

February 1, 2013



REQUEST FOR PROPOSAL

Unarmed Security Guard Services

RFP – CML #13-001

For Columbus Metropolitan
Library (the Library)

Issued by:
Purchasing Division
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal:

February 22 , 2013
No later than 12:00 P.M. EST

REQUEST FOR PROPOSAL

The Columbus Metropolitan Library is seeking sealed, signed, written qualifications for **Unarmed Security Guard Services**, according to the requirements described in the Scope and other documents included with this RFQ. The Proposal Identification Number is **CML 13-001**.

Sealed Proposals will be received at the Security Desk, First Floor, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 no later than 12:00 Noon EST on **Friday, February 22, 2013**. Any Proposals arriving after 12:00 noon will be marked late and will not be considered for selection to provide the specified equipment, supplies and/or services.

The Offeror declares to have read and understood and agrees to be bound by all the instructions, terms, conditions and specifications of this Request for Proposal and agrees to fulfill the requirements of any contract for which it is selected to provide the specified equipment, supplies and/or services at the prices proposed following negotiations with the firm determined most qualified to provide the required services. The Offeror certifies, by signature affixed to this Cover Sheet, that the information provided by it in response to the RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing bid proposal (Please print or type)		Title
Offeror Name		
Mailing address		
City	State	ZIP
Telephone		Toll Free Telephone
Contact Person		Fax Number
E Mail address		
Authorized Signature (Original signature only) Please use Blue Ink..		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL.

Purpose

The intent of this Request for Proposal is to obtain firm fixed price proposals from firms specializing in providing unarmed security guard services. Guard Services shall be required at the Main Library (96 South Grant, Columbus, OH), Parsons (845 Parsons Avenue), and Karl Road (5590 Karl Road). The Library anticipates awarding a one (1) year contract with up to three (3) one (1) year renewal options.

Background

The Library is a county district library established in accordance with §3375.20 of the Ohio Revised Code. The Library, which is a separate legal entity, is financially, managerially and operationally independent from both Franklin County and the City of Columbus. The Library is a fully funded political subdivision and receives the majority of its funding from the State of Ohio and locally voted property taxes.

Scope of Service

This proposal seeks to retain a Contractor for Uniformed Unarmed Security Guards. On a rotating basis, the guards will be at stationary posts, desk duty, and roaming duty both inside and outside the buildings to insure the safety and security of library employees, customers and assets. The guards are expected to address customer behavior in violation of the library policy (see the attached Code of Conduct policy). The guards may order customers to leave the premises per library policy (see the attached Eviction policy). The guards may not apprehend or detain anyone, except in defense of themselves or others from physical assault.

Guards will check and secure buildings, lock and unlock doors, report safety hazards and other unusual conditions. The guards investigate and document safety and security violations through the use of incident reports and maintain a daily log of all activities and alarms that occur during the shift. The guards are expected to use professional and courteous customer service techniques in all personal and telephone contacts with the public and Library staff; monitor and address customer conduct; assist in maintaining peace and order in and around assigned areas; complete necessary reports; use personal computer and associated hardware/software; may use CCTV and electronic intrusion devices to monitor buildings as required; may use parking garage equipment and assist customers with parking.

Guards should be certified in CPR, First Aid and AED techniques as they may need to administer First Aid, CPR, and use Automated External Defibrillator (AED) devices in response to medical emergencies. Guards are to maintain current knowledge of location and operation of life safety equipment in buildings such as fire alarms, shut off valves for incoming gas and water service and PA systems. In an emergency, guards must assist with evacuation and perform duties to ensure building occupants' safety. Security guards are to attend and successfully complete all training and perform a variety of tasks as assigned.

On-Call and Alarm Response

Vendor shall provide on-call response security services for all Library facilities to respond to alarm signals, incidents and calls for urgent services. The Vendor shall also provide on-call security services for all library facilities to respond to library special requests. Special request may include monitoring construction access and assisting with other contractor's access to library facilities. On-call service will be provided on an after business hours basis and all day on legal holidays when all library facilities are closed.

