

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SECURITY PROFESSIONAL SERVICES**

**RFP NO. UC04903045**

**Proposal Release Date: Friday, March 8, 2024**

**Proposal Acknowledgement Due Date: Monday, March 18, 2024**

**Proposal Question/Clarification Due Date: Monday, April 1, 2024**

**Proposal Response Due Date: Monday, April 29, 2024**

**TABLE OF CONTENTS**

[SECTION 1. - INTRODUCTION 4](#_Toc143267890)

[A. Proposal. 4](#_Toc143267891)

[B. Due Date. 4](#_Toc143267892)

[C. Point of Contact. 4](#_Toc143267893)

[D. Proposal Acknowledgement Submission. 4](#_Toc143267894)

[E. General. 4](#_Toc143267895)

[SECTION 2. - GENERAL TERMS AND CONDITIONS 5](#_Toc143267896)

[A. Agreement. 5](#_Toc143267897)

[B. Amendments to the RFP. 5](#_Toc143267898)

[C. Suppliers’ Request for Clarification. 5](#_Toc143267899)

[D. Notification of Selection. 5](#_Toc143267900)

[E. Method of Submittal 5](#_Toc143267901)

[F. Price Adjustment. 5](#_Toc143267902)

[G. Confidentiality and Ownership of Information. 6](#_Toc143267903)

[H. Use of University Name, Logo and Indicia. 6](#_Toc143267904)

[I. Ownership of Materials and Data. 6](#_Toc143267905)

[J. Payment Terms. 6](#_Toc143267906)

[K. Invoicing. 6](#_Toc143267907)

[L. Reporting. 6](#_Toc143267908)

[M. Entirety. 7](#_Toc143267909)

[N. Disclaimer. 7](#_Toc143267910)

[O. No Response. 7](#_Toc143267911)

[P. Contract Law. 7](#_Toc143267912)

[Q. Contract Assignment. 7](#_Toc143267913)

[R. Obligations. 7](#_Toc143267914)

[S. Representations. 7](#_Toc143267915)

[T. Insurance. 8](#_Toc143267916)

[U. Terms and Conditions. 8](#_Toc143267917)

[V. Site Audit. 8](#_Toc143267918)

[W. Headings. 8](#_Toc143267919)

[SECTION 3. - SELECTION PROCESS 8](#_Toc143267920)

[A. Selection Criteria 8](#_Toc143267921)

[B. Presentations. 9](#_Toc143267922)

[C. Acceptance Period. 9](#_Toc143267923)

[SECTION 4. - SUBMITTAL REQUIREMENTS 9](#_Toc143267924)

[A. General Supplier Information. 9](#_Toc143267925)

[B. Financial Proposal. 10](#_Toc143267926)

[C. Requirements Questionnaire 10](#_Toc143267927)

[D. Diversity. 10](#_Toc143267928)

[E. Sustainability. 10](#_Toc143267929)

[F. UChicago Local. 11](#_Toc143267930)

[G. Background Checks. 11](#_Toc143267931)

[H. Reports and Statements. 11](#_Toc143267932)

[I. Project Plan, Implementation and Timeline. 11](#_Toc143267933)

[J. Customer Satisfaction or Complaints. 12](#_Toc143267934)

[K. Agreements and Insurance Requirements. 12](#_Toc143267935)

[L. Scorecard. 12](#_Toc143267936)

[M. Additional Value. 12](#_Toc143267937)

[SECTION 5. – OVERVIEW 12](#_Toc143267938)

[SECTION 6. – SCOPE, BUSINESS OBJECTIVES AND REQUIREMENTS 12](#_Toc143267939)

[A. Project Scope. 12](#_Toc143267940)

[B. Business Objectives. 13](#_Toc143267941)

[C. Requirements 13](#_Toc143267942)

[ATTACHMENT A - ACKNOWLEDGMENT 18](#_Toc143267943)

[ATTACHMENT B – SUBMITTAL COVER PAGE 19](#_Toc143267944)

[ATTACHMENT C – INDEPENDENT CONTRACTOR AGREEMENT ("ICA") 20](#_Toc143267945)

[ATTACHMENT D – PRICING PROPOSAL 20](#_Toc143267946)

[ATTACHMENT E – REQUIREMENTS QUESTIONNAIRE 20](#_Toc143267947)

[ATTACHMENT F – SHIFT INFORMATION 20](#_Toc143267948)

[ATTACHMENT G - TIER 2 DIVERSITY SPEND 20](#_Toc143267949)

[EXHIBIT 1 – PROCEDURES AND RESPONSPONSIBILITIES FOR ALL PERSONNEL 22](#_Toc143267950)

[EXHIBIT 2 – DEPLOYMENT/SHIFT CHANGE PROTOCOL FOR EXTERIOR POSTS 26](#_Toc143267951)

# SECTION 1. - INTRODUCTION

1. Proposal. The University of Chicago (“University”) is soliciting a Request for Proposal (“RFP”) to qualified Suppliers to provide, uniformed security professional services (“Services”) in and around university properties on a 24-hour-a-day, 7-day-a-week basis. Unarmed security professionals play a key role in the University's safety and security plan. Services will include, but is not limited to, recruiting, screening, training, compensating, outfitting, supervising and disciplining the security professional provided to the University of Chicago Department of Safety & Security ("DSS"). The successful Supplier will also be expected to manage, augment and adjust their force accordingly for events and emergency situations as they arise. Security Professionals provide assistance, directions, answer questions but most importantly provide safety to all campus constituents.

Suppliers shall have the opportunity to submit proposals for up to three (3) separate options as described below:

1. Option 1. Interior Building Security – Proposal to provide security professionals to specific buildings and front door access visitor management.
2. Option 2. Safety Ambassador: Proposal to provide security patrol service including both stationery post, walking and bicycle patrols.
3. Option 3. Vehicle Patrol – Proposal to provide vehicle patrol service. Suppliers are required to provide the appropriate number of required leased or owned vehicles.
4. Option 4. Proposal to manage more than one option or the entire security services program.
5. The University intends to award a five (5) year contract with an option two-year extension based upon satisfactory performance. During the initial term, prices may be increased 3% or the CPI-U whichever is less.
6. Due Date. The proposal, in its entirety, must be received in the offices of the University at the address specified in Section 1.C no later than 2:00 p.m., Central time, Monday, April 29, 2024. Proposals received after the deadline will not be considered.
7. Point of Contact. All correspondence concerning this RFP should be addressed to:

Diane Stanek

Category Lead

Procurement Services

The University of Chicago

6054 South Drexel Avenue, Suite 200

Chicago, Illinois 60637

Telephone: 773-702-3323

Email: dstanek@uchicago.edu

1. Proposal Acknowledgement Submission. Suppliers shall complete, sign and return the Attachment A - Proposal Acknowledgement no later than **Monday, March 18, 2024**. Lack of or late submission of the Proposal Acknowledgement may remove that Supplier from further consideration and any response received from such Supplier may be deemed non-responsive. The Proposal Acknowledgement information will be used to direct any addendums or additional information regarding this RFP.
2. General. Founded in 1890, The University of Chicago is a private, nondenominational, coeducational, not for profit institution of higher learning and research. Suppliers are encouraged to review the University’s demographic, economic and geographic information at the University’s web site, [www.uchicago.edu](http://www.uchicago.edu). Suppliers are especially encouraged to review the Procurement Services’ public web site for supplier information at <http://finserv.uchicago.edu/purchasing/suppliers/index.shtml>.

