



Request for Proposals
Security Monitoring Service
Submissions Due: December 11, 2024 at 12 pm (PST)

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Introduction and Company Background

The Marjaree Mason Center (MMC) is a 501(c)(3) organization that, for over 45 years, has offered safe housing and support services to adults and their children affected by domestic violence in Fresno County, California. Our organizational origins date back to 1904 when the charter members of the YWCA Fresno formed.

In 1978, Marjaree Mason was 36 years old and was a volunteer of the YWCA at the time. She had her entire life ahead of her. She was a native of Easton, a graduate of Washington High School and Reedley College, and was well known in the community.

In November of that year, Marjaree's joy was overshadowed by the return of her ex-boyfriend – a Fresno County sheriff's deputy named Robert Tillman. Tillman was an imposing presence who refused to go away despite Marjaree's insistence that he leave her alone. Her continued rejection fueled Tillman's rage, which exploded in violence one night as he kidnapped, beat and raped Marjaree before releasing her the next day.

Frightened and confused, Marjaree feared retaliation if she were to report the crime. Convinced by friends to seek medical treatment, Marjaree shared details of her ordeal with hospital personnel, who reported the incident to the Sheriff's Department. Before an investigation was launched, Tillman once again kidnapped and assaulted Marjaree, ultimately fatally shooting her before turning the gun on himself.

Marjaree Mason's tragic death gained national attention, shining a spotlight on domestic violence and galvanizing the Fresno community into taking action to ensure that no one would suffer the same fate.

In 1979, the YWCA Fresno transitioned to being recognized as the Marjaree Mason Center, and has since worked tirelessly to provide a safe, supportive environment for those exposed to domestic violence. The 501(c)(3) status was officially changed when the organization formally ended ties with the YWCA in 1998.

Mission

The Marjaree Mason Center supports and empowers adults and their children who have been impacted by domestic violence, while striving to prevent and end the cycle of abuse through education and advocacy.

Vision

A community free of domestic violence.

Core Values

- **Integrity** – We are committed to high ethical standards of confidentiality, honesty, transparency and accountability.
- **Empowerment** – We respect and nurture the resiliency of individuals to achieve recovery, healing and growth.
- **Dedication** – We value the history and longevity of our organization, commitment to sustainability and work towards a community free of intimate partner violence.
- **Collaboration** – We believe in fostering community partnerships in order to contribute to inclusivity and equality.

As the only comprehensive domestic violence services agency in Fresno County, the Marjaree Mason Center provides 24/7 crisis response, housing, legal advocacy, counseling and education to survivors, youth and those who have caused harm. MMC currently operates out of 7 locations in Fresno County with 100 employees. The Center has a total of 168 beds in two safe houses that are consistently at or above capacity. Last year, MMC served over 8,000 adults and children from Fresno County and provided more than 74,000 nights of safe shelter. The Center serves all victims of domestic violence (including all genders, family design, sexual orientation, etc) through a variety of services including:

- 24/7 hotline
- Mobile crisis response
- Victim advocacy
- Assistance with restraining orders and Court accompaniment
- Individual and group mental health services
- Emergency and transitional shelter
- Rapid Rehousing
- Case Management
- Children's services and case management
- Peer counseling
- Education and training (for youth, teens, adults)
- Domestic Violence 40-hour Certification Program

In addition, we provide services to individuals who have caused harm, such as:

- Anger Management
- Child Abuse
- Parenting

Most recently, MMC completed the remodel of a 37,680 square foot two-story building. This major renovation modernized the building and enhanced the interior infrastructure.

According to the California Department of Justice, among the ten most populated counties in the State of California, Fresno County has the largest per capita calls to law enforcement for domestic violence (11,291 in 2022), with most of those calls coming from within the City of Fresno.

In addition to the growing number of calls to law enforcement and adult homicides that have taken place, Fresno County has experienced domestic violence homicides of teenagers. Teen dating violence is of great concern and education within the schools continues to be a key focus for the Marjaree Mason Center.

The Center's kNOW MORE® program provides site specific, tailored trainings to teachers and students throughout the school year to teach them about dating abuse and how best to combat teen dating violence. Overall, the program goal is to increase awareness of domestic violence while encouraging healthy relationships in teenagers and young adults through education and

advocacy. The program is now in 36 high schools and middle schools throughout Fresno County.

The Marjaree Mason Center is an active member of the Fresno Madera Continuum of Care and runs the Coordinated Entry System for Domestic Violence. The organization has been the principal provider of domestic violence services in Fresno County for 43 years. As of October 31, 2023, there were over 600 active households on a by-name list (DV only) awaiting housing.

Currently, about 75% of our annual budget comes from government grants. Although we have significantly increased our philanthropic fundraising, resources have not kept up with demand for services and increases in costs of labor, facilities and program supplies.

Request for Proposal:

The Marjaree Mason Center is seeking proposals from a qualified security monitoring companies to provide 24/7 monitoring and response of our burglar and fire alarms and elevator emergency line (Bullard only).

Marjaree Mason Center is looking to contract with selected vendor for 1 year, with an annual non-competitive renewal for up to 2 additional years.

Site locations:

- 255 W. Bullard, Fresno, CA 93704 (only site with an elevator)
- 1600 M Street, Fresno, CA 93721
- *Confidential location in Downtown Fresno
- 1392 Fourth Street, Clovis, CA 93612
- 1015 G Street, Reedley, CA 93654

Tasks would include:

- 24/7 monitor and respond to all security alarm breaches
- 24/7 monitor and respond to all fire alarm alerts
- 24/7 monitor and respond to any panic button alerts
- 24/7 monitor and respond to all elevator phone and button alerts
- Perform monthly testing of all systems and devices to ensure they are working properly
- Provide any report work necessary and work with product vendors on all system warranties.

