



## **Request for Proposals for Security Services**

RFP No. 2021-GA-01

**Massachusetts Technology Collaborative**  
75 North Drive  
Westborough, MA 01581-3340  
<http://www.masstech.org>

<b>Procurement Team Leader:</b>	<b>Mauricio Ramirez</b>
<b>RFP Issued:</b>	<b>October 8, 2020</b>
<b>Site Visits by Appointment:</b>	<b>October 9-15, 2020</b>
<b>Questions Due:</b>	<b>October 16, 2020</b>
<b>Answers to Questions Posted:</b>	<b>October 20, 2020</b>
<b>Responses Due:</b>	<b>November 18, 2020</b>

## 1. INTRODUCTION

Massachusetts Technology Collaborative (“Mass Tech Collaborative”) is issuing this Request for Proposals for **Security Services** (RFP No. 2021-GA-01) (the “RFP” or “RFP”) to solicit responses from qualified contractors (“Applicants”) with experience in **scheduling, providing and supervising security services**. Applicants will be competing against each other for selection to provide the security services set forth herein (the “Services”). The submissions of all Applicants shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFP, and a single Applicant may be selected.

Mass Tech Collaborative will enter into a *Facilities Services Agreement and Statement of Work* with selected Applicants containing certain standard provisions (the “Agreement”), located [HERE](#).

Mass Tech Collaborative reserves the right to amend the Agreement at any time prior to execution. Applicants should review the Agreement as they are required to specify any exceptions to the Agreement and to make any suggested counterproposal in their Application. **A failure to specify exceptions and/or counterproposals will be deemed an acceptance of the Agreement’s general terms and conditions, and no subsequent negotiation of such provisions shall be permitted.**

## 2. SERVICES REQUIRED

### 2.1 Context

Mass Tech Collaborative owns and operates a 10-building, 36-acre site located in Westborough, Massachusetts. Mass Tech Collaborative actively utilizes three of the ten buildings on the Campus: (1) the Innovation Center houses Administrative staff, the Massachusetts Broadband Institute’s (“MBI”) and the Innovation Institute’s staff; (2) the Karl Weiss Education and conference Center is used by the Massachusetts eHealth Institute’s (“MeHI”) Medicaid Division and for collaborative meeting space; and (3) the George Kariotis Center is currently closed, but staff and service contractors access it regularly. There is one other occupied building on MassTech’s Campus - a 72,000 square foot fabrication facility currently leased by Kopin Corporation who retains their own security services. The six remaining buildings are unoccupied and are in varying states of disrepair. The selected contractor will only be responsible for the monitoring the campus areas around nine MassTech buildings; contractor will not be responsible for providing security services for Kopin or the Department of Fisheries and Wildlife which is located adjacent to MassTech’s campus.

The selected contractor shall furnish unarmed, uniformed security guard services for the protection of the Campus as set forth by Mass Tech Collaborative in its written Security Instructions (the “Instructions”) or as otherwise directed from time to time by the Mass Tech Collaborative’s duly-authorized agent in a manner consistent with the provisions of the Instructions. In addition, the selected contractor will be required to adhere to the security procedures outlined herein.

- Ensure that trespassers do not walk around or enter the unoccupied buildings located at the Campus;
- Maintain a high visibility of security by conduction patrols of the grounds with a stationary post between patrols; and
- Provide for the safety and security of all authorized individuals on Campus,

## Alternative Solutions

Section 2.2 sets forth the specific security procedures requested by MassTech Collaborative. However, Mass Tech Collaborative encourages Applicants to submit alternative proposals that offer creative and effective security solutions at a lower overall cost in addition to submitting a bid based in the security services listed in Section 2.2. Alternative proposals must satisfy the general purposes for security services listed in Sections 2.2. Mass Tech Collaborative is particularly interested in obtaining alternative proposals to achieve comparable security benefits while reducing the number of hours that security guards are required to be present on Campus patrolling the buildings and the grounds. For example, Mass Tech Collaborative is open to considering alternate approaches that leverage other modes of delivering security services, including but not limited to: (1) remote monitoring; (2) use of video surveillance; and (3) increased use of periodic visits to conduct automobile and foot patrols in lieu of uninterrupted security guard assignments.