Suppliers are also encouraged to visit the University's Department of Safety & Security ("DSS") at <http://safety-security.uchicago.edu/>.

# SECTION 2. - GENERAL TERMS AND CONDITIONS

1. Agreement. Proposals submitted should be based upon the entire RFP requirements. By submitting a Proposal, you are making an irrevocable offer to perform according to the specifications and at the prices set forth in your Proposal. Any proposal which the University determines to be incomplete, conditional, obscure, or has irregularities of any kind, may be rejected at the sole discretion of the University of Chicago without penalty. The University reserves the right to reject any or all bids, including that of the low bidder, cancel this RFP in its entirety, or to make selections that are in the best interest of the University without penalty.

The University may hold any proposals, supplemental information, and other submissions provided by the Supplier during discussions or negotiations, as contractually binding on the successful Supplier.

The Agreement established with the Supplier selected as a result of this process will provide for Services that will meet the requirements as stated in this RFP. This Agreement shall govern all work performed by Supplier for the University during the term of the Agreement.

The successful supplier shall enter into an Independent Contractor Agreement ("ICA" or "Agreement") with the University. A sample of the ICA is included as Attachment C. The ICA shall apply to all divisions, subsidiaries, affiliates, locations and operations of the University. The ICA includes references to an Attachment A, which is a placeholder to be finalized based upon the responses of the successful Supplier.

Suppliers who wish to deviate from the terms and conditions of the ICA do so at their own risk. Material deviations may result in your response being deemed irregular and non-responsive to the University’s requirements. Additions or exceptions must be noted on the sample ICA and returned with your response.

If applicable, Suppliers are able to furnish a copy of their standard agreement template and/or terms and conditions with their proposal response for consideration. Failure to supply any Supplier terms and conditions with the proposal will result in those terms and conditions not being considered for inclusion in the Agreement.

1. Amendments to the RFP. University may at its sole discretion amend the RFP. Supplier must acknowledge receipt of any amendments or decline acceptance within five (5) days of the stated amendment date. No response and subsequent performance by Supplier shall be understood to be acceptance by the Supplier.
2. Suppliers’ Request for Clarification. This RFP should provide the information necessary to prepare a proposal. Nevertheless, the University will respond to reasonable questions or requests for clarification regarding the RFP. Any questions or clarifications that need to be addressed must be sent to the Contact Name stated in Section 1. C. of this solicitation no later than Monday, April 1, 2024. All questions submitted must be made in writing. The University will respond to all Suppliers provided the question or clarification is considered to be of a universal nature and beneficial in preparing the bid responses.
3. Notification of Selection. Once the University has finalized its selection, it will promptly notify all participating Suppliers of its intent to award. University will not disclose the selected Suppliers, nor will the University provide any information regarding Supplier proposal responses.
4. Method of Submittal**.** Supplier should prepare one (1) electronic copy emailed to the contact name in Section 1.C. The electronic submittal must include a completed version of Attachment D and Attachment E in Microsoft Excel format.

Proposals shall be based only on the material contained in the RFP and any clarifications made as a result of Section 2.C. The Supplier is to disregard any previous draft material and any oral representations it may have received previously from the University.

1. Price Adjustment. Price changes will normally only be considered at the end of one Agreement period and the beginning of another. Any price change requests shall be supported by evidence, itemization and justification of increased costs to the Supplier. The University will not approve price increases that will merely increase the gross profitability of the Supplier at the expense of the University. Price change requests shall be a factor in the Agreement extension review process. The University shall determine whether the requested price increase or an alternate option is in the best interest of the University.
2. Confidentiality and Ownership of Information. All proposals submitted pursuant to this RFP become the property of the University. Should you consider your submission to contain confidential information, you must specifically indicate those portions in your response as “Confidential” that you wish to be understood as such. The University will use all reasonable efforts to maintain the confidentiality of such information.
3. Use of University Name, Logo and Indicia.

All indicia, including but not limited to, names, logos, marks, emblems and designs associated with or identifying the University are owned and legally protected by the University. Supplier agrees to comply with all policies and procedures of the University for the protection of these marks.

The University reserves the right to review and approve those decisions by Supplier which may affect the University’s public image or programs. These include, but are not limited to, decisions concerning marketing materials, signs, and advertising.

Supplier shall not, without prior written approval of the University’s Procurement Services Department, in each case, publicize or advertise in any form the fact that it is providing services to the University, provided however; Supplier may list the University on a routine client list for matters of reference.

1. Ownership of Materials and Data. Notwithstanding anything to the contrary herein, the University shall be and remain, at all times, the sole and exclusive owner of all data, information, records, reports, and other materials provided to Supplier (including any modification, compilation, or derivative work therefrom and all intellectual or industrial property and proprietary rights contained therein or pertaining thereto) and, effective in each case upon the creation of any such items, Supplier hereby assigns the same to University. Supplier shall not commercially exploit such data, information, records, reports or other materials, or do any other thing that may in any manner adversely affect the integrity, security or confidentiality of such items, other than as specified herein or as directed by University in writing. All such data, information, records, reports, and other materials shall be the confidential information of University and shall be subject to Section II.G of this RFP.
2. Payment Terms. The University will authorize payment to the Supplier after receiving satisfactory product/service and receipt of Supplier’s invoice Net 45 days. If there is a dispute or discrepancy upon receipt of the invoice, the University may have up to ninety (90) days to pay the invoice without penalty. The University may request additional documentation or information prior to payment. Supplier shall not receive payment for work found by University to be unsatisfactory or performed in violation of any applicable federal, state, or local law, ordinance, or regulation.
3. Invoicing.

Invoices will reference the University's purchase order number and will contain such other information as the University may reasonably request.

Supplier may be asked to submit invoices to the University using an electronic format and method.

Factoring University accounts receivables is not allowed.

1. Reporting. Supplier will be required to submit regularly scheduled reports in line with the University’s business reporting schedule. Reports should be in an agreed upon format andcover all Services rendered and must be provided to a designated University manager detailing as a minimum:
* Daily supervisory/management staffing reports due daily one hour after the start of each shift, 7 days per week.
* Executive summary
* Summary and individual department monthly usage reports showing detailed hours and billing
* Complaint and resolution log and/or report
* Cost savings or lost savings opportunity report

This list is not exhaustive and the University reserves the right to add or delete any reports considered necessary throughout the life of the contract. The University requires the Supplier that is awarded this business to work with the University Procurement team to develop a report that tracks on-going realized savings achieved from this project.

1. Entirety. The proposal, in its entirety, must be received in the offices of the University as stated in Section 1.C. of this RFP. Proposals received after the deadline will not be considered.
2. Disclaimer. The University reserves the right to request additional information, or clarifications of material submitted by the Supplier during the selection process.

