

# CITY OF HIGH POINT AGENDA ITEM



**Title:** Contract with Security Solutions of America for Security Services

**From:** Lorrie Russell, Library Assistant Director

**Meeting Date:** June 20, 2023

**Public Hearing:** n/a

**Advertising Date:** 4/14/23

**Advertised By:** Purchasing

**Attachments:** RFP; Bid Recommendation

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**PURPOSE:** To contract with a security guard service company that will provide unarmed guards for the High Point Public Library during operating hours and for special after-hours events as needed. The guards will be responsible for making sure all library users comply with the library's code of conduct and guidelines for use.

**BACKGROUND:** The Library is a three-story facility with over 83,000 square feet of space, and the campus covers almost a full city block. It is open to the public seven days a week, and currently sees approximately 500 users per day. Security guards are needed to ensure the safety of staff and customers and assist with enforcing the code of conduct and guidelines for use. This is a three-year contract beginning after July 1, 2023, with the option to renew for two additional one-year periods if terms and pricing are agreeable to both parties.

**BUDGET IMPACT:** Total estimated cost is \$96,025.

**RECOMMENDATION / ACTION REQUESTED:** Council is requested to award a contract for security services at the High Point Public Library with Security Solutions of America, in the amount of \$96,025 per year, for a three-year period beginning after July 1, 2023 and authorize the appropriate City Official(s) to execute all necessary documents.



NORTH CAROLINA'S INTERNATIONAL CITY™

**RFP RECOMMENDATION REQUEST  
FOR COUNCIL APPROVAL**

DEPARTMENT:

COUNCIL AGENDA DATE:

RFP NO.:

DATE OPENED:

DESCRIPTION:

PURPOSE:

COMMENTS:

RECOMMEND AWARD TO:

AMOUNT:

JUSTIFICATION:

ACCOUNTING UNIT	ACCOUNT	ACTIVITY	CATEGORY	BUDGETED AMOUNT
TOTAL BUDGETED AMOUNT				

DEPARTMENT HEAD:

DATE:

**The Purchasing Division concurs with recommendation submitted by the  
recommends award to in the amount of \$**

**and  
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PURCHASING MANAGER:

DATE:

Approved for Submission to Council  
FINANCIAL SERVICES DIRECTOR:

DATE:

CITY MANAGER:

DATE:



**Security  
Solutions  
of America**

*“What Matters to You, Matters to Us”*

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## **A PROPOSAL FOR SECURITY SERVICE**

For

**High Point Library**

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Presented by: Daniel Brock  
Security Solutions of America  
daniel.brock@ss-oa.com  
919-600-0852



May 16, 2023

Libby Rush  
The Library  
816 East Green Drive  
High Point, NC 27260

Subject: Unarmed Security Guard Services

Dear Ms. Rush:

Security Solutions of America (“SSOA”) is pleased to present this proposal to the City of High Point (“the Library”) for unarmed security guard services.

Our proposal will demonstrate that our approach to providing the highest quality service will benefit the Library by providing a safe environment for your employees and visitors. What sets us apart, however, is our belief in maintaining the dignity and respect to every individual without sacrificing the safety of those we are charged with protecting.

We are able to deliver on our promise of exceptional service because we have developed a comprehensive process to locate, train, and support our officers throughout their assignment. From the beginning of the contract period, we will look to build our relationship with the Library. We will build a true partnership through regular communications between our teams. This will help to ensure that the procedures in place are working properly as well as allow us to identify potential opportunities for improvement.

Our commitment to upholding the highest standards of ethics is what sets us apart from the competition. All our employees from senior executives to front line employees are expected to observe the highest standards of integrity in how we conduct our business. Our Code of Business Ethics provides our team a framework within which all business practices involving SSOA are conducted, managed, and regulated.

We thank you for the opportunity to participate in this process. Should you require additional information or have any questions, please use the below contact information:

Daniel Brock, Regional Vice President  
Security Solutions of America  
Email: [daniel.brock@ss-oa.com](mailto:daniel.brock@ss-oa.com)  
Phone: 900-600-0852



**REQUEST FOR PROPOSALS**

**Security Services-Library**

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April 14, 2023

**Due Date:** Tuesday, May 16, 2023  
**and time:** 2:00 PM (EDT)

**RFP Number:** 38-051623

**Mailing Address:** P O Box 230  
High Point NC 27261

**Delivery Address:** 816 East Green Drive  
Purchasing Division  
High Point, NC 27260

**Pre-Proposal Meeting:** Tuesday, April 25, 2023, 10:00 AM  
High Point Library  
901 N Main St, High Point, NC 27262

**Purchasing Contact:** Libby Rush  
**E-mail:** [libby.rush@highpointnc.gov](mailto:libby.rush@highpointnc.gov)  
**Phone:** 336-883-3220  
**Fax:** 336-883-3248

IF YOU NEED ANY REASONABLE ACCOMMODATION FOR ANY TYPE OF DISABILITY  
IN ORDER TO PARTICIPATE IN THE PROCUREMENT, PLEASE CONTACT  
PURCHASING AS SOON AS POSSIBLE

**VENDOR NAME:** S&S Management Group, LLC d/b/a Security Solutions of America

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(Please include this cover page in your Proposal.)