Lists of products used to be provided upon request.

Expectations of Qualified Vendor:

All interest parties must agree (and contractually confirm) that they agree to the following:

- By responding to this RFP, potential vendors agreed that they are qualified to provide the necessary components of the requested services. If any portion of the engagement is to be outsourced, proposing vendor will be responsible for all performance of and contracts with subcontractor.
- The selected vendor is solely responsible for hiring, monitoring and firing all staff assigned to the services agreement. Contractor agrees to pay in a timely manner all social security and other payroll taxes relating to such compensation and Contractor shall have no claim against MMC for vacation pay, sick leave, retirement benefits, Social Security, worker's compensation, disability or unemployment insurance benefits or other employee benefits of any kind.
- All employees will comply with Marjaree Mason Center's Drug and Alcohol-free and Violence-Free policies.
- No employees with felony convictions and/or any violent offense charges will be placed on the Marjaree Mason Center contract for monitoring and response.
- Selected vendor agrees to become knowledgeable about all of our security and fire safety systems and regularly tests to ensure maximum operational response.
- Selected vendor will provide immediate response to all security and fire alarm breaches and make significant and documented attempts to reach all necessary parties. Selected vendor will keep records all updated.
- Marjaree Mason Center received funding from the federal government to pay for services rendered. By responding to this RFP, proposed vendor agrees that they are NOT excluded from doing business with the federal government. Vendor will provide proof with their response to the RFP.

Required Contract Provisions:

While selected vendor should supply and produce their own contract, Marjaree Mason Center has included as Exhibit B a sample contract that describes all expected contract inclusions.

Attachment:

Exhibit A– List of contract template and required provisions

Submission Guidelines and Requirements:

Timeline

Date	RFI Process Component
November 20, 2024	RFP Issued
November 26, 2024 at 9 am	Optional On-Site Visits starting at 255 W. Bullard. Fresno, CA 93704 RSVP REQUIRED BY Monday, November 25 at 5 p.m. RSVP with employee and company name to Kimberly@mmcenter.org
December 5, 2024 at 12:00 PM PST	Proposal Submissions Due
December 11, 2024 at 2:00 PM PST	Selections Made
December 16, 2024	Target contract date

Submission Components/Deliverables

Please be sure to include the following in your submission:

- Letter of Interest
- Describe your company and its experience with providing security monitoring systems with 24/7 operations, including but not limited to, areas that are high target locations. If your company is teaming up with another firm to cover all components requested, please specifically call out which services will be covered by which company.
- A list of your average response times for the following:
 - Security or Fire Alerts
 - Customer Service Requests
 - Resolve Repair Issues
- Names of the individual(s) who will be working on this engagement and their areas of responsibility, including the individual(s) responsible for managing the Marjaree Mason Center relationship and communication, administering a potential contract, and the lead customer service representative on the Center's behalf.
- Experience of the individuals named above, highlighting their previous work, areas of expertise, and capacity to fully execute the functions outlined in the submission.
- Demographics of the firm, but not limited to:
 - a) Race
 - b) Ethnicity
 - c) Age
 - d) Disability

- e) Gender
- f) Sexual Orientation
- g) Tribal Affiliation
- h) Lived Experience with Domestic Violence and/or Homelessness (if tracked)
- Define your pricing structure (including third party costs), itemize where possible, and include all deliverables associated with each itemization. Define estimates for all variable costs (including fees for additional services or after hours/weekend/holiday requests) and billing structure.
- A list of at least three clients for whom you have provide similar security monitoring services for within the past 2 years.
 - a) Include the client name, contact name, email, and phone number and project description.
- Please demonstrate how your company cultivates and maintains a culture of inclusion and belonging, and how its principles and workforce are diverse. It will be vital for the consulting firm to share MMC's commitment to inclusion, diversity, equity, and accessibility, as well as diverse sourcing of suppliers.
- Include a sample contract and expected contract inclusions.

Submission of Responses

Please submit an electronic version to: Nicole Linder, CEO

Email Address: RFP@mmcenter.org

Email Subject: Response to RFP for Security Monitoring Services

Evaluation Guidelines

Submissions received after the deadline will be immediately rejected. All submissions will be evaluated by a committee made of members of the Marjaree Mason Center Board of Directors, Chief Executive Officer, Chief Financial Officer and Chief Operating Officer. The factors that will be taken into consideration are:

- Completeness of submission (10%)
- Experience in monitoring companies with high security needs (20%)
- References on customer service and timely response (10%)
- Costs and associated value (60%)

MMC may at any time choose to discontinue this RFP process without obligation to any firm.

MMC may choose not to disclose reasons for the rejection of any given submission.

Pricing

Submissions should include a breakdown of the applied pricing system(s) such as whether services are priced per incident, monthly retainer, afterhours, repairs, or a combination. Include a detailed description of the process and all revision rounds allowed in the pricing structure. All prices for consultancy, custom design, and development should include a binding “not to exceed” price option. If optional components are proposed, these should be clearly marked, listed, and priced separately.

Contact Information:

All questions must be directed to:
Kimberly Strong, Executive Administrative Assistant
RFP@mmcenter.org
(559) 487-1316

The preferred method of communication is email.