Any representations made within this RFP shall not be considered a contractual obligation by the University. The University reserves the right to reject any and all submittals and to identify and select the Supplier which the University, in its sole and absolute discretion, deems most qualified.

The respondents shall be solely and totally responsible for all costs associated with responding to the RFP, and the University accepts no responsibility with regard thereto. Submissions will become the property of the University. The University reserves the right in its sole discretion to hold discussions with, to obtain information from, to request presentations from, and to conduct negotiations with, any or all Suppliers that the University deems appropriate in their sole discretion. The University reserves the right, as they deem the University’s interests may require at their sole discretion, to accept or reject any or all submissions, to waive any informality, informalities or nonconformity in the submissions received, and to accept or reject any or all items in a submission.

With submission of a response to this RFP, a respondent agrees to and does accept all actions and decisions by the University with regard to identification, selection and negotiation of and with the Supplier herein described as final, binding and conclusive. Each respondent agrees not to challenge, by way of suit or otherwise, the University actions or decisions in this regards. Each such respondent agrees to and does, release and forever discharge the University and each of its respective officials, officers, directors, employees and agents of and from any and all claims or liability relating to, arising out of or in connection with this RFP or any actions or decisions taken or made by any of them in connection with this identification, selection, and contracting for the project described herein.

1. No Response. If the Supplier chooses not to respond to this RFP, the Supplier shall submit a brief written response to the contact listed under Section 1.C of this RFP. The response shall be submitted on company letterhead, signed by a duly authorized agent of the Supplier and shall state the reasons for not submitting a proposal.
2. Contract Law. Any Agreement resulting from this RFP will be subject to the laws of the State of Illinois. Additionally, the Supplier agrees that any of its documents and responses to this RFP may at, the option of the University, become a legally binding and essential portion of the final Agreement between the University and Supplier.
3. Contract Assignment. No portion of any resulting Agreement may be sublet, sub-contracted or other assigned by the Supplier without the prior written consent of the University.
4. Obligations. The University shall not incur any obligation or liability whatsoever by reason of issuance of the RFP. This document does not constitute a commitment by the University to purchase any goods, material, or services. All of the plans and intentions discussed in the RFP are current information directives only and may change as the University’s needs necessitate. The University shall not be responsible for or pay any expenses or losses, which Suppliers may incur in preparing and submitting their proposals or taking any other actions. These expenses or losses will be borne solely by the respondents.
5. Representations. University makes no representation or warranty, express or implied, with respect to the completeness, accuracy or utility of this RFP and supporting documentation or any information or opinion contained herein. Any use or reliance on the information or opinion is at the risk and expense of the Supplier and University shall not be responsible for the completeness, accuracy or utility of any information contained in this RFP and supporting documents. All references in regard to specific items and anticipated volume are represented as estimates only and the University is not subject to any usage commitments or punitive action resulting from the stated volume estimates provided in this RFP document.
6. Insurance. Only if selected, shall the Supplier be required to obtain insurance protecting the University, the Supplier and any subcontractor of the Supplier performing Services covered by this RFP. However, if selected, the Supplier agrees to immediately comply with the insurance provisions and maintain insurance levels at the Supplier’s sole expense, as detailed in Exhibit 1, Insurance Requirements, of Attachment C defined in the Agreement. The Supplier shall provide evidence of such insurance prior to execution of the Agreement. The Supplier’s failure to comply with these provisions shall cause the Supplier’s Proposal to be considered non-responsive.
7. Terms and Conditions. The terms and conditions in the attached "Supplement to Purchase Order" in Attachment C and those contained within any separate purchase order issued by the University, shall apply to each purchase. If there is any inconsistency of terms, the following shall indicate precedence, in the order given, with the first named to have highest priority: an Agreement, this RFP, Supplement to Purchase Order, Purchase Order. Any terms and conditions of any Supplier invoice or acknowledgment form which are inconsistent with the terms and conditions of an Agreement shall be of no effect. The Supplier agrees that it is an Independent Contractor. The Supplier agrees that the University has no right to control how the work is performed other than as specified for requirements as stated in this RFP and an Agreement. The Supplier understands that no relationship other than that of contracting parties is established by an Agreement, and further understands that this does not establish any employer-employee arrangement. The Supplier agrees as an Independent Contractor to treat its assistants as its own employees and comply with tax requirements for Supplier and its assistants.
8. Site Audit. The University reserves the right to audit the successful supplier’s offices or training facilities. This audit may be done on an annual basis, involve approximately two University employees, with the successful Supplier incurring all travel expenses if the offices or production facilities are more than 50 miles from 6054 South Drexel Avenue, Chicago, IL 60637.
9. Headings. The headings in this RFP are for convenience purposes only and do not add or detract from the intent of the language contained herein.

# SECTION 3. - SELECTION PROCESS

It is the University’s intent to enter into an Agreement with the most qualified Supplier(s) who best demonstrates their understanding of the project requirements and submits the most favorable responsive offer defined by the proposal requirements. An evaluation committee will review the proposal submittals.

1. Selection Criteria**.** Successful Supplier(s) will attend to requirements in four main areas: proposal response, supplier qualifications, quality of proposed services and financial consideration. The University is the sole judge of whether and to what degree Supplier's proposal meets and suits the University’s needs.

Below is a list of selection criteria in the four areas of most interest to the University:

1. Proposal Response
* Completeness of proposal
* Understanding of University’s Environment
* Approaches or methods to provide products/services to the University
* Acceptance of the University’s Terms and Conditions of this RFP and Insurance Requirements
1. Supplier Qualifications, Abilities and References
* Supplier’s competence and experience
* Supplier’s capacity to hire and staff all posts
* Supplier financial stability
* Ability, methods and resources to achieve the requirements of this RFP
* Ability to allocate resources to support the proposed deliverables and timeline
* Positive client references, especially from clients in the Midwest, Big 10, or Ivy League Universities
1. Quality of Proposed Services
* Suppliers’ management structure, and proposed supervisory span of control.
* corporate support, personnel, training and customer service
* Service quality and breadth; industry knowledge
* Transition plan and implementation schedule
1. Financial Consideration
* The proposal that is most financially advantageous to the University
* Process improvement/cost savings ideas presented by supplier
* Minimal allocation of University personnel and resources
1. Presentations. The University will review the proposals in private and may issue any Addendum or other documents needed for further clarification. art of the proposal evaluation process may include a formal presentation from the selected highest-ranking Suppliers. If invited, Suppliers should use this presentation to provide evaluators with further insight regarding their proposal and ability to fulfill the University requirements.
2. Acceptance Period. The University will have an “Acceptance Period” of one-hundred eighty (180) days after the RFP closing date during which the Supplier must hold its offer open. Proposals may only be withdrawn before the RFP closing date or after expiration of the acceptance period. Proposals not withdrawn after the acceptance period expires will be considered open for an additional sixty (60) days. To withdraw a proposal, a letter must be submitted to the contact listed in section 1.C.