**NOTE: APPLICANTS ARE STILL REQUIRED TO PROVIDE A BASE BID AND PROPOSAL THAT CONFORMS TO THE REQUIREMENTS PRESENTED.**

### 2.2 Scope of Services

A. In general, the hours for security requirements are as follows:

- Monday through Friday: 6:00pm until 12:00 midnight
- Weekends: 12:00 noon until 12:00 midnight

These hours may increase or decrease subject to Mass Tech Collaborative's security requirements on the Campus. In the event that modifications to the security services are required, Mass Tech Collaborative and the selected Applicant will execute an amendment to the applicable contract documents setting forth the terms of such revised security services.

B. The selected contractor shall be responsible for following the specific security procedures set forth in this subsection.

Commencement of Security Operations: Upon arrival at Mass Tech Collaborative's campus for the first shift Monday through Friday, weekends and holidays, the Security Officer will:

- a. Go to the Security cabinet to obtain the Security Log Book, the Morse Watchman System equipment, and any other required equipment to begin the shift;
- b. Sign into the Logbook, and pass the Security Key over the card reader that is on the right side of the Innovation Building;
- c. Begin regular patrols, described below, on foot in good weather or in a marked vehicle if necessary during inclement weather.
  - i) MassTech currently uses the Morse Watchman Security System to ensure the hourly patrols are being performed. The instructions for conducting the tour, the stations of the tour, the incident codes and the staff ID chart are all contained with the post orders. Several of the buildings have multiple Morse Watchman Stations, front, rear and sides that will need to be checked during the tours.
  - ii) In between patrols, maintain presence in security vehicle at various locations on the campus to monitor any traffic, staff, and pedestrians and be alert to any potential security risks or incidents.

- d. Address any security risks, including trespassers, alarm monitoring notifications, weather related conditions or damage, or other incidents as agreed to by the parties.

### 2.3 Other Requirements

If selected under this RFP, Applicant shall be required to:

- Provide all qualified and responsible Security Officers with distinctive company uniforms identifying themselves as security officers, with uniforms befitting the time of year.
- Provide all training necessary for the security Officers to perform their duties on the MassTech Collaborative campus.
- A marked company vehicle will be required to be on campus at all times at an area designated by the Mass Tech Collaborative, to provide the visible presence of security even when the security company is not on duty. Applicants are required to include in their bid the cost of providing a marked company vehicle for use by the Security Officers on Mass Tech Collaborative's campus. If Mass Tech Collaborative elects not to include this element in the contract awarded under this RFP, the selected contractor will be required to provide two magnetic signs (to be approved by the Mass Tech Collaborative) that shall be affixed to the doors of the Security Officer's vehicle while on duty at the Mass Tech Collaborative Campus.
- Provide a working cell phone that the security officer shall carry at all times for the purpose of providing the security services set forth herein.
- Have a 24/7 operation with a live supervisor for emergencies or calls.
- Provide mobile supervision of security officers, detailing when and how often the supervisor will visit the Mass Tech Collaborative site.
- Develop Post Orders for approval by Mass Tech Collaborative that are site specific for the Mass Tech Collaborative Campus. The Post Orders will contain detailed instructions for the security Officers explaining what to do in the case of emergencies. They will list the chain-of-command phone numbers and also the local Police and Fire department phone numbers. Post Orders are required to be submitted within thirty (30) days of notice of contract award.
- Participate in meetings as needed with Mass Tech Collaborative staff and as otherwise necessary to ensure Mass Tech Collaborative's satisfaction with the Services provided hereunder.
- Provide an Activities Log Book for the submittal of a "Daily Activity Report" on a standard Daily Activity Report Form. The reports will be filled out and left in the Security Cabinet. The report will include the times of rounds made during the shift, the times the nightly cleaning company arrived and departed, description of vehicles and/or people who visit the site during the off hours, and any incidents that happened during the shift that the Facilities Manager should be made aware of and what actions, if any, were taken.