**PROPOSAL FORM**  
**"Library Security Services"**  
**RFP# 38-051623**

ATTACHMENT A

Vendor Name: Security Solutions of America

Vendor Address: 1165 Sanctuary Parkway, Suite 270, Alpharetta, GA, 30009

Vendor Contact: Daniel Brock

Vendor Contact Phone Number: 919-600-0852

Vendor Contact Email Address: daniel.brock@ss-oa.com

Authorized Signature: 

Authorized Name (Printed): Daniel Brock

<u>PROJECT DESCRIPTION</u>	
Hourly Rate	Hourly Rate per Guard
Site Supervisor	\$23.00
Unarmed Security Guard	\$23.00

Holiday Rate	Overtime Rate
\$34.50	\$34.50

**REFERENCES**  
**Library Security Services**  
**RFP # 38-051623**

1. Vendor Name: Metallix Refining, Inc.  
Vendor Contact: Dean Allen  
Vendor Phone Number: 252-210-4319  
Vendor Address: 251 Industrial Boulevard, Greenville, NC  
Type of Project: Unarmed  
Length of Project: \_\_\_\_\_

2. Vendor Name: Mayland Community College  
Vendor Contact: Amanda Buchanan  
Vendor Phone Number: 828-766-1224  
Vendor Address: 200 Mayland Drive, Spruce Pine, NC  
Type of Project: Unarmed  
Length of Project: \_\_\_\_\_

3. Vendor Name: Columbus County Health  
Vendor Contact: Kimberly Smith  
Vendor Phone Number: 910-640-6615  
Vendor Address: 304 Jefferson Street, Whiteville, NC  
Type of Project: Unarmed  
Length of Project: \_\_\_\_\_

**ATTACHMENT C**

**FINANCIAL STABILITY**

Each Vendor shall certify it is financially stable by completing the ATTACHMENT C: CERTIFICATION OF FINANCIAL CONDITION. The City of High Point is requiring this certification to minimize potential issues from Contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the City of High Point within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

**ATTACHMENT C: CERTIFICATION OF FINANCIAL CONDITION**

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Name of Vendor: Security Solutions of America

The undersigned hereby certifies that: [check all applicable boxes]

The Vendor is in sound financial condition and received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: 9/26/2022

The Vendor has no outstanding liabilities to the Internal Revenue Service or other government entities.

The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.

The Vendor has not been the subject of any past litigation or findings of any past litigation or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.

He or she is authorized to make the foregoing statements on behalf of the Vendor.

**If any one or more of the foregoing boxes is NOT checked, explain the reason in the space below or add additional pages.**



Authorized Signature

Daniel Brock, Regional Vice President

Printed Name and Title

CITY OF HIGH POINT  
Daniel Brock

\*\*\*\*\*

Security Solutions of America

I, Daniel Brock (the individual attesting below), being duly authorized by and on behalf of Security Solutions of America (the entity bidding on project hereinafter "Employer") after first being duly sworn

hereby swears or affirms as follows:

1. Employer understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).
2. Employer understands that Employers Must Use E-Verify. Each employer, after hiring an employee to work in the United States, shall verify the work authorization of the employee through E-Verify in accordance with NCGS§64-26(a).
3. Employer is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in this State. (mark Yes or No)
  - a. YES X, or
  - b. NO \_\_\_\_\_

4. Employer's subcontractors comply with E-Verify, and if Employer is the winning bidder on this project Employer will ensure compliance with E-Verify by any subcontractors subsequently hired by Employer.

This 15th day of May, 2023

[Signature]  
Signature of Affiant  
Print or Type Name: Daniel Brock

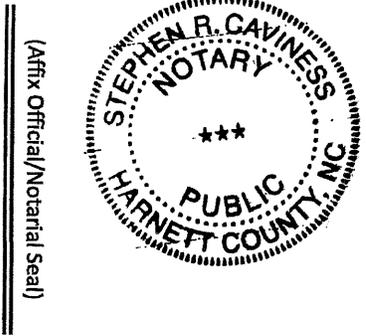
State of NC County of Licke

Signed and sworn to (or affirmed) before me, this the 15

day of May, 2023

My Commission Expires: 1/11/2028

[Signature]  
Notary Public Stephen RCewiness





## Executive Summary

SSOA is pleased to provide this response to the Library for unarmed guards to be stationed at your facilities.

Maintaining the highest standards and consistency of service in everything we do is at the core of who we are as a company. We strive to act with integrity and uphold the same ethical standards the Library expects of your employees. This commitment to acting in the most professional and ethical manner will help to promote a mutual trust and foster a true partnership between our organizations.

### Mission and Values

Security Solutions of America believes that the foundation and success of our business are our fully trained security enforcement professionals in the field. Without a solid foundation, no company will be successful. Our team is our most important asset, and we believe that if you “treat employees like they make a difference, they will.”

### Transition

The potential risks associated with a change in your security provider can be substantial. To mitigate such risks, advance planning and preparation are essential to ensuring continuity of service and security capabilities. We will provide the Library with a comprehensive transition plan developed to accomplish our mutual goal of an orderly transfer of security responsibilities.

### Recruiting

We are committed to providing the Library with the highest quality security guards. To achieve this, we created a dedicated recruiting team to focus solely on obtaining the right candidates. Our recruiting team specializes in making sure we find the right candidates to meet the requirements for the skills needed to perform the job. They create and maintain recruiting relationships within the community, attending job fairs, and managing all phases of the interview process.

### Relationship management

One of SSOA’s guiding principles is to provide unparalleled service to our clients through open and regular communication. Our team of dedicated security professionals that will be assigned to the Library will bring their extensive experience in the security industry and will deliver superior field performance to meet your needs.

### Commitment to Ethics

Our officers will be bound by a Code of Ethics and will display the highest level of professionalism to the Library’s staff, tenants, and visitors. We are committed to the highest standards of social and business practices. Delivering on our word is a result of the efforts of our team – it is their resourcefulness, professionalism, and dedication that makes SSOA a successful provider of security guard services.