# SECTION 4. - SUBMITTAL REQUIREMENTS

Proposals considered to be responsive to this RFP address content and questions from Section 4 below, and Attachments D and E and be organized in the order described below. Failure to follow these instructions may be grounds for finding your proposal non-responsive as incomplete and may disqualify your company from consideration. Be aware that any unnecessarily elaborate or a lengthy response with marketing brochures and materials that do not serve the purpose of supporting your proposal is not desired by the University, nor will such materials enhance your chances of selection. Your proposal must contain:

1. General Supplier Information.

This section of the proposal must include the following information:

1. A brief business summary (one page or less) on your company. The summary should include whether you are publicly or privately held, years you have been in business, your annual sales, how many full-time employees you have.
2. Provide background information on key contacts in your company and their duties.

a. President and/or Owner,

d. Project Manager that will be assigned as an operational contact for this Agreement

e. Account Executive (Serving University account) to service the general business relationship on a daily basis under this Agreement

1. Provide a link to or a copy of your latest annual report or certified financial statements:
	* + - 1. A statement of financial viability
				2. Gross revenues for the past five (5) years
				3. Profit and loss statements
				4. Lines of credit and available cash
				5. Names of prime lending institutions (may be a part of audited reports)
2. References. Please provide up to five (5) companies that are successfully using your services in your proposal. Such information should be presented as follows:
3. Organization, contact name, title, addresses, telephone number and email address
4. Customers located in the Midwest Area (if any)
5. College or University Clients (if any)
6. Financial Proposal. Provide a financial proposal in accordance with the proposal form included in Attachment D indicating any and all costs or fees.

Costs associated with every aspect of labor, materials, and service necessary to provide the Services as specified herein must be included in Supplier’s itemized pricing model. The University shall not be responsible for any costs incurred by the Supplier that are not included in the response.

The University will entertain alternate pricing options which offer economic advantages not necessarily provided for in Attachment D.

1. Subcontractors. The University requires there be one main Supplier for the Products or Services. Subcontractors or products from third parties may be used, but the performance and warranty for the products, services and systems will be the sole responsibility of the Supplier awarded an Agreement with the University.
2. Negotiation. It should be noted that pricing will not be negotiated prior to selection of the apparent successful Supplier. The costs included in this proposal *must represent the best and final offer* that the Supplier can make.
3. Requirements Questionnaire**.** Complete the Requirements Questionnaire embedded as Attachment E. On the embedded document labeled as Attachment E Requirements Questionnaire, the University has listed key questions, requirements and capabilities that are required. Please provide your response to each question or statement defining how the requirement will be accomplished in Column C. If Supplier cannot meet the requirement, an explanation shall be required.
4. Diversity. In accordance with established University policy, the University is committed to providing enhanced opportunities for minority-owned, women-owned, and small business enterprises to participate in the University’s procurement process.

University personnel attempt to seek out and include qualified M/WBE suppliers when choosing suppliers to be solicited and the University encourages all Suppliers to seek certified M/WBE subcontractors and suppliers.

Although price/cost and quality/ability are and will remain the most important criteria in all University supplier selections, consideration will be given in the selection process to the M/WBE status of the respondent and/or the level of M/WBE participation provided by the proposed supplier team. M/WBE suppliers must be certified by the City of Chicago, Cook County, the State of Illinois, the Chicago Minority Business Development Council, the Women’s Business Development Council, or the United States Government in order to receive proper credit for their status during the University’s supplier selection process.

Additionally, in your proposal, you are encouraged to describe the scope of work that you propose to assign to any M/WBE companies and to estimate the value of the proposed (sub) contract(s) or scope of services as a dollar amount and/or a percentage of the total of all goods and services in your proposal. You should provide documentation of existing certification with the appropriate regulatory agency certifying M/WBE status.

1. Sustainability. The University is committed to creating a sustainable campus. To do this, the University has established an ambitious plan to mitigate our footprint, raise visibility and awareness of environmental issues on campus, and engage University students, faculty, and staff in developing sustainable policies and practices. Through initiatives such as the LEED building policy, an energy conservation program, and a campus-wide recycling program, we are addressing the everyday issues of sustainability while seeking to understand the long-term impacts of decisions we make today and valuing the benefits of a thriving planet.

Please provide your company’s own sustainability commitment and provide detailed documentation and comparable client examples of your efforts to reduce the environmental impacts of your operations and services.

1. UChicago Local. As part of the UChicago Local initiative, the University is committed to working in partnership with its surrounding communities to spur economic growth and opportunity in the following zip codes: 60609, 60616, 60621, 60649, 60615, 60619, 60637 and 60653. These zip codes roughly align with the nine local neighborhoods of Douglas, Oakland, Grand Boulevard, Kenwood, Washington Park, Hyde Park, Greater Grand Crossing, Woodlawn and South Shore.

It is anticipated that the successful Supplier will clearly demonstrate a commitment to the hiring and training of residents residing in the above specified zip codes. To that end, this project shall include an established local employee goal in the final Agreement. Supplier shall work with the Office of Civic Engagement to ensure that the mutually agreed upon goal of total employees reside in the eight zip codes identified. This commitment should extend to the sourcing and hiring of local candidates, ensuring local residents and University community hiring partners are made aware of openings and provided opportunities when qualified. Supplier shall work with the Office of Civic Engagement to achieve these goals as well as provide advancement and wealth building opportunities for local residents who meet performance requirements.

The University will require that Supplier complete and submit recurring reports labeled as Attachment G. that demonstrate the progress towards achieving these goals. The report provides the University with information that helps monitor and improve the attainment of the goals.

1. Background Checks. Supplier shall ensure that background checks are obtained and documented with respect to all assigned Supplier and subcontractor personnel who visit campus property with all such background checks being current within the last 12 months as of the time when each individual is first assigned to the performance of the Agreement Requirements. Each background check shall minimally consist of the following components; Criminal Felony & Misdemeanor; Federal Criminal; National Sex Offender Registry; SSN Trace; Motor Vehicle Report; and Widescreen + National Criminal Search. At the request of the University, Supplier shall deliver a written certification with the date the background check was completed to the University that a background check has been performed, and the subject individual has passed such verification procedures as set forth in this Section.
2. Reports and Statements. Suppliers must provide samples of their standard business reports detailing our prospective business, including but not limited to reports on sales, diversity and sustainability. Supplier will furnish a sales usage report for the University. The usage report, at a minimum, must be in Microsoft Excel format and contain at a minimum the following: purchase order number, invoice number, invoice date, line item detail (quantity ordered, catalog number, product or service description and unit or hourly price paid, discount (if applicable and not the prompt payment discount or volume incentive), extended amount and invoice total.).

Provide samples of personnel reports that you can supply to the University, including but not limited to a monthly list of all personnel assigned to the University; attendance reports; and copies of performance evaluations and disciplinary actions.

Supplier must provide a sample Shift Activity report that will document incidents and activities that take place during a deployment. These will be recorded on a daily basis and either remitted to University or posted on a secure accessible internet server for access and extraction by University.