1. The security guard shall to be on site within 30 minutes of receiving a dispatch call.

2. The security guard shall investigate and attempt to resolve the cause of alarm, incident or call.
3. The security guard will interact with police, fire, library staff and other vendors at the alarm site as needed.
4. The security guard will reset the intrusion or fire alarm detection system as required by the location.
5. The security guard will contact the vendor's supervisor if it is not possible to reset the alarm or secure site, or if the incident is of a serious nature to include an actual burglary, fire or crime.
 - a. The vendor's supervisor will then contact the designated library representative to report the situation and obtain further directions.
6. The Vendor shall provide a daily written report of all on call responses by their security guards.
 - a. A copy of this report shall be sent to the designated library representative via email by Noon daily.

The vendor is expected to provide:

1. A vehicle for transportation of the security guard to the sites.
2. A uniformed security guard.
 - a. For alarm response the security guard may carry a defensive weapon as deemed appropriate by the vendor and approved by the library representative.
 - b. The vendor will provide documented training to its security guards for any defensive weapon carried along with appropriate liability insurance coverage to include carrying and possible use of the weapon.
 - c. Business automobile coverage, including coverage for owned, leased, and hired vehicles, which shall include vehicle and property damage, liability, and bodily injury, in the amount required by the Ohio Revised Code.
3. Post orders based upon on after-hours response procedures training by the library security team to share with all assigned security guards. The library's designated representative will review and approve the post orders prior to being distributed.
 - a. The library security team will provide 80 hours of training to the Vendor's designated representatives at the start of the contract on after-hours response procedures to include visiting each listed facility.

As background, the annual average number of after-hours false alarms calls and service requests is 250. The Vendor should assume their security guard will spend a minimum of 30 minutes on site in response to dispatched calls.

The Vendor shall provide the cost quote for these services during a six (6) month period.

Columbus Metropolitan Library Alarm Locations:

Driving Park
1566 East Livingston Avenue
Columbus, OH

Dublin Branch
75 North High Street
Dublin, OH

Franklinton Branch
1061 West Town Street
Columbus, OH

Gahanna Branch
310 Granville Street
Gahanna, OH

Hilliard Branch
4772 Cemetary Road
Hilliard, OH

Hilltop Branch
511 South Hague Avenue
Columbus, OH

Karl Road Branch
5590 Karl Road
Columbus, OH

Linden Branch
2223 Cleveland Avenue
Columbus, OH

Livingston Branch
3434 Livingston Avenue
Columbus, OH

Main Library
96 South Grant Avenue
Columbus, OH

Martin Luther King Branch
1600 East Long Street
Columbus, OH

New Albany Branch
200 Market Street
New Albany, OH

Northern Lights Branch
40933 Cleveland Avenue
Columbus, OH

Northside Branch
1423 North High Street
Columbus, OH

Operations Center
101 South Stygler Road
Gahanna, OH

Parsons Branch
845 Parsons Avenue
Columbus, OH

Reynoldsburg Branch
1402 Brice Road
Reynoldsburg, OH

Shepard Branch
790 North Nelson Road
Columbus, OH

Southeast Branch
3980 South Hamilton Road
Groveport, OH

Warehouse
3021 East 4th Street
Columbus, OH

Whetstone Branch
3909 North High Street
Columbus, OH

Whitehall Branch
4371 East Broad Street
Columbus, OH

LOCATIONS AND WEEKLY HOURS FOR GUARDS:

The Contractor must have security guards on location at the listed buildings. The library reserves the right to add or reduce the number of guards required throughout the term of this Contract.

Location	Estimated Number of Guards	Estimated Weekly Hours	Est. Number of Supervisors	Est. Weekly Hours Supervisor
Main Library 96 S. Grant Ave. Columbus, OH	<u>3</u>	<u>100</u>	<u>1</u>	<u>40</u>
Parsons 845 Parsons Ave. Columbus, OH	<u>1</u>	<u>20</u>		
Karl Rd. Branch 5590 Karl Road Columbus, OH	<u>1</u>	<u>40</u>		

The Contractor must have the ability to increase security staff on a temporary basis for special events. The library may request to have additional staff that could range between one (1) up to five (5) temporary guards at one specific location.

CONTRACTOR'S GENERAL REQUIREMENTS

A. Recognition of Purpose:

The Contractor shall insure that all security guards are aware that their primary purpose is to maintain order, protect clients, staff, visitors and property from harassment, injury, damage, theft, sabotage, fire, accidents, vandalism and to be alert to suspicious persons and activities and to call appropriate law enforcement agencies when necessary.

