security, Clay has overseen the expansion Citadel operations into Missouri and Utah areas. In addition to being a valued member of the Citadel team Clay is also in the Utah National guard where he serves as a team leader on a Combat Engineer Company. The skills and training that he has received in the military have translated into Citadel's mission of serving clients with the upmost professionalism. As an additional duty in the company Clay is responsible for security management at the largest event in Colorado and is the Director of Security for Aspen Food and Wine Classic, and has over seen Citadel's security management at ESPN Winter X-Games the last 7 years.

**LOCAL RESPONSE - NATIONAL SUPPORT** 



## D. References

**Client:** Garfield County Government

**Contact Person :**

Lou Vallario, Sheriff

970-945-0453

lvallario@garcosheriff.com

**Type of Work Performed:** Courthouse Security Officer and Detentions Officer

**Scope of Work:** Citadel work directly was the Garfield County Sheriff Detention Facility to provide courthouse security, inmate watches, and detention facility assistance. Our courthouse security team provides visitor screening full time for two court house locations. We are able to assist the Garfield County jail with detention center operations. Citadel also provides on-call assistance for forensic watches, and inmate watches.



**Client:** Eagle County Government

**Contact Person :**

Greg Vanwyk, Deputy Commander

970-328-8518

gregory.vanwyk@eaglecounty.us

**Type of Work Performed:** Courthouse Security Officer, Event Security

**Scope of Work:** Exclusive security provider for all Eagle County Government's security needs. Partner with Eagle County Sheriff's department to provide security personnel for the Eagle County Justice Center. Additional duties for the sheriff department are providing inmate watches at health care facilities. Citadel works with the office of Clerk and Recorder to provide security presence at three location throughout the county. Citadel also provides the county with on-call response for any security need. Additionally Citadel is responsible for event security operations for special events.



**Client:** Mesa County, 215 Rice St, Grand Junction CO 81503

**Contact Person:**

Matt Lewis, Sheriff

970-244-3500

Available Office Hours

matt.lewis@mesacounty.us

**Type of Work Performed:** Armed Courthouse Security Officer

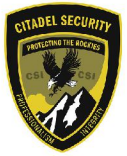
**Period work was performed:** Brent Jagger

**Scope of Work:** Citadel works with the Sheriff department to provide security solution for Mesa County justice center with screening of public entering into secure facilities .Mesa County Sheriff's department task Citadel with inmate watches, forensic watches, and on-call services.



LOCAL RESPONSE - NATIONAL SUPPORT





**Client:** City of Rifle, 201 E 18th Street, Rifle CO 81650

**Contact Person:**

Kathy Pototsky, Court Administrator  
970-665-6420

Available Office Hours  
kpototsky@rifleco.org

**Type of Work Performed:** Armed Bailiff Security Officer

**Period work was performed:** 2016 to Present

**Scope of Work:** In conduction with court clerk and the Rifle Police Department, Citadel developed a screening process for City Municipal court. Using our experience in courthouse security Citadel provides armed security screening during court. Additionally Citadel provides a bailiff that is present in the courtroom.

**Client:** City of Glenwood Springs 101 8th St, Glenwood Springs CO 81601

**Contact Person:**

Pat Miller  
101 W 8th Street, Glenwood Springs CO 81601  
970-384-6500

**Type of Work Performed:** Armed Bailiff Security Officer, Downtown Security Patrol, Event Security

**Period work was performed:** 2012 to Present

**Scope of Work:** Citadel has developed a lasting partnership with the City of Glenwood Springs to provide security solutions for their municipal courthouse. Citadel handles courtroom security as well as transportation of inmates from the Detention center to the courtroom. In addition to courthouse duties, the City of Glenwood Springs has contracted Citadel to provide a downtown security patrol, to help with deterring loitering, enforcing municipal codes, and reporting any criminal activities.



**Client:** City of Grand Junction, 250 N 5th St Grand Junction CO 81501

**Contact Person:**

Joanna Adams, Court Administrator  
970-244-1537  
joanna@gjcity.org

**Type of Work Performed:** Armed Bailiff Security Officer

**Period work was performed:** 2012 to Present

**Scope of Work:** Provide Armed Security for screening visitors, access control into secure court rooms. And assist with prisoner watches. Citadel provides the municipal court with a bailiff for court proceedings. Citadel communicates with a variety of city departments to provide a safe environment for employees, and visitors of city facilities.