Supplier must provide a sample of a Scheduling Activity Report that is generated and submitted as supporting documentation for invoices.

1. Project Plan, Implementation and Timeline. Supplier shall provide a written outline of expectations that is to demonstrate reasonable roles and responsibilities for the typical installation of a new account. This written outline is to contain the general obligations of the Supplier and the general obligations of the University by duty.

The successful Supplier must be ready to begin implementation by contract signing and fully engaged and operational no later than sixty (60) days later.

1. Customer Satisfaction or Complaints. Supplier must have and maintain a demonstrated commitment to customer satisfaction. Supplier should provide its program to measure, track, and continuously improve customer satisfaction.
2. Agreements and Insurance Requirements.
3. Identify any deviations to either the ICA, Supplement to Purchase Order or the Insurance Requirements and your requested modifications and rationale for such requested modifications.
4. If Supplier has no exceptions include a page for this section and state "None".
5. Scorecard. Provide a draft performance scorecard encompassing elements of quality, customer service, social responsibility and cost that will help ensure we consistently track and measure our program’s performance. This information would be the same information Supplier uses in its own self evaluations or to show existing clients that Supplier is meeting the agreed upon qualitative and quantitative standards. This draft scorecard will be jointly reviewed and finalized with the successful Supplier.

Suppliers will be required to meet certain service levels based on attainment of mutually-established financial and non-financial key performance indicators (KPI), such as customer satisfaction and accuracy, with parties mutually determining methods of scoring attainment, and determining the amount of the financial or operational impact for not obtaining or exceeding the minimum score. The successful Supplier shall conduct a base line survey of each KPI established, and the University and the successful Supplier shall then measure the Supplier's attainment of such KPIs at the end of each contract year.

Suppliers must also provide liquidated damages for failure to meet requirements such as; failure to have a security professional at a predetermined post; failure to supply shift activity reports; tardiness; substandard or missing uniform components; manual submission of invoices; excessive breaks without replacement support; and post abandonment. The financial consequences can be in the form of either a credit in an amount of specific hours or monetary value. Suppliers are expected to comply with their service guarantees and back them up.

1. Additional Value. Suppliers are encouraged to present additional added value incentives (e.g. customized pricing, volume rebates; special terms for prompt pay, signing bonuses; retention allowances; conversion sign-on allowances) to the benefit of the University. Specific rebate details and added value financial incentive models are left to the imagination and innovation of the responding Suppliers, or any other services/solutions not listed or specified in this RFP.

# SECTION 5. – OVERVIEW

An outside contractor has provided the University’s security professional services since 2009, including, but not limited to stationery interior, vehicle patrols, foot/bike patrols and exterior posts. This accounts for approximately 10,500 hours per week. Security professionals may be stationed at locations throughout campus s twenty-four hours, seven days a week, 365 days a year (24/7/365).

The current contractor's staff are represented by SEIU Local 1.

# SECTION 6. – SCOPE, BUSINESS OBJECTIVES AND REQUIREMENTS

1. Project Scope. The successful Supplier will provide the appropriate number of trained security professionals trained to staff the required positions (approximately two hundred and thirty (230)) and 10,500 hours per week as outlined in Attachment F. Suppliers should understand this is the state of current business and may be increased or decreased at the discretion of the University. See Attachment F for current shift information.

This will include, but not be limited to, general security and entry control in academic, residential, and research buildings; vehicle patrols, bike/foot patrols on the streets adjacent to the campuses, and interior building patrols. In selected buildings, the Supplier may be asked to provide security professionals who are qualified for Fire Watch.

The Services will be provided in a responsible manner, to the satisfaction and specifications of the University at the locations, hours per week, and specific hours of coverage information. The University may change, at its sole discretion, the specific assignments, locations and hours. The University will issue specific post guidelines for each location to which security professionals are to be assigned. The Supplier will be required to act in accordance with such guidelines and all future guidelines and duties as set forth by the University.

1. Business Objectives. The University is looking for a Supplier to provide high quality security professionals who demonstrate an understanding of the nuances, culture, values and regulatory environment of a major private urban research university. We seek a partner who understands what it takes to protect those who study, work, visit, and live on our campus.
2. Requirements
3. **General Guidelines.**

The primary objectives of security professionals assigned to the University will be to deter crime, to control building access and to provide service, as appropriate. This will require that security professionals respond in an appropriate manner if a crime is in progress, and assist members of the community and DSS when a crime has been committed. The Supplier will be expected to provide the Services in accordance with accepted security practices and standards and ensure that its security professionals follow the same procedures, regardless of whether the victim is a student, employee, visitor or local resident, and regardless of the location of the incident. When appropriate, the security professionals must use 2-way radios to summon assistance from DSS's Communications Center, so that additional resources can be dispatched to the scene and the appropriate Police Department or Agency alerted. Security professionals must exercise sound judgment in deciding whether to call for help or intervene first, depending upon the likelihood of immediate harm posed by a delay, and the security professional's assessment of his or her ability to intervene effectively and without unacceptable risk to others or to himself/herself. Supplier personnel will be required to comply with all relevant laws while performing their duties. In addition, immediately upon becoming aware of any hazard or incident, security professional must report same to the DSS’s Communications Center orally and then as soon as reasonably possible, in writing, in a format acceptable to the DSS. Supplier and its personnel will be prohibited from selling any other services to the University without prior written approval from DSS.

Supplier's employees may not work at any University site more than 16 hours in any 24-hour period or more than 72 hours in any 7-day period while assigned to a University location.

1. **Training.**

The successful Supplier, at its own expense, is required to provide security professionals assigned to the University with a minimum of twenty (20) hours of pre-assignment classroom training and the security professional must possess a Permanent Employee Registration Card (PERC) as required by the State of Illinois Department of Financial and Professional Regulation or eight (8) hours of pre-assignment classroom training if the security professionals is in possession of a valid PERC. This training must be provided by a State of Illinois certified instructor at a site designated by the University, or at the offices of the successful Supplier. This training must be completed prior to a security professional's assuming a University post. The Supplier will also provide eight (8) hours of post/duty specific training on site prior to assignment to a University post. Such instruction will be done at the University by Supplier’s instructor and will include sensitivity training concerning orientation to the policies and procedures of the University, the regulatory environment and legal framework governing work on a university campus, awareness of diversity, sexual harassment and handling incidents related to bias. The Supplier will provide eight (8) hours of annual training to security professional as required by law, on a calendar year basis. The cost of the annual training will be borne solely by the Supplier.

All Supplier personnel are required to complete pre-service and annual Clery Act Campus Security Authority training. This training record is to be supplied to the University of Chicago to document Clery compliance.

1. **Personnel Placement.**
	1. **Minimum Requirements.**
		1. Security professionals must be registered, as required, by Illinois State law, have a high school diploma or equivalent, have no prior criminal record including any misdemeanor conviction, possess the ability to communicate effectively, orally and in writing, read post instructions, signs, memos, etc., which are written in English, and be either a United States citizen or have legal alien status.
		2. Meet the training requirements in section 6.C.2 above.
	2. **Pre-Employment Screening.** All security professionals and other Supplier personnel assigned to the University will be subject to a pre-employment screening process by the Supplier that includes:
		1. an interview;
		2. job reference checking;
		3. background checks;
		4. valid driver’s license and motor vehicle records check for those who will operate vehicles;
		5. fingerprinting and submission of the fingerprints to appropriate state agencies within twenty-four (24) hours of employing an individual to be a security professional;
		6. drug screening tests.