B. License, Certifications and Training:

1. The Contractor must be licensed by the State of Ohio for private investigation and watch/guard services, and must be compliant with all federal, state and local laws.
2. All security guards of the Contractor must be registered as mandated by state law and must have in their possession a current security identification card. These cards must be renewed annually.
3. If the Contractor determines that a licensed security guard utilized for this Contract, has any violations as outlined by state law, they must report this, with documentation, to the Ohio Department of Public Safety, Ohio Homeland Security.
4. In accordance with state law, when a security guard leaves the employment of the Contractor, the license must be turned in to the Ohio Department of Public Safety, Ohio Homeland Security by the Contractor.
5. The Contractor's security guards must have a minimum of six (6) month's experience licensed with the Ohio Department of Public Safety, Ohio Homeland Security.
6. The Contractor's security guards must re-certify with the Ohio Peace Officers Training Academy (O.P.O.T.A.) under state law, showing the re-certification date, and the guard name.
7. The Contractor shall provide the library with its training manual, and certification that guards assigned to this Contract have completed the training.
8. The Contractor must submit evidence that all security guards have successfully completed the 20 hour Ohio Private Peace Officer Training Class or submit evidence of former police or military police or equivalent training compliant with the requirements of state law.
9. The Contractor should submit evidence that the security guards receive ongoing training. After assignment to a site, the Contractor shall provide a minimum of 16 hours per year (4 hours per quarter) of training. Documentation of instruction is to be submitted to the library on a quarterly basis. Documentation is to be in the form of attendance sheets signed by the instructor.
10. The Contractor must provide continual training and re-certification in First Aid, CPR and Automated Electronic Defibrillator (AED) every two (2) years.

C. Contractor's Requirements:

1. The Contractor herein agrees not to enter into any subcontracts for the performance of this Contract.
2. The Contractor agrees to furnish to the library weekly written reports detailing the activities of the guards at each location. These reports must list all normal and unusual events, which have occurred at the facility.
3. The Contractor shall replace any guard deemed unacceptable by the library/facility as referenced by Removal from Duty.
4. Emergency Security Services: Upon request by the library, the Contractor shall provide emergency security services to the Contract site within two (2) hours of such request to include weekends where applicable.
5. The Contractor shall maintain an established facility, which operates as a security service business in compliance with the federal, state and local laws, and is properly identified as a business entity. The Contractor shall provide and maintain communication capability i.e. cell phones, radios, etc., between guard location, the Main Library Security Desk, and the Contractor's supervisory office. The library reserves the right to visit the business location/facility of the Contractor to insure the Contractor's capacity to provide specified services, prior to and after making any award.
6. Each Contractor shall submit upon request, a letter identifying the individuals to be assigned to the specific site(s). The Contractor shall also give the individual's residential address and approximate travel mileage/time from the site to which they are assigned.
7. Each Contractor shall submit with their Proposal, a letter certifying the Contractor's company is registered with the Department of Public Safety/Ohio Homeland Security and that the company and all security guards employed conform to the licensing requirements of federal, state and local laws.
8. The Contractor shall submit with their Proposal a letter stating the company's background and supportive information of the minimum profile requirements. To receive consideration for award, Contractors are required to have been in the security business, providing similar uniformed guard services, for a minimum of three (3) years. Contractors are to provide name of company, address, telephone number and name of person to contact, of three (3) customers that the Contractor has provided similar security guard service within the last year.

D. General Guard Qualifications:

1. All guards must be without physical or mental defects or abnormalities, which would interfere with the performance of duties.
2. All guards are required to comply with the general work rules set forth by the library for the assigned facility applicable to them as part of this Contract. The library contact person shall provide these work rules to the Contractor.
3. All guards shall meet the following minimum qualifications prior to being assigned to this contract. The successful Contractor shall submit documentation listed below to the library for approval prior to a guard starting at the site.

- a. Each security guard shall possess a minimum of a high school diploma or a G.E.D. certificate.
- b. Sufficient training to understand and comply with the following standards or rules but not limited to:
 - Weapons restrictions; carrying a concealed weapon law, carrying concealed weapon in State buildings.
 - Legal rights and responsibilities for security guards set forth by the Contractor and/or any applicable laws, rules, and regulations.
 - Uniform requirements.
 - Site orientation, duties and functions as stated herein.
- c. Sufficient training to effectively perform and/or administer service in the following functions but not limited to:
 - 1) Emergency and safety procedures.
 - 2) Operation of the facility's telephone system and/or cellular telephone.
 - 3) Employee identifications and admittance.
 - 4) Utilization and operation of a hand held fire extinguisher and fire prevention procedures.
 - 5) Report writing – daily shift reports and incidents reports. Requires English language skills and math skills sufficient to complete the required reports.
 - 6) Security guards must have the ability to maintain poise and self-control under stress.
 - 7) Security guards must have the ability to meet and deal with the general public in a professional and cordial manner.