### **3 EVALUATION PROCESS AND CRITERIA**

#### **3.1 Process**

The Mass Tech Collaborative shall evaluate each Application that is properly submitted. As part of the selection process, Mass Tech Collaborative may invite finalists to answer questions regarding their Application in person or in writing. In its sole discretion, Mass Tech Collaborative may also choose to enter into a negotiation period with one or more finalist Applicant(s) and then ask the Applicant(s) to submit a best and final offer.

#### **3.2 Criteria**

Selection of an Applicant to provide the Services sought herein may be based on criteria that include but are not limited to:

- Applicant's capabilities, including:
  - The ability to respond to and meet the guidelines and conditions set forth in the RFP;
  - Demonstrated capacity, facilities and organizational structure to perform the types of service sought, and
  - Adequacy of Applicant's financial resources to support the successful performance of the Services sought.
- Qualifications and experience of Applicant and key personnel including operational and practical experience;
- Demonstrated knowledge of the subject area;
- Experience in providing similar Services to other clients;
- Record of performance with other clients;
- Reasonableness of bid and rates; and
- Lack of debarment status by either the state or federal government is also required.

The order of these factors does not generally denote relative importance. The goal of this RFP is to select and enter into an Agreement with the Applicant that will provide the best value for the Services to achieve Mass Tech Collaborative's goals. Mass Tech Collaborative reserves the right to consider such other relevant factors as it deems appropriate in order to obtain the "best value".

Notification of selection or non-selection of all Applicants who submitted conforming applications will be mailed when the selection process is final. The selected Applicant will execute the standard Agreement, located [HERE](#).

### **4 APPLICATION PROCESS**

#### **4.1 Application and Submission Instructions**

Applicants are cautioned to read this RFP carefully and to conform to its requirements. Failure to comply with the requirements of this RFP may serve as grounds for rejection of an Application.

- a. All Applications must be submitted electronically in Microsoft Word format
- b. Required Submissions- All Applications must include the items listed below:
  - Application Cover Sheet ([Attachment A](#))

- Application, which shall include:
    - A description of the firm responding to the RFP (including descriptions of proposed subcontractors, if any) and the firm's qualifications to perform the Services.
    - The proposed approach to providing the Services. Additionally, Applicants are invited to propose alternative(s) which provide substantially better or more cost-effective performance than achievable under the stated RFP scope of Services.
    - Provide the total not-to-exceed costs for providing the Services based on projected hours, proposed hourly rates, and any other appropriate costs. List additional fees, overhead charges, or reimbursable expenses, if any. As a general policy, the Mass Tech Collaborative does not pay mark-ups on reimbursables or out-of-pocket expenses. For travel costs, the Mass Tech Collaborative pays the IRS rate per mile.
    - Three references for work previously performed by the Applicant that is substantially similar to the Services. References should include a contact person, address and phone number.
  - Authorized Application Signature and Acceptance Form ([Attachment B](#)). **By executing the Authorized Applicant's Signature and Acceptance Form and submitting a response to this RFP, Applicants certify that they (1) are in compliance with the terms, conditions and specifications contained in this RFP, (2) acknowledge and understand the procedures for handling materials submitted to the Mass Tech Collaborative as set forth in subsection d. below, (3) agree to be bound by those procedures, and (4) agree that the Mass Tech Collaborative shall not be liable under any circumstances for the disclosure of any materials submitted to the Mass Tech Collaborative pursuant to this RFP or upon the Applicant's selection.**
  - Exceptions to the *Facilities Services Agreement and Statement of Work*, located [HERE](#), if any.
- c. Applications **must** be delivered **ELECTRONICALLY ONLY** and **submitted to-**
- [proposals@masstech.org](mailto:proposals@masstech.org) (please include the RFP number in the subject heading).
- d. Any and all responses, Applications, data, materials, information and documentation submitted to Mass Tech Collaborative in response to this RFP shall become Mass Tech Collaborative's property and shall be subject to public disclosure. As a public entity, the Mass Tech Collaborative is subject to the Massachusetts Public Records Law (set forth at Massachusetts General Laws Chapter 66). There are very limited and narrow exceptions to disclosure under the Public Records Law. If an Applicant wishes to have the Mass Tech Collaborative treat certain information or documentation as confidential, the Applicant must submit a written request to the Mass Tech Collaborative's General Counsel's office no later than 5:00 p.m. fourteen (14) business days prior to the required date of Application submission set forth in Section 4.2 below. The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Applicant. The General Counsel will issue a written determination within ten (10) business days of receipt of the written request. If the General Counsel approves the request, the Applicant shall clearly label the relevant information