University reserves the right to have Supplier use University’s background and testing company.

* 1. **University Interviews.** All security professionals assigned to any University location may be required to participate in an interview conducted by a DSS manager prior to being assigned to a University post. The security professional may also be required to participate in a screening process that will determine their abilities to perform the full range of duties of a particular assignment.
	2. **Removal.** At its sole discretion, the University may require that the Supplier remove from assignment to the University, any employee or agent of the Supplier for any reason. The Supplier will be required to provide a satisfactory replacement within four (4) hours after the Supplier is notified a replacement is needed.
1. **Personnel Management.**
	1. Supervision: The successful Supplier will maintain discipline among its employees and must agree not to employ for work at the University any person unfit or without sufficient skill to perform the job for which they were employed. The Supplier will supervise and direct security professionals and give the security professionals all attention, support, and training necessary for such proper supervision and direction. The Supplier will supply the services of a sufficient number of patrol supervisors to visit and provide personal relief for each covered post for every shift on which security professionals are scheduled and to respond to any location at which Supplier personnel are assigned to assist with a problem or investigation involving that employee and their work. The security professionals and other supplier on-site personnel are also subject to inspection and review by designated DSS management.

***Suppliers are required to supply a detailed span of control ratio for each of the types of shifts/posts. The Supplier should provide a detailed overview of their span of control and supervisory model.***

* 1. Account Management: The successful supplier(s) will provide the appropriate commensurate management resources to meet the needs of the 24/7 security program. This management structure should include an on-site account lead, a site manager/assistant site lead for each shift, and assistant site managers/leads as needed.

Provide an organization chart that will be used for the University’s account.  Each role identified on the organizational chart must have an attached job description which clearly delineates the responsibilities of that individual and how that individual will interact with the University.

* 1. Site Manager: The successful Supplier will provide a designated site manager to initiate daily weekday contact with DSS senior managers and meet weekly with these managers to discuss the services provided. In addition, the Supplier’s Senior Management must be available to meet with University representatives on demand for serious conditions and at regular intervals for routine matters, but no less frequently than monthly. The supplier shall appoint a reserve contact if the nominated contact is unavailable. In addition, a customer service representative or customer service team will be named the primary point of contact to receive orders and inquiries from the University.
	2. Hiring and Recruiting and other non-essential administrative functions. Assigned on-site account management/leads and supervisory personnel will not be assigned to recruiting and hiring duties or responsibilities. The Supplier will hire and recruit security professionals using their existing processes and resources. In addition, account management/leads and supervisory personnel will not be assigned to non-essential administrative functions that are not directly related to the on-site security operations.
	3. University rules and regulations: The personnel employed by the Supplier must comply with all rules, regulations and policies of the University and the DSS, including but not limited to, the University's policy on Alcohol, Drugs and Smoking. Supplier personnel will not be permitted on, at or about the University residential buildings when not assigned there as part of their authorized hours of duty at the University. In addition, in performing its duties and fulfilling its obligations, the Supplier must plan and conduct its operations so as not to delay, endanger, or interfere with the operations of the University.
	4. Review Meetings: Review meetings will be held quarterly to mutually evaluate the overall performance of each of the parties and the status of continuous improvement projects. Supplier account management will also attend quarterly review meetings with University's departments as requested.
	5. Retention: Supplier must assure high quality security professionals, minimizing turnover, and compensating security professionals.
	6. Affordable Care Act: Supplier shall comply with the Affordable Care Act and account for the costs in their pricing proposal.
	7. Key Positions: University will have the right to meet proposed candidates for Supplier key positions at a mutually agreeable location, including, but not limited to Account Executive, Site Manager/Lead, Assistant Site Manager other supervisory and managerial positions and review Supplier's final recommendation before an appointment is made. While University reserves the right to review and comment on such appointments, Supplier alone will have the right to make such appointments and will be solely responsible for the employment decision. Supplier will not transfer or change key positions unless thirty (30) days advance notice in writing is provided to the University and a suitable replacement is on-campus.
1. **Uniforms and Equipment.**
2. The successful Supplier will provide its security professionals with uniforms, and all necessary clothing and equipment, as specified by the University at no cost to the security professional. Security professionals will carry and, upon request, display photo I.D. cards. In addition, security professionals will wear a complete uniform while performing duties at the University, including appropriate outerwear for those security professionals who are required to staff outdoor posts. Security professionals at selected posts may be required to wear non-traditional attire that includes a blazer or vest. The Supplier will be required to keep replacement uniforms and equipment available on campus. The University may require the successful Supplier to provide an alternate color of uniform than the one regularly used by the Supplier. The University may also require that a unique patch/logo be placed on the uniform. Once approved by the University, the Supplier will not change uniforms without prior written approval of the DSS.
3. The Supplier will be responsible for the loss or damage to any University equipment issued to Supplier’s employees while working at the University including but not limited to radios, keys, electronic data gathering devices, etc. The Supplier must notify the University within 2 (two) hours of damage to or loss of property in connection with the security services provided to the University under this agreement.
4. The Supplier will be responsible for ensuring that at a minimum, 95% of all radios are in working condition at any time during service. All maintenance and service costs related to radio devices shall be covered by Supplier.
5. Supplier will provide their own vehicles for relief, rover or mobile patrols.

1. Supplier will supply all exterior security professionals with LED flashlights, the flashlights should not exceed 8 inches in length.
2. The Supplier must also provide report forms on which each security professional will be required to record all of their daily activity while assigned to a University location. These forms, when completed, must be submitted to DSS by each employee at the conclusion of a tour of duty.
3. All Supplier personnel entering any University location will be prohibited from carrying weapons of any type, especially firearms.
4. Supplier is responsible for providing security professionals with a University of Chicago contractor identification card which can be obtained from the University of Chicago ID & Privileges Office.
5. **Employment of Security Personnel**

In order to provide incentive to Supplier’s employees for excellent performance and the mutual benefit to all parties, the University reserves the right, upon written notice to the Supplier, but without penalty or delay, to employ directly any security professional or employee of the Supplier in any capacity of employment. Such employment may be permanent or temporary.

1. **Billing and Scheduling**
2. **General:** DSS manages all requests from internal University departments for security professionals to ensure utilization of our preferred suppliers. In the event security services are needed on campus, a request for such services will be transmitted to DSS and DSS will inform the Supplier. Invoicing for these events will occur on monthly basis by supplier to DSS. DSS, in turn, will charge the individual business units the invoice price. Supplier shall provide the volume incentive discount, listed on Attachment D Pricing Proposal, in a single line item to be processed at the point of payment. The volume incentive discount will be retained by DSS to recapture the costs of administering this campus program.