E. Background Checks:

Upon award, the Contractor shall provide the library with documentation of a background of investigation of each guard and supervisor assigned to the Contract consisting of the following items:

- a. A complete check of the applicant's employment record for a minimum of proceeding ten (10) years. If the applicant does not have ten (10) years of employment history, the employment records check shall be based on the number of years of employment history, and so noted in the report.
- b. Complete a national, multi-state police/records check.
- c. The Contractor is responsible for providing documentation showing that national (multi-state) background checks and investigations were performed on each guard to be used for the Contract. The Contractor is responsible for the cost of the aforementioned checks and investigations, and providing this documentation. As part of the evaluation process, the Contractor will have five (5) working days notification from the library, to provide this documentation. All new guards shall be subject to background checks.
- d. The Contractor must complete an annual national, multi-state police records check for all guards assigned to the facilities. These checks are to be completed as if it is the officer's first time being checked, and are to be performed and submitted annually, based on the employee's hire date. These checks must indicate the individual has no felony record. All files must be sent to the library.
- e. If the Contractor determines that a licensed guard the Contractor utilized has any violations as outlined by state law, they must report this, with documentation to the Ohio Department of Public Safety/Ohio Homeland Security and the library.
- f. The library may request an interview with each guard prior to assignment. Guard assignment may be subject to approval by the library.

F. Uniforms and Equipment:

1. Guards must be in complete security guard/watchman type uniforms with appropriate head covering, and present a neat and well-groomed appearance. Uniform and necessary supplies (e.g. paper, pens, etc.), and all other equipment to be furnished by the Contractor. Shoes shall be black low quarter or high top laced with police or plain toe and standard heel. All black tennis shoes may be permitted with prior approval of the library. The uniform and related equipment of all security guards shall be kept neat, clean and in good condition. The Contractor shall supply all weather gear (raincoat and overcoat) to each location for the use of the security guards for exterior patrolling.
 - a. The Contractor shall guarantee that each guard has two (2) or more complete uniforms, shoes not included and that worn uniforms are repaired or replaced.
 - b. The Contractor may be asked to provide the library with a diagram or samples displaying the attire of a properly uniformed security guard. The library reserves the right to approve the style of uniform if more than one option is available.
1. The Contractor shall guarantee that each guard shall possess, at all times, on his or her person:
 - a. One (1) current identification card, with photograph no more than two (2) years old and an expiration date signifying that the security guard is employed by the Contractor. The I.D. card shall be clipped to the outer duty uniform if required by the library.
 - b. One (1) operating timepiece.
 - c. One (1) operable pen, and one (1) notebook.
 - d. One (1) operable flashlight with belt holder.
 - e. The necessary emergency telephone numbers, including the police and fire departments, and the library's and Contractor's emergency numbers, etc.
 - f. Any other reasonable item deemed necessary by the library that has not been stipulated herein.
2. Guards shall not be permitted to carry any unauthorized material and/or equipment, such as chemical agent devices, knives, "come-alongs", or any such non-authorized items.

G. Supervision of Guard Personnel:

1. It shall be the responsibility of the Contractor to assign guards to the Contract location(s) and to provide for the supervision and training of all assigned guards.
2. The Contractor shall provide uniformed site supervisors where designated, who will be available to confer with designated representatives of the library.
3. The site supervisor shall provide close supervision of the security guard(s), shall verify that the guards are on duty when scheduled, and shall be available to confer with library representatives at any time.
4. The Contractor shall have Mid-Level Management Personnel visit each work site weekly. During the visits, each guard shall be inspected for appearance, efficiency of work, and knowledge of duties performed at the Contract site. The Contractor shall promptly resolve any problems identified to the satisfaction of the library. A written report of the inspection shall be submitted to the library within five (5) working days. The Contractor must provide these management duties at no additional cost.