## Scope of Work

### QUALIFICATIONS AND SUBMISSION REQUIREMENTS

1. Please respond to the following questions in the same sequence as they are listed:

Identify the legal entity that would enter into the contract with the City to include the following:

- ✓ Full legal name of vendor
- ✓ Address of company headquarters
- ✓ Address of local office (an office in the High Point metro area; if not in High Point, what is the nearest office location?)
- ✓ Name and title of the person authorized to enter into a contract.

S&S Management Group LLC d/b/a Security Solutions of America.

Headquarters: 1165 Sanctuary Parkway, Suite 270  
Alpharetta GA 30009

SSOA Office: 7000 Harps Mill Road  
Raleigh, NC 27615

Authorized Person: Daniel Brock, Regional Vice President

2. Provide a list identifying the number of personnel and identifying key members, qualifications, etc. available to respond in the event the proposed contract is activated, including subcontractors who would be assigned to this project. For proposed subcontractors, please provide the name of each vendor, the office location, contact name and telephone number, and the services to be provided.

Daniel Brock will serve as the Library's Account Manager and will closely interact with your team to answer questions or address concerns. He will be responsible for making sure each Officer meets the needs of your company. They will be prepared to handle any/all complaints, find solutions to the issues, and maintain a positive relationship.

Daniel will oversee the development and training of officers, coordinate needed support services, and solve problems to ensure services are running as desired. He also maintains weekly operating schedules and completion of payroll for assigned security personnel. Please refer to the paragraphs below for a brief overview of Daniel's qualifications and background.

License and Certification: North Carolina PPSB Licensee  
Licensed PPSB Armed Security Officer

Specialized Training: Graduate of U.S. Army CID Special Agent Course

Education: Interdisciplinary Studies, Liberty University



A distinguished global career managing security operations and conducting and leading criminal investigations including those of a complex nature. Proven ability to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure. A highly skilled listener and communicator, able to assess individual needs and convey necessary information with clarity and enthusiasm. Able to gather facts using effective, analytical, and established methods. A comprehensive record of achieving results through seamless administration, implementation and planning. Reputation for preserving integrity, perseverance, and tremendous work ethic while pursuing resolution of complex security issues.

#### Essential Functions

- Supervise the day-to-day security operations
- Manage the team of officers, site and/or shift supervisors including hiring/selection, scheduling, payroll, training, coaching, development and support
- Ensure the RNDC is provided with high quality security services to protect people and property
- Build, improve and maintain effective relationships with both RNDC and SSOA employees
- Coordinate necessary support services to effectively manage RNDC and provide quality customer service

#### Additional responsibilities include:

- Ensure all required reporting and contract compliance requirements are met.
- Assure regular communication of issues with RNDC.
- Handle any escalated security issues or emergency situations appropriately.
- Other management responsibilities as determined by Client or District Manager.
- Communicate staffing needs via Requisition Form; assist recruiters in identifying, interviewing and hiring quality candidates.
- Develop staff in both technical and professional skills through performance management (coaching, counseling, disciplining, MSO training, annual formal performance evaluations, recognition, etc.)
- Assure that employee grievances are heard and resolved (with help from appropriate support employees, as required) and that personnel records are updated and accurate (Change of Status forms, rosters, etc.)
- Assure communication of policies, company announcements and job openings through a consistently updated READ file at each site.
- Meet all contractual scheduled hours with a minimum of unbilled overtime.
- Coordinate and/or conduct site-specific OJT, client-specific training, and annual refresher training for security personnel, as well as meet SSOA's training standards.
- Develop / maintain operational procedures so that a valid, site-specific OPM and post orders are always available for emergency reference by the security staff.
- Manage uniforms, equipment, supplies and vehicles utilized at the RNDC, maintaining appropriate inventories and maintenance checklists.
- Take a proactive role in communicating with RNDC and meeting their needs; meet regularly, listen to issues, provide security and technical expertise and solutions. Ensure complete customer satisfaction.



3. State any conflicts of interest vendor or any key individual may have with this service.

There are no conflicts of interest present for SSOA to provide security services for the High Point Library.

4. Provide a Proposal Fee in the format provided in **Attachment A**.

SSOA has included a completed copy of Attachment A with this response.

5. List at least three (3) references of contracts in the past five (5) years similar to the scope and size of the project specified herein. Please list North Carolina local government clients. Proposals will be considered only from companies that have a minimum of five (5) years of business experience in providing similar services. Use **Attachment B** to include the following information for each contract reference:

- ✓ contact information,
- ✓ email address,
- ✓ phone number of the owner,
- ✓ date of contract,
- ✓ dollar amount,
- ✓ description of project,
- ✓ identify any unresolved claims or disputes.

SSOA has included a completed copy of Attachment B with this response.



## Supervisory Procedures

Shift Supervisors are personally responsible to the Program Manager for the execution of the duties and responsibilities as set out in the procedures. In the Program Manager's absence, the Shift Supervisor must assume full responsibility for the smooth and effective functioning of the shift.

### Reporting for Duty

Officers are expected to arrive a minimum of 5 minutes before the actual shift change is due to take place. During this time officers will meet with the Shift Supervisor to discuss the following:

- Incidents that occurred and the status of the relevant documentation.
- Security reports on serious incidents including any relevant documentation where necessary.
- Specific reference to special instructions in force and detail on newly issued instructions.
- Detail of any disciplinary problems experienced during the shift.
- Outstanding logistical matters and new requirements.
- Any relevant administrative matters outstanding or new requirements.
- Instructions received from management, CO, or designated authorities
- Detail on outstanding welfare matters requiring resolution

### Arrival of a Shift

Officers are responsible for clocking in via our team time system. The supervisor will conduct a thorough employee inspection according to the established standards and procedures.