and/or documentation as “**CONFIDENTIAL**” in the Application and **shall only include the confidential material in the hard copy of the Application**. Any statements in an Application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.

#### 4.2 Application Timeframe

The application process will proceed according to the following schedule. The target dates are subject to change. Therefore, Applicants are encouraged to check Mass Tech Collaborative’s website frequently for updates to the schedule.

Task	Date
RFP Released	<b>October 8, 2020</b>
Site Visits by appointment only	<b>Please contact Mauricio Ramirez at <a href="mailto:ramirez@masstech.org">ramirez@masstech.org</a> October 9-15, 2020</b>
Questions Due	<b>October 16, 2020 @ 5 PM EST</b>
Question and Answer File Posted	<b>October 20, 2020 @ 5 PM EST</b>
Applications Due	<b>November 18, 2020 @ 3 PM EST</b>

#### 4.3 Questions

Questions regarding this RFP must be submitted by electronic mail to [proposals@masstech.org](mailto:proposals@masstech.org) with the following Subject Line: “Questions – RFP No. 2021-GA-01”). All questions must be received by 5:00 p.m. EST on **October 16, 2020**. Responses to all questions received will be posted on or before 5:00 p.m. on October 20, 2020 to Mass Tech Collaborative and Comm-Buys website(s).

#### 4.4 Site Visits

Site visits will be allowed from October 9, 2020 through October 15, 2020. All potential Applicants interested in participating in site visits must contact Mass Tech Collaborative in order to request a site visit day and time. To schedule a visit, please email Mauricio Ramirez at [ramirez@masstech.org](mailto:ramirez@masstech.org). Mass Tech Collaborative will post summary responses to procedural questions and issues addressed at visits, if any, on the Mass Tech Collaborative’s and the Comm-Buys websites.

### 5.0 GENERAL CONDITIONS

#### 5.1 General Information

- a) If an Application fails to meet any material terms, conditions, requirements or procedures, it may be deemed unresponsive and disqualified. The Mass Tech Collaborative reserves the right to waive omissions or irregularities that it determines to be not material.
- b) This RFP, as may be amended from time to time by Mass Tech Collaborative, does not commit Mass Tech Collaborative to select any firm(s), award any contracts for Services pursuant to this RFP, or pay any costs incurred in responding to this RFP. Mass Tech Collaborative reserves the right, in its sole discretion, to withdraw the RFP, to engage in preliminary discussions with prospective Applicants, to accept or reject any or all Applications received, to request supplemental or clarifying information, to negotiate with any or all qualified Applicants, and to request modifications to Applications in accordance with negotiations, all to the same extent as if this were a Request for Information.