LOCAL RESPONSE - NATIONAL SUPPORT





## F. Additional Data

Citadel intends approach this project utilizing Management, Training, and Experience to provide the City of Grand Junction, with a professional and competent security solution. Additional we will use our local understand to deliver a security solution that is representative of City of Grand Junction . Our proven strategies will allow Citadel to develop a partnership that is based on open communication. Our proposal will demonstrate the level of quality that we can offer in response to your RFP for Security Services. This proposal will demonstrate that Citadel is responsible and responsive to perform that terms outlined.

- Citadel Security's regional office is located directly within service area requested in the RFP.
- Our team consists of retired military and law enforcement professionals that have earned the trust of local law enforcement departments.



TRAINING

- Innovative methods that are developed around the most current training methods for Security and De-Escalations.
- Our company is focused on investing in our training program to develop our staff, and provide our clients with competent officers
- Highly qualified Field Training Officers are a knowledgeable source for our clients and officers.

- Citadel has provided more Security for local governments than any other security provider located in the service area.
- Trusted provider for multiple local governments thru out the Western Slope of Colorado .
- With over 14,000 Hours of security provided to local government in the western slope of Colorado, Citadel is the most trusted provider in securing local government facilities.



## Challenges/Solutions

By understanding the challenges faced by local governments to keep their facilities safe and secure for staff and the public, Citadel can responsibly perform the terms of the RFP, with cost-effective solutions. Our experience in providing security at courthouse facilities some of the most common expectations and/or challenges are:

- ◆ **Adapt and Respond to extended hours and/or off-hours:** With key management in place and only a phone call away we can respond rapidly to any need for service. Citadel receives calls from agencies in all hours of the night and has ALWAYS met the need with an average response time of fewer than 45 minutes.
- ◆ **Able to de-escalate situations daily:** Our utilization for innovative de-escalation programs allow our officer the opportunity to manage aggressive behaviors without risking injury.
- ◆ **Maintain a positive relationship with local law enforcement, staff, and the public:** Citadel Security is one of the most trusted providers by local law enforcement, court administrators, and agency staff. The level of professionalism demonstrated by our officer has created a sense of safety for the general public.
- ◆ **Hiring and Retaining Qualified Personnel:** With over 30 years' experience in Human Resources, Citadel has created an unmatched Human Resource Philosophy that allows us to hire and retain the top employees in our industry.

LOCAL RESPONSE - NATIONAL SUPPORT 





## **Local Understanding**

As a local security provider in the Western Slope of Colorado , Citadel Security has a firm understanding of the challenges to the Scope of Work outlined for this project. We are going to approach this project by serving the needs of the City of Grand Junction , by providing a community-based approach to security. This approach was developed to offer excellent customer service in our interaction with the public, our clients, and the communities that we work in. It is our leadership's goal to ensure that our employees are embracing the values that are set forth by the City of Grand Junction to provide their customers with trust and confidence.

Our extensive work in providing security to local governments in Western Colorado, allows us to approach this project with the understanding of what it takes to provide a consistent and dependable security solution. Citadel Security stands firm in its commitment to have open communication with our clients and develop a relationship with key stakeholders that allows adjustments to our operation to better serve the client. We realize that our employees become a representation of our clients, and have developed our training program to not only make our officers competent in providing security but also allowing them to positively interface with the public on a daily bases.

## **Communication/Partnership**

Communication is a leading factor to a successful business relationship and one of the key elements to our approach to our proposed partnership with the City of Grand Junction. One of the key factors to our success is the fact that any client can pick up the phone and reach a vested partner anytime of the day. Our on-site managers will have access to key leadership on a moment's notice so they get the support they need to complete their job. Our managers are direct source for our customer to express their satisfaction with the service that we provide. Citadel recognizes the importance of maintaining open channels of communication with clients, to receive their comments on the adequacy of our performance in meeting their expectations, and to incorporate improvements where necessary. To this end, Citadel will incorporate a variety of client feedback mechanisms into its security services operations. These include client comment cards at points of interface between Citadel employees and the client's customers; and e-mail or direct telephone conversations with our Quality Control Manager and/or the Project Manager. Citadel has also created a process of having client complete quarterly Satisfaction reports. We have built a trusted name in the regions we have operated within. That success comes from developing a team that is capable of performing their duties professionally.