The inspection will cover the following:

- Attendance as per the workforce requirement for the specific shift.
- Shoes and uniform are clean, ironed properly and worn in compliance with standards.
- Officer in possession of a notebook and a black pen.
- Cloth to wipe and clean shoes available.
- The officer's hair is compliant with length and style standards, fingernails are neatly manicured.

### Verification of Manpower

At the commencement of each shift once guard mount has been completed, the Account Manager or Shift Supervisor will verify that the contractual workforce necessary to operate the shift has been deployed. In the event of a staffing non-arrival, then the Account Manager or designated Shift Supervisor will utilize their Relief Officers initially and any other available workforce to fill any vacancy until the on-call staff arrive and relieve the staff currently filling those vacancies. At no time will a post not be staffed.

### During the Shift

The Supervisor will visit all the posts within the first hour on duty and ensure the following:

Officers understand the duties and responsibilities as laid out in the post orders

- Confirm officers are aware of all relevant operational matters.
- Confirm officers are aware of any specific administrative arrangements.
- Confirm compliance relative to uniforms/appearance and site equipment



## Transition Plan

Security Solutions of America is fully appreciative of legitimate concerns associated with a change in your security provider. We recognize that the security at The Library is important. To that end, it is necessary that advance planning and preparation be developed to ensure continuity of customer service and security capabilities. We have developed a comprehensive and detailed Transition Plan to accomplish the goal of an orderly transfer of security responsibilities. The following outline of our Transition Plan describes principal tasks and our proposed actions to address these tasks.

The goal of our transition process is ensuring continuity of security operations at your facilities. To accomplish these objectives, over the period between the contract award and the contract starting date, Security Solutions of America has defined a staged set of tasks, along with a calendar scheduled to synchronize with the identified date of the start-up. To accomplish the tasks detailed in the Transition Plan, we have a team consisting of key Security Solutions of America personnel whose responsibility will be to ensure an orderly transition.

### **Task 1: Initial Agreement**

An illustration of an orderly, planned transition program is shown in the Transition Schedule. Further, the proposed schedule is flexible to accommodate a critical review of each task by the Transition Team and The Library. After review and initial agreement by all parties the transition schedule will be put into effect.

### **Task 2: Transition Team**

Task two is depicted on the schedule as an initial meeting immediately after the contract award. This initial meeting is followed by four (4) weekly meetings. These meetings are to monitor the other tasks of the Transition Program including to address any problems and to correct any issues as needed. Essential to the achievement of the Transition Plan objective is the close working relationship between key personnel from Security Solutions of America and The Library.

Early involvement of members of the Transition Team will ensure complete preparedness at date of contract startup. The Transition Team proposed involves responsible personnel from both Security Solutions of America and The Library.

### **Task 3: Review of Site Plans, Security Programs and Documentation**

It is recommended that the Transition Team undertake further review and examination of existing security plans and contingency documents. The existing post orders at The Library will be used as a basis to begin this task. Additionally, we will request permission to conduct a security survey of your community to ensure we understand and fully appreciate all aspects of the physical layout of the facility along with any special equipment or procedures for which unique training requirements may exist. Our survey will include employees' work routines and the status and condition of all security related installations including, but not limited to, fences, barriers, doors, gates, locks, access control procedures and property control procedures.

### **Task 4: Personnel Selection and Screening of Current Security Staff**

Security Solutions of America recognizes the possibility that the current security officers may meet the upgraded personnel requirements of Security Solutions of America's general criteria for hiring. We plan to interview those guards due to their familiarity with security work at your facilities. They could become valuable Security Solutions of America employees in the future.



#### **Task 5: Screening of New Personnel**

Once current applicants have been contacted and Security Solutions of America begins to receive responses to recruitment efforts, the screening process will begin in earnest. All applicants, whether current Security officers at The Library or new applicants, will be subject to Security Solutions of America screening and recruitment procedures. To ensure a smooth selection process, Security Solutions of America proposes to conduct job interviews and local reference checks to achieve a preliminary qualification status. If acceptable, the candidate will then undergo the required background investigation and interview process.

#### **Task 6: On-site Training of All Personnel**

After the screening process and once all personnel have been selected and completed the Security Solutions of America Orientation, site training will then begin at The Library. The onsite training covers all facility security functions and is scheduled so it does not interfere with day-to-day operations. The training is scheduled on a per shift basis and allows the initial cross training process to begin.

#### **Task 7: Logistical Activity**

Security Solutions of America is fully aware of the equipment and material requirements specified in this contract. The following proposed schedule addresses those requirements:

1. Equipment and uniforms ordered, upon award of the contract.
2. Uniforms fitted for all personnel - 1-2 weeks.
3. Uniforms at District office - 2 weeks.
4. Uniforms issued - 3 weeks.

Each logistical requirement will be addressed in advance and will be coordinated by the appropriate Transition Team member to reduce any potential duplication of efforts.

#### **Task 8: Operation Dynamics during Changeover**

Security Solutions of America believes that a smooth transfer of responsibilities can be affected at the termination of existing contracts through the full involvement of the Transition Team. Additional and retained personnel will be issued their uniforms and any equipment required during the final week of the existing contract. Security Solutions of America's Supervisory personnel will be on site at the start of the job to ensure a smooth transition. This consistency of supervision will continue for a period necessary to ensure all security officers are comfortable and knowledgeable of their duties and responsibilities.