Supplier will be expected to submit individual departmental statements for use by DSS as supporting documentation for their monthly charges. This itemized individual statement will contain a line item for each day worked for each of supplier’s security personnel.

1. **Supervision:** Supplier may not add to or supplement the Services beyond the levels designated in this RFP or as allowed by this section without the express written approval of the University, including but not limited to additional account managers, supervisors, rovers/lead officers or officers.
2. **Reclassification:** Supplier shall provide thirty (30) days prior written notice to University if any employee stationed at the University will be reclassified in their position or be eligible for a wage increase. University shall have the option of either accepting the reclassification or new wages or requesting the employee be reassigned and replaced with an employee with the existing wages or reclassification.
3. **Unallowable Time Designation:** During University designated blackout dates, Supplier is not allowed to substitute time and absence with vacation, personal holidays or sick time.
4. **Holidays:** Official University observed holidays where security coverage may not be required or may be reduced are: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving and Christmas Day or per the collective bargaining agreement.
5. Winter Recess: Security coverage may be reduced or not required during the University of Chicago Winter recess, the workdays between Christmas and New Year’s Day.
6. **Sick Days:** Per the collective bargaining agreement or selected Supplier's national policy.
7. **Vacation Days:** Per the collective bargaining agreement or selected Supplier's national policy.
8. **Pyramiding:** Pyramiding of holidays, vacation and sick days is not permitted.
9. **Budgets:** Supplier shall submit projected fiscal year departmental budgets by March 1st of each year. Budgets will include the applicable prorated union increases.
10. **Audit:** University shall have the right to audit the books and records of Supplier relating to invoicing for the Services under the Agreement at any time with reasonable notice to Supplier, during Supplier's normal business hours and at Supplier's facility, to verify the amounts charged to University hereunder. Supplier will cooperate with any such audit and will make available to University and its auditors its relevant books, records and supporting documentation to support its billing for a period of twelve (12) months prior to the date of audit. University shall be responsible for the costs of the audit unless the audit discovers that University has been repeatedly overcharged by Supplier, in which case the costs of the audit shall be the responsibility of Supplier.
11. **Special Events**

Requests for security professionals for special events will be assigned by University's to a any one of the preferred Supplier(s) at University discretion. . The University reserves the right to solicit individual requests for quotes from awarded Suppliers or outside Contractors for Services of substantial quantity or uniqueness, as determined by University, without regard to this award.. An order confirmation must be submitted with a statement of the number of security professionals, location, time, duration and price.

1. **Procedures and Responsibilities:** The Procedure and responsibilities for all security professionals are provided below in Exhibit 1.
2. **Deployment/Shift Change Protocol:** The deployment/shift change protocol for exterior posts is provided below in Exhibit 2.

# ATTACHMENT A – ACKNOWLEDGMENT

The undersigned hereby acknowledges that they are a duly authorized agent of the Supplier listed below and confirms their interest in responding to and further acknowledges that they have read and understand the specifications, scope of services, requirements, and Agreement considerations regarding this RFP.

Additionally, the Supplier agrees that all its proposal documents and responses to this RFP will at, the option of The University of Chicago, become a legally binding and essential portion of the final Agreement between the Supplier and The University of Chicago.

The undersigned, for him/herself and on behalf of the Supplier and its owners, directors, officers, affiliates and employees, agrees to undertake, at its sole cost and expense, and waives any right to compensation, damages or claims of any kind against the University, its affiliates, officers, directors, employees and agents, in connection with the pre-proposal meeting or the RFP, whether or not the Supplier is awarded an Agreement.

The undersigned, for him/herself and on behalf of the Supplier, represents and warrants that neither the undersigned, nor to the knowledge of the undersigned, the Supplier or any officer, director, owner, employee or agent of Supplier, has not, and covenants that none of the foregoing shall, communicate, act in concert, or enter into any agreement with any other firm or other person or entity in any manner that would constitute collusion, “bid-rigging,” fixing prices or otherwise restraining freedom of competition in connection with the subject matter of the RFP.

Name of Firm \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City, State, Zip Code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone and Extension \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

eMail Response to: The University of Chicago

 Procurement Services

 Diane Stanek, Category Lead

 Email: dstanek@uchicago.edu

**Return by Monday, March 18, 2024**

# ATTACHMENT B – SUBMITTAL COVER PAGE

**THE UNIVERSITY OF CHICAGO**

**RFP i#UC04903045**

**Unarmed Security Professional Services**

**Due Date: April 29, 2024 at 2:00 p.m.**

(Supplier Name)

The following documentation is attached hereto as part of this submittal

 Section 4.A. - General Supplier Information

 Section 4.B. – Financial Proposal (Attachment D)

 Section 4.C. – Requirements Questionnaire (Attachment E)

 Section 4.D. – Diversity

 Section 4.E. – Sustainability

\_\_\_\_\_\_\_\_\_\_\_\_\_ Section 4.F. – UChicago Local

\_\_\_\_\_\_\_\_\_\_\_\_ Section 4.H. – Reports and Statements

 Section 4.I. – Project Plan, Implementation and Timeline

\_\_\_\_\_\_\_\_\_\_\_\_\_ Section 4.J. – Customer Satisfaction

 Section 4.K. – Agreements and Insurance Requirements

 Section 4.L. – Scorecard

 Section 4.M. – Additional Value

\_\_\_\_\_\_\_\_\_\_\_\_\_ Section 6.C.4.b. – Account Management Organization Chart & Job Descriptions

To allow for the effective evaluation of responses, Suppliers are requested to submit documentation in the order listed.

# ATTACHMENT C – INDEPENDENT CONTRACTOR AGREEMENT ("ICA")



# ATTACHMENT D – PRICING PROPOSAL



All pricing proposals must be returned in Excel format.

Errors may be considered a “No Bid” cell.

All unit prices quoted by Supplier shall be all inclusive. This includes supplies, materials, equipment, and labor. Additionally, the clerical services, permitting, inventorying, segregating, packaging, placarding, transporting, shipping, storing, and all services and items associated with supplying the Services shall be included in the unit price.

All orders dated prior to the effective date of a new price schedule shall be honored by the supplier at the prices in effect on that date.

