
**Security Services Daytime Armed
Security Services Daytime Unarmed- FY 2026
Behavioral Health and Addictions/ Methadone
Community Health Services- Fritz Location
RFP # 0812-2026**

The Wicomico County Health Department (WiCHD) on behalf of the Behavioral Health Addiction Program and the Nursing Program is issuing a request for proposals for an approved vendor to provide daytime armed and unarmed security services. The intent of this RFP is to obtain professional armed and unarmed security services for interior and exterior of the Seth H. Hurdle Building – Wicomico County Health Department, located at 108 E. Main Street Salisbury, Maryland and the Fritz Health Center located at 300 W. Carrol Street, Salisbury, Maryland, in addition to securing our Methadone Bus which goes to multiple counties.

The Contractor shall have significant expertise in the areas necessary to meet the needs and requirements set forth in this RFP, including, without limitation the ability to provide a safe, secure, and crime free environment.

The Contractor shall provide all labor, supervision, materials, supplies, and equipment for full security services to ensure they are provided in accordance with this RFP and the State of Maryland Standards, certifications, and all licensing requirements.

OVERVIEW

The Behavioral Health Program along with our Community Health Services Program goals and mission is to promote emotional health in the residents of Wicomico County while also improving the general health of the public to reduce health disparities and to ensure care through direct clinical services, education, prevention health services, and case management.

The Wicomico County Health Department services clientele from all walks of life who frequent Health Department locations to obtain services and assistants. To make sure that not only clientele but staff are in a safe, secure, and crime-free environment we are seeking out armed and unarmed security services.

SCOPE OF WORK

The Wicomico County Health Department is looking for an armed/unarmed security service to provide the following services:

ARMED SECURITY

1. Provide (1) one or more, if necessary, certified armed officers at the Wicomico County Health Department. A trained armed certified officer will need to be available at all times in case a replacement is needed. ***(Certified armed officers will be dressed in plain clothes and will be required to always keep their concealed weapons out of public view.)***
2. Provide a safe, secure, crime-free environment by protecting nurses, visitors, and others who may be transported. ***(Methadone Bus.)***
3. Secure and observe all interior and exterior points and perimeters during each mandated stop, along with monitoring all the surrounding areas to ensure the transport vehicle is not being watched or followed.
4. Protect Methadone Bus against fire, theft, pilferage, damage, and destruction.
5. Conduct interior and exterior perimeter checks of the Methadone Bus at the beginning, middle, and end of each shift for unauthorized persons, mechanical system alarms, secured doors, and any other safety concerns.
6. Investigate any unusual or suspicious conditions or activities involving or surrounding the Methadone Bus.
7. Report any contact with police, fire department, unsafe conditions or unusual occurrences including but not limited to
 - a. Threats of staff or clients
 - b. Fire
 - c. Maintenance issues, potential safety hazards
 - d. Suspicious activities
 - e. Verbal abuse, assault
 - f. Theft, vandalism, or unauthorized entry of the unit

Any incident should be reported immediately to the supervisor on duty. The incident report should be submitted to the supervisor/director no later than the next business day.

8. At no time shall the officer leave the Methadone Bus unattended. If at any time a replacement officer is needed the officer on duty will remain with the Methadone Bus until a new officer is present.
9. Officers will ensure they operate in a careful and prudent manner, exercising the highest degree of care while observing and complying with all the rules of the road for the State of Maryland. ***(Each Officer who transports staff/clients will have to take the State of Maryland Drivers Approvement Training before they access state vehicles.)***
 - a. Officers must have a valid drivers license in the State of Maryland
 - b. Must have five (5) or fewer points on the officers driving record.
 - c. If an accident occurs officer must make a police report, fill out the appropriate Accident Report Paperwork, and notify the supervisor/director on staff immediately.
 - d. Maryland law mandates for using safety belts on every transport.
 - e. Speed limit must always be obeyed.
 - f. Must obey pedestrian law, stopping for pedestrians in crosswalks and intersections.