#### **Task 9: "Business Review" Meeting**

Periodically Security Solutions of America will request a "Business Review Meeting" between Security Solutions of America's Management team and The Library's Contract Administration personnel. The first proposed meeting would be within the first 7 to 10 days after startup and a follow up meeting will be requested at the 30-day marker.



## Personnel Selection Process

### **Recruitment**

Our company utilizes many resources for recruiting personnel. We find that our military service members transitioning from active duty have been our best source of employees. We appreciate their service and will do our part to not provide an inclusive and supportive workplace. In addition, we recruit at local colleges and universities, veteran's organizations, and church groups, as well as media advertising. We will certainly retain any current officers you identify as candidates for retention. However, these guards will be required to satisfy all Security Solutions of America's employment criteria and screening process.

### **Selection**

Our selection process begins by establishing the basic criteria needed for Security Officers at The Library. These criteria could include, but are not limited to:

- High school diploma or GED
- Relevant experience as required by The Library
- Capability to exercise good judgment, tact, and discretion
- Must be neat in dress and grooming, able to deal courteously, tactfully, and effectively with others, in person and on the telephone
- Must be able to communicate clearly with others in English
- Must possess initiative, maturity, integrity and be highly ethical
- Strong diligence, especially under stress
- Treat The Library business information as confidential
- Respect privacy and maintain the integrity of both The Library and Security Solutions of America
- Must possess a valid state driver's license and pass a motor vehicle record check

We will review and ask for your concurrence on the officer selection criteria.

### **Evaluation**

SSOA will staff The Library's facilities with officers who are dedicated and professional in every aspect of their duties. Our screening and evaluation processes enable us to identify and pursue only the highest quality candidates.

At the start of the screening process, applicants provide SSOA with his or her employment history, military service history, and education. SSOA will also reach out to personal references, conduct criminal background checks, and verify previous addresses and driver's license information. The applicant must complete the application in his or her own handwriting. Once the application is complete, the applicant must verify identity by showing a valid driver's license and other proper identification.

The applicant is then given a preliminary interview by a manager from SSOA. All managers are knowledgeable in our general employment criteria and will be briefed on the specific criteria needed to evaluate personnel for placement at your facility. Applicants who appear to meet the requirements for employment are advised of requirements for state and local registration processing and our appearance standards.



The applicant must then take a pre-employment personality inventory to determine their ability to perform the job as a security officer. The inventory assists us in identifying an applicant's usage of drugs, alcohol, their honesty, reliability, and maturity. Any applicant that does not satisfy the necessary measures of this inventory will, at this time, be disqualified.

At the completion of this stage of the selection process, we have a very good indication of the applicant's ability to comprehend verbal and written instructions such as will be encountered on the job site. We also have a very accurate indication of the person's ability to communicate verbally and in writing. Only those persons who demonstrate satisfactory comprehension and communication skills and who satisfactorily complete the remaining personnel screening steps will be eligible for employment with SSOA.

While the screening process is underway, telephone inquiries are made to previous employers and character references. This preliminary background check is followed by mailing or faxing applicant authorized background questionnaires to all previous employers and character references. Other documentation may also be solicited by the interviewer as dictated by circumstances.

#### **Screening and Background Checks**

Security Solutions of America completes a thorough screening and comprehensive applicant background check process.

This process will cover the following items:

- Five (5) Year Background Investigation (including work history, locations, school, military services)
- Pre-Employment 10-panel Drug Screening
- Social Security Verification
- E-verify
- State, Federal, and Local Criminal Background Checks to include sex offender's record
- Driver's License Check
- Credit Check (when applicable)
- References



## Training Programs

We provide our security officers with a five-tiered approach to competency training that encompasses general principles and techniques as well as specialized and site-specific requirements. All our officers are trained in both Workplace Violence and Active Shooter Situations. Copies of these training materials are available upon request.

### **Tier I: Pre-Assignment Security Orientation**

This initial training is basic in nature and prepares a foundation upon which new officers will prepare for more advanced training to come. All officers are tested on the material presented during this and subsequent trainings. A complete and clear understanding of all subjects is necessary to qualify as a SSA Security Officer.

The following topics are covered in detail with all officers before they are eligible for assignment at any client location.

- The Security Officer's Role
- Public Relations
- Observation and Communication
- Fire Protection and Safety
- General Duties and Responsibilities
- Performance of Duty, Legal Guidance

### **Tier II: On-Site Immersion Training**

The content and topics will be specifically related to each post location. We will work with The Library to develop a custom training plan specific to your requirements prior to start-up. This plan will include a Training checklist that will contain a summary outline of all duties for each post. Offices will take a written exam designed to measure will measure his or her job-specific knowledge at the conclusion of this tier.

General topics to be covered during this site-specific training include but are not limited to:

- Overview of The Library Contract
- Legal aspects of contractor security services
- Workplace Violence
- Active Shooter Situations
- Professional communication with public, media, our client's personnel, etc.
- Conflict Management/ Interpersonal Skills/Human Relations
- Substance Abuse
- Alarms, Fire Protection/Suppression, Night Vision techniques
- Crowd/Traffic Control
- Non-Violent Crisis Intervention/Management
- Crime Prevention
- Professional Protocol/Public Service Relations
- Reporting Requirements
- Weapons Training & Requalification



### **Tier III: Ongoing Site-Specific Training**

Tier III Training is an on-going program designed to continually assess the officers' knowledge of procedures and instructions for your facility and to revise training to conform to any needed changes.