# ATTACHMENT E – REQUIREMENTS QUESTIONNAIRE



# ATTACHMENT F – SHIFT INFORMATION



# ATTACHMENT G - TIER 2 DIVERSITY SPEND

###

# EXHIBIT 1 – PROCEDURES AND RESPONSPONSIBILITIES FOR ALL PERSONNEL

1. **PURPOSE:** The Purpose of this Exhibit is to establish policy governing procedures and responsibilities for all Security professional, supervisors and other Supplier personnel.
2. **POLICY:** This policy will be adhered to at all times without exception, unless otherwise directed by a member of the University Command or Supervision units. Specific functions will vary dependent upon location.
3. **PROCEDURES:**
	1. **Reporting for Duty/Uniform and Equipment:**
		1. The following items are uniform regulations, official attire, and equipment standards for all security professional:
		2. Security professionals are required to report for duty (check-in) in full uniform and will end their tour of duty in full uniform.
		3. Security professionals receiving any DSS or building specific equipment (i.e. access cards, master or building keys, radio, etc.) will be held accountable for them until the end of their tours of duty
		4. The following minimum standards are mandatory. Any need for reasonable accommodations or exceptions to these standards must be requested in writing to the employee’s direct supervisor. Security professional will adhere to the appearance and grooming standards listed below:
			1. Hair
			* Must be neatly cut and groomed.
			* Hair must be pulled back away from the face and secured for your safety. Any hair accessory must be conservative and complimentary to the uniform (black or navy blue).
			* Extreme hairstyles are not permitted.
			* Extremes in dying, bleaching, or tinting are not permitted, and if hair is dyed, it must be in a color that would naturally grow.
			1. Facial Hair
			* Sideburns must be neatly trimmed and cannot extend past the bottom of the earlobe.
			* Mustaches and beards must be neatly trimmed.
			1. Personal Grooming
			* Conservative makeup is permitted, as determined by your supervisor.
			* Fingernails are to be kept clean and trimmed. Nail polish may be used in a conservative manner and color.
			* Use of a deodorant or antiperspirant along with regular bathing is required due to the constant interaction with others.
			* Cologne, aftershave and perfume are permitted only in minimal amounts.
			1. Jewelry
			* Only one ring per hand is permitted, and it must not be unreasonably large.
			* Watches and tie clips are permitted, but bracelets and chains are not.
			* Employees may wear one pair of post earrings not to exceed ¼” diameter. Earrings which fall below the earlobe are prohibited.
			* Other than the earrings and rings noted above, no other visible rings or jewelry are permitted on the body (tongue, brow, nose, etc.).
			* The only items permitted to be on a Supplier uniform are issued name tags, badges, and Supplier issued service pins.
			* As with all permitted personal property brought into the workplace, Supplier’s personnel assume all responsibility for the loss or damage of such item.
			1. Other Items
			* Hats are not permitted except where issued as part of the uniform.
			* Eyeglasses are to be conservative in style. Sunglasses are only permitted while on outside duty during sunny weather and only where they do not interfere with your duties of observation and detection.
			* All footwear shall be clean, in good repair, and polished when applicable for security professionals receiving uniform maintenance allowance. Supplier’s supervisor may issue specific footwear requirements depending on assigned locations.
			* Visible tattoos or body art is prohibited. Tattoos or body art must be covered by personnel’s uniform or by makeup of the same or similar color as your natural skin color.
			* Cold Weather gear such as face-masks, scarves, and gloves must be approved by the supervisor. The following criteria must be met in regards to these items:
				1. Black in color with no insignias or designs.
				2. Scarves must be worn under the winter jacket and should not be wrapped around the neck on the exterior of the jacket.
				3. Face-masks must be approved by the supervisor.
	2. **Briefings/Roll Calls:** Security professionals assigned to posts that require a face to face relief will remain at that post until all briefings, special attentions, and updates on daily activities have been completed.
	3. **Responsibility for all Security Professionals:** The Security professionals are expected to perform the following duties across the University Campus and Community where they are posted/patrol:
4. Embrace and reinforce the Mission, Vision and Values of The University of Chicago in every interaction with students, visiting families, faculty and other community members.
5. Handle stressful and disruptive situations with extreme professionalism, patience and understanding.
6. Provide a friendly and helpful security presence across the Campus
7. Be present, alert, engaged and highly visible during patrol. Ambassadors must observe and monitor their sector/post for suspicious activity, crimes in progress and safety hazards.
8. Remain in his/her zone/post and perform the above services. Security professionals are not permitted to leave their sector/post without supervisor approval or proper relief.
9. Work closely with The University of Chicago Police. Security professionals will maintain on-going communications and notify DSS at once for all incidents or crimes in progress.
10. Assist with directions on and around the Campus
	1. **Visitor Control Desk Responsibility:** In addition to the responsibilities listed in Section C., the Security professionals will:
11. Remain at the front desk at all times being vigilant and aware of their surroundings.
12. Remain attentive at all times and ensure that video recording devices are operating properly and backed up – every 20 days, starting on 1st watch. The security professional will report any and all malfunction deficiencies in the Daily Report Log.
	* + 1. In the event of an emergency, immediately notify DSS Communications Center providing as much information as possible.
			2. Make themselves the point of contact for guests who are attending a scheduled event/meetings etc. An itinerary will be provided, whenever possible.
			3. Ensure that all visitors sign-in.
			4. Contact the host for approval for those guests who are visiting a specific person or department. After being approved, the Security professional will issue a temporary one-day garage pass for the designated areas (where needed).
			5. Arrange transportation for visitors and guests using taxi and limousines after 1700 hours and coordinate access for valet parking attendants when appropriate.
			6. Accept no deliveries without a return address on the label. The delivery person must have and show his/her identification credentials before the acceptance of packages.
			7. Ensure proper documentation is attached when items are removed from any buildings. If the item is not accompanied by proper documentation, (i.e. property pass) contact the department the item(s) was removed from and request to speak to a manager. Any unresolved issues pertaining to undocumented removals will be referred to the appropriate department manager. The Security professional’s Supervisor will then determine if additional notifications are necessary, and if so notify the on-duty watch-commander.
			8. Record all incidents in the Log Book. Complete a brief summary on the standard incident report forms that are maintained at all stationary posts. The Security professionals involved will be responsible for documenting each incident.
	1. **Walking Escorts Responsibility:** In addition to the responsibilities listed in Section C., The Security professional will:
13. Provide walking escorts on and around Campus property in a courteous and professional manner.
14. Remain vigilant and alert on post. Serve as a visible deterrent to crime and those who would wish to do harm to others.
15. Promptly report/record incidents and activities, Shift Activity Reports that take place during their shift based on their Post and Zone location in and around the Campus.
16. Shift Activity Reports will be recorded on a daily basis and posted to a Supplier website weekly for University review.
	1. **Security Professional Rovers will:**
17. Immediately report to their supervisor any suspicious activity/circumstances which may occur on/around the facility.
18. Note on their activity log sheets any incidents or condition that would interfere with normal operations of the facility.
19. Constantly and vigilantly patrol their assigned areas ensuring the safety of employees, property and visitors.
20. Respond to all calls in a timely manner.
21. Patrol the interior/exterior areas and all floors including sub-basements.
22. Assist with evacuations when necessary and notify the on-duty watch-commander immediately.
	1. **Radio Call Signs:** All call signs will be assigned by the DSS. No deviations are permitted. All personnel will avoid any interruptions of priority radio traffic.
	2. **Notifications:** If an incident occurs in or about a University owned property where Security professionals are stationed, proper notifications will be made immediately to the on duty Security professional’s Supervisor or Manager and the Department of Safety and Security, when necessary.
	3. **Lunch/Breaks:** All Security professionals will be entitled to a 30 minute lunch and two (2) 15 minutes breaks; however in the event of an emergency the officer may be pulled from his/her lunch. After the emergency has been cleared, the officer may resume lunch at the discretion of the Security professionals Supervisor or Manager.