- g. Completely stopping for school buses when flashing red lights and stop sign is activated.
- h. Obeying all traffic laws, including those related to stop signs, lane usage, and yielding the right of way.
- i. Officers should not be under the influence of alcohol or any other substance. Officers will provide a smoke and vape free environment. No smoking or vaping shall be done in the Methadone Unit or on any premises of the Wicomico County Health Department.
- j. Cellphone use is always prohibited while officers are transporting staff or clients.
- k. Officers shall not make any unauthorized stops during transport or transport unauthorized passengers.

SECURITY SERVICES UNARMED

1. Provide (1) one or more, if required, a certified uniformed and licensed security officer for the Wicomico County Health Department. The uniformed security officer will secure the premises of the Wicomico County Health Department at the following times and locations.
 - a. Monday-Friday from 8:00 a.m. to 5:00 p.m. and from Monday, Wednesday, and Thursday from 4:30 p.m. to 8:00 p.m. at the Seth T. Hurdle Building, 108 E. Main Street Salisbury, Maryland 21801.
 - b. Monday- Friday from 8:00 a.m. to 5:00 p.m. at the Fritz Health Center, 300 W.Carroll Street Salisbury, Maryland 21801
2. Provide a safe, secure, crime-free environment for all staff, visitors, and clients who enter any Wicomico County Health Department location.
3. Conduct interior and exterior perimeter checks at the beginning, middle, and the end of closing shift for any unauthorized person in the building.
4. Protect the Wicomico County Health Department against fire, theft, pilferage, malicious injury, damage and destruction.
5. Monitor the public and watch for any potential disturbances ensuring the overall safety and welfare of personnel and subject patients.
6. Notify law enforcement of any illegal or unauthorized activity observed. Provide documented accounts of all activity witnessed and assist law enforcement as required. Ensure prompt action is taken to prevent or minimize losses, accidents, fires, property damage, safety hazards, and security incidents.
7. Permit only authorized people to enter restricted access areas.
8. Instruct clients to be seated in the waiting area in a quiet and orderly manner while waiting to be attended to. If necessary, inform parents or guardians that for safety reasons children are not permitted to run around the building or waiting area. If disturbance continues escort clients off the premises.

CONTRACTORS DUTIES

1. Provide prompt response to incidents and emergencies.
2. Monitor high risk areas within the Wicomico County Health Department.
3. Assist during medical emergencies
4. Provide detailed documentation if an incident occurs.

5. Provide professional assistance to staff, visitors, and clients.
6. Comply with all safety rules and regulations.
7. Provide all required permits, credentials, and licenses for armed/unarmed guards.
8. Contractor shall provide all labor, supervision, material, supplies, and equipment necessary to meet the needs and requirements of the Wicomico County Health Department.

VENDOR QUALIFICATIONS

Bidder must meet the qualifications below to be considered for evaluation:

- Must possess adequate financial resources.
- Must have a satisfactory record of past performance.
- Must have the productive capacity to perform.
- Must have successfully performed contracts similar in nature within the past three years.
- Must furnish three (3) references with response.
- Must be in good standings with the State of Maryland
- Must have all required licenses and certifications to carry a firearm in Maryland.

SUBMISSION INSTRUCTIONS

Proposals must be received on or before Monday, September 22, 2025, at 3:00 p.m. EST. Proposals should be either mailed or hand delivered to Hope Balam, Procurement Officer, Wicomico County Health Department, 108 E. Main Street, Salisbury, Maryland 21804.

Proposals received after the date and time will be returned unopened. It is the full responsibility of the bidder to ensure that the proposal is received on time. No telegraphic or facsimile proposals will be accepted. The Wicomico County Health Department is not responsible for failure of a public carrier to promptly deliver proposal documents.

WiCHD has the right to request clarification of information submitted and to request additional information from one or more providers.