5. All site supervisors shall have the qualifications of the guard personnel and shall have a minimum six (6) months experience in the supervision of security operations and personnel. This will be verified and approved by the library prior to assignment of such personnel. This may be verified by way of a resume.

H. Operations Manual: . The Contractor shall prepare and submit to the library an operations manual clearly outlining the functions and duties of the guards according to this Contract. The manual shall be distributed to all employees of the Contractor, and library contacts. The manual may be reviewed in the future to amend the duties of the guards. Any changes in duties specific to a location, shall be agreed upon in writing by the library and the Contractor making sure the intent and scope of the Contract is unchanged. All manuals and procedures become the property of the library upon termination of this Contract

.I. Removal from Duty:

The security manager or authorized library representative reserves the right to request the removal and replacement of any guard, which he/she feels is not performing their duties properly. The replacement of the guard shall be accomplished within two (2) hours of such notification.

J. Guard Replacements: The Contractor shall be responsible to provide replacement guard personnel due to sickness, personal emergencies, or vacations of assigned guard personnel in sufficient time to insure continuity of service. All replacement guards shall comply with applicable requirements.

1. Any guard that has previously been removed from a library contract site for “cause” or performance issues shall not be re-assigned to any facility under this Contract.
2. Any guard previously refused initial acceptance for placement by the library shall not be assigned to any facility without prior written approval of the designated library facility contact person.

RULES AND LAWS FOR SECURITY GUARDS:

1. The Contractor and its employees will comply with the Ohio Revised Code when providing security guard services with library.
 - a. For more information see Ohio Department of Public Safety; Division of Homeland Security; Ohio Private Investigators & Security Services Laws & Rules link.
<http://publicsafety.ohio.gov/links/PSU0004.pdf>
2. The Contractor and its employees will comply with the library's policies and procedures while on library property.

PERSONAL LIABILITY:

Insurance coverage should include provisions such as the risk of false arrest, false imprisonment, and malicious prosecution, defamation of character, libel, or slander caused by any acts of the Contractor's employees while acting within the scope of their duties.

The contractor shall, during the term of the contract, indemnify, defend, and hold harmless the Library from all suits, actions, or claims of any kind brought as a consequence of any negligent act or omission by the contractor.

The Contractor shall provide the following insurance coverage at its own expense throughout the term of this contract:

- Worker's compensation insurance, as required by Ohio law, and, if some of the Project will be done outside Ohio, the laws of the appropriate state(s) where work on the Project will be done. The Contractor shall also maintain employer's liability insurance with at least \$1,000,000 limit.
- Commercial General Liability insurance coverage for bodily injury, personal injury, wrongful death, property damage. The defense cost shall be outside of the policy limits. Such policy shall designate the Library as an additional insured, as its interest may appear. The policy shall also be endorsed to include a blanket waiver of subrogation. At a minimum, the limits of the insurance shall be:
 - \$2,000,000 General Aggregate
 - \$2,000,000 Products/Completed Operations Aggregate
 - \$1,000,000 Per Occurrence Limit
 - \$1,000,000 Personal and Advertising Injury Limit
 - \$10,000 File Legal Liability
 - \$10,000 Medical Payments

The policy shall also be endorsed to provide the Library with 30-day prior written notice of cancellation or material change to the policy. It is agreed upon that the Contractor's Commercial General Liability shall be primary over any other insurance coverage.

OPERATING HOURS:

1. The Contractor must provide security guard coverage for the Main Library as follows: shift one 8AM to 4PM Tuesday through Saturday; shift two Monday through Thursday 1:30PM to 9:30PM and Friday 10:30AM to 6:30PM; shift 3 Tuesday through Thursday 1:30PM to 9:30PM and Saturday 10:30AM to 6:30PM; shift 4 Monday through Friday 8 AM to 12 Noon. The Site Supervisor is expected to work 40 hours per week. The supervisor's work hours and days off may vary subject to the library's approval. The supervisor is expected to perform the same duties as guards when not involved in supervisory tasks.
2. The Contractor must provide coverage Tuesday through Thursday 1:15 PM to 9:15 PM and Saturday 10:15AM to 6:15PM or the Karl Road Branch.
3. The Contractor must provide coverage Tuesday through Thursday 4:15 PM to 8:15 PM and Friday and Saturday 2:15 PM to 6:15 PM for the Parsons Branch.
4. Guards should work forty (40) hours per week. However the security guard company may schedule guard hours part-time as needed to fill the 40 hours. The Contractor must have all security guard posts be covered throughout the operating hours required in this Contract.
5. The security guard should work eight (8) hours per day with a paid lunch period. The lunch period allowed is 30 minutes. The lunch break given will be at the convenience of the library. Lunch should not be eaten on post. Lunch may be interrupted in the event of an emergency.