**LOCAL RESPONSE - NATIONAL SUPPORT** 



## Personnel Selection and Training

Our human resource philosophy is like other successful companies. Our employees are the core of our success so we pride ourselves in giving back. This process starts with the recruitment of great personnel. Our management has a combined 20 plus years of Human Resources experience and uses the most up-to-date technology, we have developed a top notch system for hiring the most qualified personnel. After a careful hiring process our team works hard in retaining quality personnel. By using these methods the majority of our core staff has been with Citadel Security USA for over 10 years.

## Applicant background screening

Citadel complies with all local regulations regarding background screening for security officers. After an offer of employment officers are required to provide Citadel with State Criminal background check, and a Motor vehicle records checks. Officer are fingerprinted and a fingerprint card is submitted to the FBI for a Federal criminal background check. Candidates that do not meet Citadel's criteria for background checks will not be offered a position. Additional Citadel has worked with clients to assist in preparing officers for a Security Clearance for employment on government facilities. We have a developed a procedure to ensure that all employees are in compliance with State and Federal laws regarding status of licenses.

## Security Personnel Criteria

- Must be at least 18 years of age or older as required by applicable law or contractual requirements.
- Must have a high school diploma or GED.
- Required to have 2-3 years of Uniformed Security experience.
- Ability to communicate effectively both orally and in writing for the purpose of public interaction and report writing.
- Authorized to work in the United States.
- Ability to perform essential functions of the position with or without reasonable accommodation.
- Willing to participate in pre-employment process which includes drug testing and full background investigation.
- Officer must attend all continued education training required by State statues, contract requirements and Citadel Security's training policies.
- Must be able to differentiate between standard colors
- Capable of hearing ordinary conversation at 20ft and whispered conversation at 10ft.
- Valid State Driver License
- POST Certification for required assignments

**LOCAL RESPONSE - NATIONAL SUPPORT**





## Recruitment and Selection Process

Based on the experience that Citadel has established providing security solutions for our clients, management has created a hiring process to provide our clients with the best in the industry security officer. Each officer is screened thru our hiring process to determine job suitability for a position as a security officer with Citadel.

Recruitment Phase	Screening Phase	Selection Phase	Training Phase	Supervision Phase
Review Job Description and Qualification	Develop ranking criteria	Finalize Candidates for Position	Advance Training Required for Positions	Evaluation of Performance -Quarterly Performance Evaluation conducted by Contract Manager
Seek Key Stakeholder Input - Consult with Client to determine best officer for open position.	Determine Interview Process - Phone Interview - Initial Interview	Final Interviews - Job Suitability Interview - Situational Reaction Questionnaire - Management Review Board	Evaluation of Suitability for Positions - Previous experience - Compression of Job Functions - Schedule of Candidate	Continuation of Training for Position - State approved training conducted quarterly - Firearms Re-Certification - Advanced Training
Determine Recruitment Strategies	Review of Applications - Reference Check - Confirm Work History - Schedule and Experience Suitability	Selection of Qualified Applicant	Security Licensing -Attendance of State Approved Training - State and Federal Background Check	
Development of Application - Management identifies Scope of Work to provide applications - Determine Mandatory Minimum Requirements - Identify Experience and Schedule Suitability		Drug Testing of Candidates - Compliance with State and Federal Employment Laws	Initial Counseling - General Orders - Company Policies - Job Requirements	
		Complete Background Check - Criminal History - Civil Legal History - Financial History	On-Site Training - Site Specific Focused Training - Review of Post Orders for assigned post - Final FTO observation	

## Additional Training

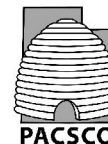
Citadel understands the importance of having a well-trained and knowledgeable staff. The training program that we have developed goes above the minimum mandatory requirements for this RFP. We believe a systematically trained officer reduces accidents and improves quality of service. Citadel has a committed training team on staff and available for officers around the clock.