PRE-BID CONFERENCE

A pre-bid conference will be held on Tuesday, September 9th, 2025, at 10:00 a.m. The pre-bid conference will be held at the Wicomico County Health Department, 108 E. Main Street Salisbury, Maryland 21801. At the pre-bid conference attendees will be able to ask questions and receive clarification of the bid process. Attendance is strongly encouraged, but not mandatory.

CONTRACT PERIOD

The term of this contract shall begin on November 1, 2025, and extend for two years, through November 1, 2027. This contract may be renewed for an additional two (2) years, in one-year increments based on the same terms and conditions, and pricing as the originally awarded RFP and sole discretion of the Health Department.

METHOD OF AWARD

The selection committee shall first review all proposals with all the requirements addressed in this RFP. Proposals will be studied and evaluated first for content and then cost. Acceptable proposals will be rated by a point system by each member of the evaluation team.

The successful bidder will be notified in writing and verbally of the intent to award by WiCHD.

GENERAL TERMS AND CONDITIONS

1. Each invoice shall include the vendor's name, address, and Federal Identification Number, cost of each service, and the total amount due and owing. The vendor shall obtain payment by billing the Wicomico County Health Department.
2. The Wicomico County Health Department reserves the right to reject any and/or all bids or to waive any technicality it deems in the best interest of the Health Department. A single response to the RFP may be deemed a failure of competition and may be cancelled in the best interest of the Health Department.
3. The Health Department reserves the right to change or issue amendments to the RFP at any time.
4. Vendors may withdraw a proposal, which has been submitted at any time up to the bid closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the Procurement Officer; after withdrawing a previously submitted bid, the vendor may submit another bid at any time up to the closing date and time.
5. The Wicomico County Health Department will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for submission. The Health Department reserves the right to make corrections or amendments due to errors identified in bids by the Health Department or vendor. This type of correction or amendment will only be allowed for such errors as typing, transposition, or any other obvious errors. Any changes will be stamped up and attached to proposals. All changes must be coordinated in writing with, authorized by, and made by the Procurement Officer. Vendors are liable for all errors or omissions contained in their proposals.
6. Bidders taking exception to any part or section of the solicitation shall indicate such exceptions on the bid form. Failure to indicate any exception will be interpreted as the proposer's intent to comply fully with the requirements as written.
7. The Wicomico County Health Department accepts no responsibility for any expense incurred by the bidder in the preparation and presentation of a proposal. Such expense shall be the exclusive responsibility of the bidder.

8. The contractor covenants to save, defend, keep harmless, and indemnify the Wicomico County Health Department and all of its officers, divisions, agencies, agents, and employees from and against all claims, loss, damage, injury, fines, penalties, and cost, including court costs and attorney's fees, charges, liability, and exposure, however caused, resulting from, arising out of, or in any way connected with the contractor's negligent performance or non-performance of the terms of the contract.
9. Vendors, by submitting a signed proposal, certify that the accompanying bid is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under State of Maryland or United States law.

EVALUATION CRITERIA

Bid Evaluation will be based on the following criteria

1. **Vendor Capability** – Please provide an overview of your organization to include:
 - a. Organizational set up – Including key organization personnel. **(10 points)**
 - b. Experience and background in armed and unarmed security work **(10 points)**
 - c. How long has the company been providing security services? **(10 points)**
 - d. Does your organization hold all relevant certifications under Maryland State Law to perform armed and unarmed security services? **(10 points)**
All relevant up to date certifications should be included in the RFP.

2. **Training and Skill Development - (15 points)**
 - a. How does your organization train its security personnel?
 - b. Does your company provide ongoing training to ensure staff is up to date on the latest security best practices?

3. **Client References – (15 points)**
 - a. Please provide three client references from previous vendors you have worked with in the armed /unarmed security settings.

4. **Cost Effectiveness - (30 points)**
 - a. Describe what armed and unarmed security services you can provide the Wicomico County Health Department and what is the cost to our organization for these services.