### **Tier IV: Security Distance Learning**

The Notebook Lesson Series consists of weekly on-line lessons. Each series is structured to deal with one aspect of a larger topic. Topics included in this series are Patrolling, Human Relations, Commercial Building Security, and Investigations and Reports

### **Tier V Training: Post-Specific Accreditation**

Tier V Training ensures all our commitments to our clients are met and that trained and competent personnel cover all posts. We will cross-train all assigned officers on all posts to provide back-up when necessary and to provide scheduling flexibility.

### **Annual and Recurrent Training**

Our training program is designed to continually assess the officers' knowledge of procedures and instructions for your facility and to revise training to conform to any changes. Your Security Solutions of America Account Manager will maintain contact with your representative to incorporate changes as they occur as well as ensure post orders and training requirements are updated. Individual officers will be evaluated on changes as they are implemented to ensure consistent knowledge is held by your entire security team.

Guards assigned to any The Library location will receive 8 hours of annual refresher training per year. Officers must pass a written examination to ensure understanding of the subject matter. Topics include but are not limited to:

- Jurisdiction and authority
- First aid
- Emergency responsibilities
- Operational instructions
- Security and contingency situations
- Safety
- Communications
- Active shooter training
- Reports
- Effective Patrolling Techniques
- Effective Communications
- Professionalism



### **Testing**

All employees must also pass a Post Orders Test based on the specific Post Orders (Security) Manual for The Library before they can be assigned.

### **State Requirements – Phase I**

All new employees, as part of the state licensing requirements, receive 24 hours of state certified training in the following areas:

Statutes and Administrative Code	2 hrs.
Legal Issues/ Liability	3 hrs.
Basic Emergency First Aid	2 hrs.
Emergency Procedures	2 hrs.
Ethics and Professional Conduct	2 hrs.
Patrol Techniques	2 hrs.
Observation Techniques and Report Writing	4 hrs.
Fire Detection, Suppression and Life Safety	4 hrs.
Crime and Accident Prevention Techniques and Practices	2 hrs.
Crime and Accident Scene Protection	1 hr.

After this course of instruction, all employees must then pass a 100-question examination.

### **Job Specific Requirements - Phase II**

Public Relations	2 hrs.
Courtroom Procedures	1 hr.
Interviewing Techniques	1 hr.
Fundamentals of Personal Security	2 hrs.
Interpersonal Communications	3 hrs.
Professional Communications	1 hr.
Traffic Direction	1 hr.
Crowd Control	1 hr.
Terrorism Training	4 hrs.

After this course of instruction, all employees must pass a 70-question examination. All Security Officers must have a license before hire.



## Total Quality Management

The purpose of this policy is to establish a methodic, effective, and detailed Compliance Program to ensure compliance with contractual requirements, Federal, State, and Local regulatory requirements, and Security Solutions of America's Corporate Policies and Procedures. The objective of our Quality Control Plan is to continuously evaluate the overall contract operation.

### **Relationship Management Overview**

The Program Manager is the senior company official assigned to the The Library security services contract. This position has complete delegated authority to act on behalf of Security Solutions of America to act in an autonomous fashion while conducting day to day operations per our agreement. The Program Manager shall be the single point through which all The Library operational communications are exchanged, and technical direction shall flow. He shall have full authority to accept notices, inspection reports, and all other correspondence on behalf of Security Solutions of America and will be available to The Library officials 24 hours per day, 7 days per week.

Our Program Manager will provide the level of management necessary to ensure that employees:

- Are professionally trained to perform all duties as specified in accordance with the contract.
- Are properly uniformed and present a neat appearance.
- Consistent service communication
- Maintain a continued state of proper training.
- Possess the necessary permits and authority.
- Perform their duties in a professional and customer-friendly manner.

### **Quality Assurance / Contractual Compliance**

Client satisfaction and continual improvement are the guiding principles on which we designed our Quality Assurance (QA) program. During the transition process, we will meet with The Library and determine the key performance indicators ("KPI's") will be used to measure our performance. The below list of metrics are those that we have used in past contracts similar in size and scope to The Library. This list is not exhaustive and can include additional metrics that you wish to be tracked.

- Security Activity Metrics
- Officer Performance Metrics
- Security-Safety Metric
- Security Incident Metrics
- Operational/Service Metrics
- Loss Reduction/Security Cost Metrics

We conduct regular self-audits and use the resulting data to identify opportunities and promptly implement improvements to enhance performance. All SSOA personnel regardless of their position will be accountable for providing the highest quality service to The Library. Security Solutions of America's Program Manager, with support from the corporate managers, will be responsible for ensuring Security Solutions of America's compliance with the QA Plan. Inspection and survey results will be available for review by management.



### **Site Level Field Compliance Process:**

Each Supervisor and manager will be equipped with a portable handheld device for the purposes of documenting our performance. Some of the data points the supervisor captures as part of his or site level compliance process include incident notification, site inspections, staffing relief confirmation, and all other metrics, can be completed. This information will be available for review by The Library's designee in real-time by accessing our contract management platform.

Supervisors will conduct post checks at mutually agreed upon intervals, as well as intermittent random inspections. When deficiencies are noted, the Supervisor will take disciplinary and corrective action as needed and report any contract violations to the Program Manager immediately. Supervisors will utilize the New-Hire Compliance Checklist to ensure contract, licensing, and training requirements are satisfied and all personnel are fully qualified to work on the applicable contract.

### **Program Manager Field Compliance Process:**

The inspection results will be documented in the Monthly Account Manager's report. The Program Manager will print the Corporate or Site-Specific Compliance Checklists monthly. There is also a section on the PM report tab to document the discrepancies by checklist number and topic. The PM report is submitted to Security Solutions of America and the The Library Administrator or designee by the fifth day of the following month. Example: July's report will be submitted by August 5th. If the fifth falls on a weekend, the Program Manager has until Monday to submit the report.