## Citadel Training Academy

Citadel Security is a member of PACSCO (Professional Alliance of Contract Security Companies) which provides Citadel with a Division of Professional Licensing approved training program in order to best train individual security officers. The PACSCO program also has the training elements suggested by National Association of Contract Security Companies, National Association of Security and Investigator Regulators, the Private Sector Liaison Committee of the International Association of Chiefs of Police, ASIS International's Private Security Officer Selection and developed by the Law Enforcement 2000 Subcommittee in conjunction with Salt Lake Community College. Currently Citadel has two PACSCO certified instructors on staff to provide security officers with the most up to date PACSCO material. Additional Citadel is authorized as an organization to use PACSCO training material.



## PACSCO Security Officer Training Program

<b>General Awareness</b>		
Citadel General Orders	Work Place Violence	Professional Development
Standard Operating Procedures	Basic Security Duties	Client Confidentiality
Code of Conduct	Cultural Diversity	Property Protection
Uniform Wear and Appearance		
<b>Safety and Risk Management</b>		
Community Sensitivity	Evacuation Procedures	Hazardous Material
Safety Procedures	Accident Prevention	Risk Mitigation
<b>Legal Awareness</b>		
Court Testimony	Powers of Arrest	Use of Force
Search and Seizure	Preserving Crime Scene	
<b>Security</b>		
Report Writing	Effective Patrol Techniques	Access Control Systems
CCTV Monitoring	Incident Response	Active Shooter Response
Fire Prevention and Control		
<b>Public Relations/ Communication</b>		
Law Enforcement Relations	Incident Report Writing	Active Listening Techniques
Customer Service Relations	Tactical Communication	Radio Procedures
Client Management and Relations	Verbal Judo	Media Relations
<b>Specialty Training</b>		
First Aid/CPR	Anti- Terrorism Awareness	Threat Recognition
PPCT Training	Bomb Threat Response	Magnetometer Use

### ***On-the-job, facility-specific or industry-specific training***

Upon contract award, our company will implement its 16 Hour Project Specific Training Program.

Project Specific Training Program will accomplish these primary objectives:

- Provide clients with certified, knowledgeable, competent, mission-oriented Security Officers.
- Maintain qualified Security Officers throughout the life of the contract. Citadel officers assigned to the contract on a continuous basis will be provided a minimum of four
- Eight hours of on-site project specific training by the Field Training Officer before beginning regularly assigned duties.
- A observation period by Field Training Officer to certify a new trainee will succeed in a position. Project Specific Training will include the importance of the Officer's Post Orders, facility policies and procedures, as well as incident response and areas of responsibility for the assigned post and shift.



**LOCAL RESPONSE - NATIONAL SUPPORT**



## Annual retraining and recertification

Citadel officers are required to undergo and successfully complete eight (8) hours of annual refresher training. All training records will be maintained by Citadel and available for inspection.

## Development of Supervisors.

This plan offers our officers the ability to step directly into management positions with proper training and education. By identifying successors from our existing pool of employees Citadel has the ability to engage them in a training program that will give them the tools to take on new task and areas of responsibility within the company. During the training phase, Citadel management is able to evaluate an employee's decision-making processes, leadership abilities, interpersonal skills, and the ability to perform tasks required of supervisors. During the evaluation phase, potential candidates are introduced to key personnel for our clients, to ensure continuity in business relationships that have been developed. Once a candidate is selected Citadel's supervisor orientation provides them with expectation for their new role in the company.



This training module, offered and updated since 1997, enables you to enhance your culture of safety and meet annual workplace violence training requirements with appropriate, affordable programs. The engaging, interactive, self-paced e-Learning version of TEAM Essentials is a cost-effective training option for individuals in higher risk departments, as well as new employees and staff in lower risk areas. The instructor-led TEAM Essentials course, which provides for group interaction, is an excellent alternative for higher risk departments.