- c) On matters related solely to this RFP that arise prior to an award decision by the Mass Tech Collaborative, Applicants shall limit communications with the Mass Tech Collaborative to the Procurement Team Leader and such other individuals as the Mass Tech Collaborative may designate from time to time. No other Mass Tech Collaborative employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFP. Applicants may contact the Procurement Team Leader for this RFP in the event this RFP is incomplete.
- d) The Mass Tech Collaborative may provide reasonable accommodations, including the provision of materials in an alternative format, for Applicants with disabilities or other hardships. Applicants requiring accommodations shall submit requests in writing, with supporting documentation justifying the accommodations, to the Procurement Team Leader. The Mass Tech Collaborative reserves the right to grant or reject any request for accommodations.
- e) Applicant's Application shall be treated by the Mass Tech Collaborative as an accurate statement of Applicant's capabilities and experience. Should any statement asserted by Applicant prove to be inaccurate or inconsistent with the foregoing, such inaccuracy or inconsistency shall constitute sufficient cause for Mass Tech Collaborative in its sole discretion to reject the Application and/or terminate of any resulting Agreement.
- f) Costs that are not specifically identified in the Applicant's response and/or not specifically accepted by Mass Tech Collaborative as part of the Agreement will not be compensated under any contract awarded pursuant to this RFP.
- g) Mass Tech Collaborative's prior approval is required for any subcontracted services under any Agreement entered into as a result of this RFP. The selected Applicant will take all appropriate steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible. The selected Applicant is responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same requirements and are held to the same reimbursable cost standards as the selected Applicant.
- h) Submitted responses must be valid in all respects for a minimum period of sixty (60) days after the deadline for submission.

## **5.2 Posting of Modifications/Addenda to RFP**

This RFP has been distributed electronically using the Mass Tech Collaborative and COMMBUYS websites. If the Mass Tech Collaborative determines that it is necessary to revise any part of this RFP, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the websites. It is the responsibility of each potential Applicant to check the Mass Tech Collaborative, MBI and COMMBUYS websites for any addenda or modifications to the RFP. The Mass Tech Collaborative accepts no liability and will provide no accommodation to Applicants who submit a response based on an out-of-date RFP.

**Attachment A**  
**Application Cover Sheet**

Name of Applicant			
Mailing Address	City/Town	State	Zip Code
Telephone	Fax	Web Address	
Primary Contact for Clarification		Primary Contact E-mail Address	
Authorized Signatory		Authorized Signatory E-mail Address	
Legal Status/Jurisdiction (e.g., a Massachusetts Corporation, LLC, LLP, etc.)		Applicants DUNS No.	

**Attachment B**  
**Massachusetts Technology Collaborative**  
**Authorized Applicant's Signature and Acceptance Form**

The undersigned is a duly authorized representative of the Applicant listed below. The Applicant has read and understands the RFP requirements. The Applicant acknowledges that all of the terms and conditions of the RFP are mandatory, and that Applicant's response is compliant with such requirements. The Applicant specifically acknowledges the application of the procedures regarding disclosure of sensitive information as set forth in Section 4.1 (d) of the RFP, and specifically agrees that it shall be bound by those procedures.

The Applicant understands that, if selected by the Mass Tech Collaborative, the Applicant and the Mass Tech Collaborative will execute an Agreement specifying the mutual requirements of participation. The undersigned has either (*please check one*):

- specified exceptions and counter-proposals to the terms and conditions of the Agreement; or
- agrees to the terms and conditions set forth therein;

The undersigned acknowledges and agrees that the failure to submit exceptions and counter-proposals with this response shall be deemed a waiver, and the Agreement shall not be subject to further negotiation.

Applicant agrees that the entire bid response will remain valid for sixty (60) days from receipt by the Mass Tech Collaborative.

I certify that Applicant is in compliance with all corporate filing requirements and State tax laws.

I further certify that the statements made in this response to the RFP, including all attachments and exhibits, are true and correct to the best of my knowledge.

Applicant: \_\_\_\_\_  
(Printed Name of Applicant)

By: \_\_\_\_\_  
(Signature of Authorized Representative)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_