After submitting the report, the PM will document corrective actions on the Compliance Audit Discrepancy Report. This document details the discrepancy, the corrective action being taken, and the estimated completion date for the corrective action. The Discrepancy Report will be submitted to the PM every other Friday until the corrective action is complete and the discrepancy is closed. There will be one discrepancy report for each checklist item discrepancy identified in the Monthly Report. The SVP of Operations will be the final authority on closing discrepancies. Monthly compliance actions will include the following steps:  
QA inspections to include:

- Customer Satisfaction Surveys
- QA Inspection Checklist
- Equipment Checklist
- QA Inspection Report

### **Corporate Level Field Compliance Process:**

Our Corporate Compliance Managers and or designated Branch Managers will conduct no less than 1 site inspection per quarter at selected locations. The AM will utilize the Corporate Compliance Checklist. The Compliance Audit will include inspection of the following items:

- I-9 Binders
- Personnel Files
- Contract Files
- File Plan
- Timekeeping Records/Post Inspections
- Personal Appearance Inspections
- Employee Interviews
- Interviews of PM and The Library Leadership



At the completion of the Audit the CCM will conduct an out-brief with the AM. This brief will not include a rating but will include a summary of findings.

#### **Customer Feedback**

Customer feedback is a positive means of improving our overall service. Each complaint and/or comment whether critical or positive, will be routed to the The Library designed for the required action. The Program Manager will reply to all written comments. The reply will include the action taken to correct or improve the service. In addition, a copy of each completed customer feedback form will be furnished to Security Solutions of America's Corporate office weekly.

A Customer Feedback form will be available at the worksite for the use of any personnel who wish to supply a comment.

#### **Method for Identifying Deficiencies**

Extensive Performance Measurement and Evaluation criteria exist in today's security industry. We utilize an extensive review form that provides guidance on the overall performance of a security staff. Our inspections, performance reviews and loss factors, are all key methods for identifying deficiencies. Managers and Supervisors are trained in the proper application and interpretation of the performance criteria, holding themselves as well as their staff accountable for the agreed upon service deliverables.

#### **Reporting of Compliance Issues**

Any audit discrepancies and corrective action plans will be provided to the client for review and feedback within 24 hours of completion. Auditors and the AM will provide findings and corrective actions to the CCM for review; when this review is complete, the AM will then provide the documents to the The Library Administrator or designee.

On duty, supervisors may make informal notifications of minor issues to the The Library Administrator at the discretion of the AM. The PM will maintain regular contact with the The Library Administrator or designee to discuss QC/QA issues.

#### **Addressing Non-Compliance Issues**

When a deficiency is identified, we will use a straightforward, best practice approach to correct it. This approach is an industry-standard method of identifying and correcting deficiencies.

Once our internal or external QC processes identify a problem, we notify the The Library designee that we have identified an issue. Based on the analysis, we determine why the issue occurred and the methods required to address the root cause. Supervisors have the authority to determine what corrections should be made and to provide on-the-spot corrections. Our goal is to identify, resolve, and document most issues within 24 hours. They will always ensure that Account Manager is fully aware of their actions. There would be total transparency since these issues being captured in our cloud-based dashboard and allow follow-up to occur and the PM's final authorization to close an issue once it has been resolved.



## Contract Management and Reporting Capabilities

Security Solutions of America will use Lighthouse® Contract Management Software to provide robust reporting and management tools that allow you to gain greater visibility into operational performance. We have included a description of the Lighthouse platform in the paragraphs that follow.

### **What is LIGHTHOUSE?**

Lighthouse is a powerful software solution that helps us better manage our security workforce and ensures we deliver on our contract KPIs. It allows us to view, manage, and automate security operations from a single software platform.

Guards and Supervisors use the Lighthouse mobile app to record completed tasks and work smarter and faster. The app uses GPS, Bluetooth Beacons, NFC Tags, and QR codes to confirm guards are visiting required locations on time.

All data collected from the mobile app is sent in real-time to the Web Portal. The Web Portal allows managers to view live and historical maps showing guard locations and generate detailed reports on contract performance.

### **Key Features:**

#### **Location Tracking**

Whether outdoors or indoors, on foot or in a vehicle, the system provides live and historical reports showing guard location and movement. This allows confidence the security team is providing the required services and ensures we can provide evidence to your customers.

The system utilizes GPS, Geofences, Beacons, NFC Tags, and QR codes to ensure all environments and use cases are covered. Location data is stored for a period of seven years.

#### **Scheduled Work & Loop Times**

The platform can create schedules for Visits, Tasks, and Audits. Visit schedules (patrols) can be assigned to locations and zones (Beacons, NFC Tags, QR Codes) and monitor compliance with indoor/outdoor/mobile patrol schedules. If a guard fails to arrive at a location on time, or complete a required activity, the system will automatically generate an exception. Full visit and exception reporting can be used to improve compliance and to respond to customer complaints/inquiries.

#### **Real-time Command Center**

Imagine a version of Google Maps that shows the location of every single guard in real-time. Not only that, but we can also see the status of scheduled patrols or manage security incidents that need your attention.

The Command Center is accessible from any web browser and enables better visibility and faster response times. Our management team can now take control of our operations and manage more sites and employees remotely.



### **Activity feed and alerts**

The activity feed is very much like a social media feed, except it shows everything happening across our contracts in real-time.

The activity feed is available from the mobile app and Command Center and displays content based on everyone's permissions.

We can also set up mobile alerts for the activities that are important to us, for example, missed patrols or new incident reports.