MOAB® Training International, Inc. is a respected leader among training and consulting organizations across the US and Canada, specializing in programs for managing aggressive behavior. Since 1983, over 5,000 agencies have benefited from our highly researched, state-of-the-art programs. MOAB's goal is to teach participants how to protect themselves from injury and at the same time, control individuals without causing them harm.



The PPCT Pressure Point Control Tactics course was the first subject control system designed based on tactical, legal and medical research. It was originally developed as a supplement to existing defensive tactics or impact weapon systems. The course focuses on two primary areas: controlling low-level resistance with finger-tip touch pressure to nerve pressure points and controlling high-level resistance with defensive counter strikes and the baton, which produce motor dysfunctions and controlled stuns.

LOCAL RESPONSE - NATIONAL SUPPORT





## Reporting and Data Logging

Citadel utilizes an electronic databases and reporting systems to more efficiently provide reliable and accurate officer accountability and performance monitoring. By partnering with industry leading software companies Citadel has been able to offer real time security monitoring solutions that complies real-time data and making it readily available to our management team and clients at anytime. Our guard management software tools has allowed Citadel to establish an industry leading process to monitor and ensure compliance any contract service responsibility.

## Performance Monitoring and Incident Reporting System

Personnel accountability, and monitor of performance is accomplished with the aid of the Silvertrac Software application. Guards in the field report incidents, receive tasks and alerts, and scan check-points all from their Silvertrac app on their mobile devices. Silvertrac allows Citadel to transparently and instantly provide you with maintenance, security, safety and liability, and optional parking solutions that you may have never thought possible. Our accountability is second to none with complete 24/7 transparency, GPS date and time stamping on all incidents, and instant access to all reporting as incidents occur.



**Silvertrac Daily Activity Report** Start: Mar 13, 2018 08:47 AM  
 Silvertrac Software End: Mar 15, 2018 08:47 AM

<p>Tue Mar 13, 2018 12:08 PM                  Commercial Property                  5412 Beach Boulevard                  Location: On Site                  Unit: Patrol                  Makana Anderson                  (S) Level 3</p>	<p>(S) Officer Arrived On Duty                  Reported: Officer arrived on duty and checked in at the property security office. Keys and radio equipment received along with past down orders from past shift officer. Radio and equipment were found fully charged and available for my duty activity shift report.</p>	<p>193742753</p>
<p>Tue Mar 13, 2018 12:10 PM                  Commercial Property                  5412 Beach Boulevard                  Location: East Parking Lot                  Unit: Patrol                  Makana Anderson                  (S) Level 3</p>	<p>(S) Patrol Parking Lot East                  Reported: Officer patrolled the East parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.</p>	<p>193742865</p>
<p>Tue Mar 13, 2018 12:11 PM                  Commercial Property                  5412 Beach Boulevard                  Location: Parking Garage                  Unit: Patrol                  Makana Anderson                  (W) Level 1</p>	<p>(M) Slip/Trip Hazard Report                  12:40 PM Makana Anderson - Water 6 ft in length found in Center of parking garage. Contacted maintenance team Frank Brown for assistance. Area was secured and corded off for safety and liability. See Attached Photo.</p>	<p>193742962</p>
<p>Tue Mar 13, 2018 12:11 PM                  Commercial Property                  5412 Beach Boulevard                  Location: South Parking Lot                  Unit: Patrol                  Makana Anderson                  (S) Level 3</p>	<p>(S) Patrol Parking Lot South                  Reported: Officer patrolled the South parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.</p>	<p>193743041</p>
<p>Tue Mar 13, 2018 12:13 PM                  Commercial Property                  5412 Beach Boulevard                  Location: West Parking Lot                  Unit: Patrol                  Makana Anderson                  (S) Level 3</p>	<p>(S) Patrol Parking Lot West                  Reported: Officer patrolled the West parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.</p>	<p>193743158</p>