OVERTIME/HOLIDAYS:

1. Agencies shall specify their observance of holidays and/or overtime pay. In general, any overtime requests require an advance approval from the library. Payment will be made for actual hours worked and supported by timekeeping records. Unless otherwise indicated by the library upon beginning use of this Contract, overtime will be paid at time and a half. Overtime may be requested for special events. The Contractor must get library pre-approval for overtime.
2. Holidays are paid at the standard hourly rate unless pre-approved by the library.

Below is a list of library observed holidays for the year 2013.

Tuesday, January 1 New Year's Day
Monday, January 21 Birthday of Martin Luther King, Jr.*
Monday, February 18 Washington's Birthday*
Sunday, March 31 Easter
Sunday, May 26 Sunday before Memorial Day
Monday, May 27 Memorial Day
Thursday, July 4 Independence Day**
Monday, September 2 Labor Day
Monday, October 14 Columbus Day*
Monday, November 11 Veterans Day*
Thursday, November 28 Thanksgiving Day***
Tuesday, December 24 Christmas Eve
Wednesday, December 25 Christmas Day
Tuesday, December 31 New Year's Eve

* The days marked with an asterisk above are legal holidays. However, the Main Library, Dublin Branch, Gahanna Branch, Hilliard Branch, Hilltop Branch, Karl Road Branch, New Albany Branch, Northwest Library, Reynoldsburg Branch, Southeast Branch, and Whetstone Branch will be open on these days.

** All CML Library locations will also close at 6 PM on Tuesday, July 3rd for "Red, White, and Boom."

*** All CML Library locations will also close at 6 PM on the Wednesday prior to Thanksgiving.

CONTRACTOR RESPONSIBILITIES. The Contractor must meet all RFP requirements and perform Work as defined in the Scope of Work.

Proposal Requirements

To facilitate comparison of proposals, each page of the proposal should state the name of the firm, the RFP number (CML13-001), and the page number and should be submitted in a format that corresponds to the order below.

ALL FIRMS INTERESTED MUST SUBMIT THE FOLLOWING INFORMATION:

- A. RFP Cover Sheet – signed by an officer of your company.
- B. Itemized Bid Price Sheet
- C. List of References
- D. Vendor Qualifications

EVALUATION OF PROPOSALS: SELECTION FACTORS

The criteria set forth below will be used in review and selection of the successful firm.

- Ability to meet/exceed the Scope of Services contained in the RFP
- Demonstrated experience in performing similar security guard services
- Cost of services
- Miscellaneous (i.e. availability for consultation, completeness, clarity, and quality of proposal)

SCHEDULE

February 1, 2013	RFP mailed to distribution list, published in the <i>Columbus Dispatch</i> , and posted on State of Ohio and Library websites
February 11, 2013	Deadline to submit questions
February 14, 2013	Responses to questions posted on Library's website
February 22, 2013	RFP due by 12:00 Noon EST
Marc 1, 2013	Successful and Unsuccessful Firms Notified

Each firm must submit a proposal clearly marked:

**Unarmed Security Guard Services
RFQ#CML13-001**

One (1) original, completed and signed in blue ink, and three (3) copies are required.
Proposals are due no later than **Tuesday, February 22, 2013, at 12:00 Noon EST.**

Proposals submitted by e-mail or fax are not acceptable and will not be considered.

Proposals must be submitted to:

Columbus Metropolitan Library
Attn: Wanda Dixon
96 South Grant Avenue
Columbus, OH 43215

The Library will return unopened any proposals that are received after the deadline.

CONTACT INFORMATION:

Every effort has been made to include enough information within this RFQ to enable consultants to prepare a response that thoroughly and fairly represents their respective capabilities to meet the Library's requirements. If there are questions concerning the contents of this document, the Library is willing to provide responses in as timely a manner as possible.

Submit all questions and inquires via email to:

Wanda Dixon, Procurement Specialist
Email address: purchasing@columbuslibrary.org