### **Mobile app and forms**

Available on iOS and Android, the mobile app is a powerful workforce tool and records all security activity from the field using smart mobile forms. Task, incident, and audit forms are quick and easy to build, and submitted data populates reports in real-time.

Task forms can be created for each site and can be aligned with the scope of work or SOPs. When the guard opens the app on-site, they can view and submit the task list that is relevant to their current location.

Issue/Incident forms allow guards to report on-site issues such as hazards, security issues, maintenance issues, and incident reports. Issues can be assigned to other employees for action and managed through to resolution.

Forms can also be used to store SOPs, deliver toolbox talks, or outline new processes i.e., COVID-19 procedures and protocols.

Lighthouse also provides a powerful auditing tool for our supervisors and managers. Audits can be tailored for each location and include the ability to upload photos and notes.

### **Time and attendance / timesheets**

Start and end shifts using the Lighthouse mobile app and use location information to ensure our guards are where they should be. Easily review shift data and export to our preferred payroll system with ease.

### **Messages**

The mobile app also has built-in messaging, enabling fast and reliable communication between guards, supervisors, and customers. Notify a guard of an ad hoc security task, leave shift handover notes for the next guard, or send broadcast announcements to all guards.

### **Dashboard and reports**

Dashboards are available to show what is going well and what is not going so well so we can continuously improve our operations. Plus, all our activity reports are stored securely in the cloud for seven years. We can view online, download to Excel, or get automatic PDF reports emailed directly to our inbox.

Lighthouse also offers custom dashboards, powered by Amazon Quicksight. Advanced analytics allow us to build custom analytics that align perfectly with our contract KPIs and reporting requirements. Reports can be scheduled via email on a weekly or monthly basis.



May 4, 2023

**RFQ 38-051623**

**RFP- Library Security Services**

**ADDENDUM 1**

The intent of this addendum is to change or clarify specifications and to provide responses to submitted questions as follows:

**QUESTIONS & RESPONSES:**

1. Registration with the City of High Point on-line vendor program – is there any requirement to register in order to bid? Is this only for the selected vendor? **You are not required to register to bid, but if your firm is awarded this contract, you will need to be registered with the City of High Point.**
2. Insurance (A-13) – can you please provide the amount of insurance coverage required by the city that the selected vendor must maintain? **Please see Below:**  
**COVERAGE** - During the term of the contract, the bidder at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. As a minimum, the bidder shall provide and maintain the following coverage and limits:
  - a. Worker's Compensation** - The bidder shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$500,000.00, covering all bidders' employees who are engaged in any work under the contract. If any work is sublet, the bidder shall require the subcontractor to provide the same coverage for any of his employees engaged in any work under the contract.
  - b. Commercial General Liability** - General Liability Coverage, on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$1,000,000.00 Combined Single Limit. (Defense cost shall be in excess of the limit of liability.)
  - c. Automobile** - Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used in connection with the contract. The minimum combined single limit shall be \$1,000,000.00 bodily injury and property damage; \$100,000.00 uninsured/under-insured motorist; and \$1,000.00 medical payment.

**REQUIREMENTS:** Providing and maintaining adequate insurance coverage is a material obligation of the bidder and is of the essence of this contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The bidder shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any of such insurance policies, except as they may conflict with existing North Carolina laws or this contract. The limits of coverage under each insurance policy maintained by the bidder shall not be interpreted as limiting the bidder's Liability and obligations under the contract. It is agreed that the coverage as stated

shall not be canceled or changed until thirty (30) days after written notice of such termination or alteration has been sent by registered mail to the City of High Point Purchasing Department.

3. Holidays (G) – does the city desire for the assigned officers to be paid (thus billed) for holidays not worked due to the library being closed? **Our current vendor does not offer holiday pay. At this time, we would like to leave this open for negotiation, based on the amount of the final quote.**
4. Schedule (G – Library Security Schedule) – on the chart for Monday – Thursday, 1:00 PM – 8:30 PM there is a “(2)” indicated. Does this define 2 officers assigned to that shift? If so, the hours listed per day would be 15 instead of 7.5 and also would increase the total weekly hours to 91 hour per week. On other shifts listed on the schedule does the “(1)” officer on those shifts? **The “2” indicates the second officer, and “1” the first officer. We currently have two officers assigned full time to the library – for a total of 80 hours per week. We would like to continue with the same arrangement if possible, or have 1 FT and 2 PT if that works best.**
5. Attachment A – identified a rate for “Site Supervisor” and “Unarmed Security Guard”. Are you only seeking the Bill Rate or do you also seek the Pay Rate for each position? Is the “Site Supervisor” a designated position that must be assigned to a specific shift / days of the week? **We have no preference of when the supervisor is assigned. We would like to have one person in charge of the scheduling and communicating with the contracted company on site if possible. The hourly rate charged is what we need on the quote. The City of High Point has made an effort to hire all positions at a minimum of \$15 per hour – we would like for the guards assigned to our facility to earn at least \$15 per hour.**
6. Are there officers with the current provider that the City of High Point would like to see remain at the library if possible working with the selected vendor? **Possibly. We can discuss this further when bids are received and reviewed.**

**Please sign and return one (1) copy of this addendum with your proposal to confirm that you have received and acknowledged the provided information.**

Libby Rush, Senior Buyer  
Purchasing Department  
336-883-3220

Company: Security Solutions of America

Address: 1165 Sanctuary Parkway, Suite 270, Alpharetta, GA 30009

Signature:  Date: 5/16/2023

Email: daniel.brock@ss-oa.com

City of High Point, P.O. 230, 211 South Hamilton Street, High Point, NC 27261 USA  
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