ISSUE MONITOR							
Issue ID	Hospital Security Mo	Reported Issue	Created Date	Created By	All	Assigned To	
48793496	Hospital Security Module	Child Development Center	Fri 11/14 11:24 AM	JPAGE	<input type="checkbox"/>	JPAGE	
48100205	Hospital Security Module	Alarm Burglary	Mon 11/3 3:16 PM	JPAGE	<input type="checkbox"/>	JPAGE	
48100148	Hospital Security Module	Child Development Center	Mon 11/3 3:15 PM	JPAGE	<input type="checkbox"/>	JPAGE	
45720333	Hospital Security Module	Vandalism Lock	Tue 10/28 3:34 PM	JPAGE	<input type="checkbox"/>	JPAGE	
43690471	Hospital Security Module	Alarm Burglary	Thu 9/25 4:44 AM	JPAGE	<input type="checkbox"/>	JPAGE	
43690443	Hospital Security Module	Intensive Care Unit	Thu 9/25 4:44 AM	JPAGE	<input type="checkbox"/>	JPAGE	
43690421	Hospital Security Module	Alarm Silent	Thu 9/25 4:43 PM	JPAGE	<input type="checkbox"/>	JPAGE	
43690386	Hospital Security Module	Intensive Care Unit	Thu 9/25 4:43 PM	JPAGE	<input type="checkbox"/>	JPAGE	
43686587	Hospital Security Module	Infectious Control Office	Thu 9/25 2:34 PM	JPAGE	<input type="checkbox"/>	JPAGE	
43686565	Hospital Security Module	Administration Manager Office	Thu 9/25 2:33 PM	JPAGE	<input type="checkbox"/>	JPAGE	
37889497	Hospital Security Module	08. Main Lobby Door Secured	Fri 6/13 1:39 PM	JPAGE	<input type="checkbox"/>	JPAGE	
37889483	Hospital Security Module	Child Development Center	Fri 6/13 1:38 PM	JPAGE	<input type="checkbox"/>	JPAGE	
35903711	Hospital Security Module	Alarm Malfunction	Mon 5/5 5:08 PM	DEMOADMIN	<input type="checkbox"/>	JPAGE	
35903704	Hospital Security Module	Disturbance Foot Traffic	Mon 5/5 5:07 PM	JPAGE	<input type="checkbox"/>	JPAGE	
35903632	Hospital Security Module	Physical Therapy Office	Mon 5/5 5:06 PM	JPAGE	<input type="checkbox"/>	JPAGE	

Issue ID/Tracking #  Security  Parking  Maintenance  Include Closed [Show Me How](#)



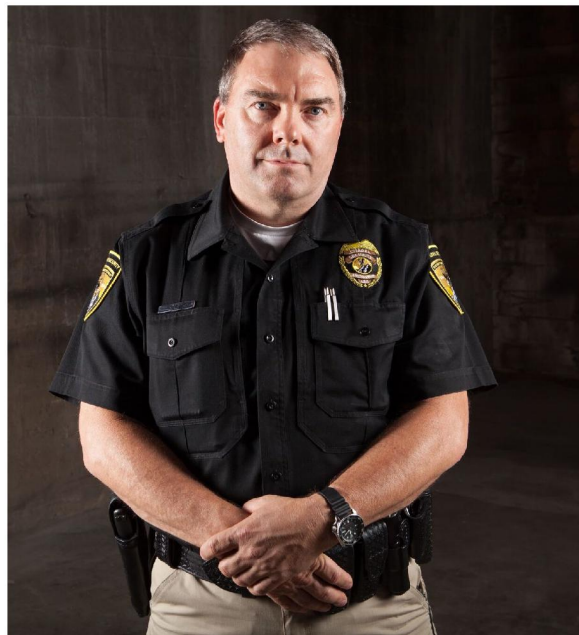


## Uniform and Equipment

Citadel understands the importance of providing our clients that are uniformed in a professional manner in order to increase the visibility and the authority of our officers. Our company has chosen to outfit our officers in a standard law enforcement style black button up shirt that has shoulder patches located on each shoulder that displays our company name, additionally we have a badge patch on the chest that also identifies our officers as security officers. Each officer will be provided with two duty uniform short sleeve shirts. Trousers worn with the uniform are khaki in color and must be 5.11 style pants. All officer are required to wear black tactical style boots that are to be polished. Duty belts worn are to be black nylon and all duty pouches must be of the same material as duty belts.

Winter Uniforms are an All-Season Duty jackets, that has patches on both shoulders and the chest. Officers are authorized to wear black long sleeve undershirts as well.

Our uniforms are tailored to the needs of your clients and can be adjusted to fit any assignment.



## Issued Equipment

- 3 Short Sleeve/ Long Sleeve Uniform Shirts
- 3 Long 5.11 Style pants
- Black Boots
- Level II Holster
- Winter Jacket
- Rain Jackets w/ Security
- Uniform Hat/ Winter Stocking Cap
- Traffic Whistle
- Gloves

**LOCAL RESPONSE - NATIONAL SUPPORT** 



## Management Controls

With the utilization of Human Capital Management System, we are able to seamlessly manage our workforce. By combining Payroll, Time & Labor Management, and Human Resource into one portal our administration team is able to provide our clients with instant accurate information about their contract.



### Time and Labor Management:

- Time-Clock software for increased accuracy
- The ability to detect scheduling conflicts.
- Successfully create and maintain rotating and dynamic scheduling.
- Control of how employees report hours worked.
- Late Worker notifications.

### Human Resources:

- Centralized location to view applicants and associated hiring information.
- HR file management of personal, employee, benefits, compliance.
- Alert function for necessary actions in licenses and training
- Employee Self-Service.



### On-Line Scheduling Tool

Citadel Security uses an online scheduling tool in order to give the officers the most up to date schedule. This schedule is posted in real time and allows our officers to check and approve their upcoming work schedule as well as request time off. This has been a real value to our clients by providing Citadel's manager to staff any of their needs at a moments notice. Our ready reserve pool of officers receive notification of open shifts in order to cover emergency and non-emergency circumstances.

### Administrative Staff

Citadel Security has a full time administrative staff that consists of a payroll officer, contract specialist, receptionist, AR/AP manager, scheduler, operations manager, quality control officer, and CEO. Our administrative support staff to ensure that our clients needs are being met in every step of the business process. Additionally with a Full-Time support staff our Contract and Regional managers have the ability to ensure that compliance with contract service responsibilities are being meet. The experience of our support staff working with healthcare has allowed Citadel to provide efficient administrative support to our clients.







## Conclusion

### Community

Citadel Security USA has developed long lasting business relationships based on our commitment to our clients. By knowing we care about our clients and the services we provide gives our clients a sense of partnership. As a small company we live where our clients' live which to us means that we don't just provide a service but we strive to make our community a better place. When our managers, supervisors, and employees are off work you can often find them coaching a local team, helping community fund raisers, or just helping out a neighbor. In short, our company CARES and our reputation was built on the services we provide to OUR communities!

### Communication

Communication is a leading factor to a successful business relationship. One of the key factors to our success is the fact that any client can ***pick up the phone and reach a vested partner anytime of the day.*** Our on-site managers will have access to key leadership on a moment's notice so they get the support they need to complete their job.

### Why Citadel?

Citadel is small enough to value each client but large enough to successfully manage large contracts. With our company there is not Red Tape, hoops to jump through, or waiting to hear back from a manager located miles and miles away. With Citadel Security we are available around the clock to serve each client with unmatched customer service. Our goal is not to be the largest security company in the Nation but rather the most trusted security provider in Nation.

## Citadel Security USA embrace's our Values of Professionalism!!

- **Integrity** - We strive to develop and assess the services we provide our clients to advance their security programs. We are focused on providing best in the industry service to our clients.
- **Trust**- Citadel understands that for our security programs to be successful we must establish the trust of the public, and our clients.
- **Respect**- It is our goal as a company to establish an environment that all persons we come in contact with are treated with respect and dignity in all situations.
- **Accountability**- Citadel is committed to developing a partnership with our clients. We communicate and develop the trust of those that we provide service too.
- **Excellence**- Our company values Professionalism and Integrity ensure that we are delivering the best service available. Citadel empowers our employee's to positive and to perform their tasks with purpose.
- **Teamwork** - It is our mission as a company to foster an environment where our team functions as a cohesive unit in order to accomplish the scope of work set forth by our clients.

LOCAL RESPONSE - NATIONAL SUPPORT 