REQUEST FOR PROPOSAL

27-15

SECURITY OFFICER SERVICES FOR THE KILLEEN PUBLIC LIBRARY

City of Killeen

802 N 2nd St

Killeen, TX 76541

RELEASE DATE: November 9, 2026

DEADLINE FOR QUESTIONS: November 17, 2026

RESPONSE DEADLINE: November 24, 2026, 2:00 pm

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

https://procurement.opengov.com/portal/killeentexas

City of Killeen

REQUEST FOR PROPOSAL

Security Officer Services for the Killeen Public Library

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1. Scope of Work

1.1. General Requirements

The City of Killeen is seeking proposals from qualified and responsive contractors to provide **armed and unarmed security officer services at the Killeen Public Library**, located at 205 E. Church Avenue, Killeen, Texas.

The selected proposer shall provide professional security personnel to assist with maintaining a safe, secure, and orderly environment for Library patrons, employees, visitors, and City property.

The City may utilize either **armed or unarmed security officers**, depending on operational and security needs. Proposers shall provide separate pricing for armed and unarmed security officer services as required in the Proposal Pricing Form.

Scheduled Security Coverage

The Contractor shall provide one (1) security officer during the City's scheduled service hours. The City may determine whether the scheduled security officer shall be **armed or unarmed** based on the City's operational and security needs.

The City's current anticipated regular schedule is:

- **Monday through Friday: 8:30AM – 7:15 PM**
- **Saturday: 8:30AM – 5:15 PM**
- **Sunday: No regularly scheduled service is currently anticipated**

The anticipated schedule represents approximately **sixty-two and one-half (62.5) hours per week, excluding holidays**. These hours are estimates for proposal and pricing purposes only and are not a guarantee of minimum hours or services.

The **Library's hours of operation and the City's security service schedule may change during the Contract term** based on the City's operational needs. The City reserves the right to increase or decrease Library operating hours, scheduled security hours, days of coverage, shift times, and the type of security officer required, including changing between armed and unarmed security services.

Changes may be necessary due to, but are not limited to, holidays, special events, changes in Library operations, staffing needs, emergencies, security concerns, funding, or other operational or programmatic needs.

The City may also request additional security coverage beyond the anticipated regular schedule. Additional coverage may be provided by armed or unarmed security officers, as determined by the City.

Security personnel shall report for duty on time and remain on site for the entire scheduled service period, except for authorized breaks or circumstances approved by the City.

The City does not guarantee a minimum number of operating hours, security hours, shifts, or services during the Contract term.

Minimum Shift

Security personnel shall work a minimum of six (6) hours when scheduled, unless otherwise authorized by the City.

Security Presence and Monitoring

The assigned security officer shall maintain a visible and professional security presence and shall monitor designated interior and exterior areas of the Library and its immediate premises.

Duties shall include, but are not limited to:

- Deterring suspicious, unauthorized, disruptive, or unlawful activity;
- Monitoring conditions that may affect the safety and security of patrons, employees, visitors, and property;
- Observing and reporting vandalism, theft, property damage, trespassing, disturbances, and other security concerns;
- Monitoring entrances, exits, common areas, and other designated areas as appropriate;
- Identifying and reporting hazardous or unsafe conditions;
- Responding appropriately to disturbances and disruptive behavior;
- Utilizing appropriate de-escalation techniques when warranted and consistent with the officer's training and applicable law; and
- Performing other security-related duties reasonably related to the Scope of Work and authorized by the City.

Security personnel shall not perform duties outside the scope of their training, authority, licensing, or applicable law.

Emergency and Incident Response

Security personnel shall respond appropriately to security incidents and emergencies within the scope of their training, authority, and applicable law.

When circumstances warrant, the security officer shall promptly contact the Killeen Police Department, fire department, emergency medical services, or other appropriate emergency response agency.

Security personnel shall cooperate with responding law enforcement and emergency personnel.

Incident Reporting

The Contractor shall maintain accurate and timely documentation of significant security incidents and other matters as requested by the City.

Incident reports shall, as applicable, identify:

- Date and time of the incident;
- Location;
- Nature and circumstances of the incident;
- Individuals involved or observed, to the extent lawfully permitted;
- Actions taken by security personnel;
- Notifications made to City or Library personnel;
- Law enforcement or emergency services contacted; and
- Other information reasonably necessary to document the incident.

Incident reports shall be provided to the designated City representative within the timeframe established by the City.

Communication

The Contractor shall maintain reliable communication between assigned security personnel, the Contractor's supervisor or designated management representative, and designated City or Library personnel.

The Contractor shall promptly notify the City of significant incidents, personnel issues, missed coverage, delays, or circumstances that may affect the Contractor's ability to perform scheduled services.

Additional Security Services

The City may request additional **armed or unarmed security officer coverage** for:

- Special events;
- Extended Library hours;
- Increased security needs;
- Emergency situations; or
- Other circumstances identified by the City.

Additional services shall be provided at the applicable contracted rates, subject to personnel availability and prior authorization by the City.

The City does not guarantee any minimum amount of additional security services.

Changes to Scheduled Services

The City may increase or decrease scheduled security hours during the Contract term.

Changes may include, but are not limited to:

- Increasing or reducing the number of scheduled hours;

- Changing the days or times of scheduled coverage;
- Adding or eliminating scheduled coverage;
- Changing the required security officer from armed to unarmed;
- Changing the required security officer from unarmed to armed;
- Adding temporary coverage for special events or other circumstances; or
- Adjusting coverage based on changes to Library operations.

The Contractor shall provide the applicable contracted hourly rate for the type of security officer requested by the City.

Continuity of Service

The Contractor shall maintain continuous security coverage throughout the Contract term.

If an assigned officer is unavailable, absent, or unable to complete a scheduled shift, the Contractor shall provide a qualified replacement officer who meets all requirements of this RFP and is properly licensed for the type of service being provided.

The Contractor shall notify the City as soon as the Contractor becomes aware of any circumstance that may result in missed or delayed coverage.

Supervision

The Contractor shall provide appropriate supervision and management of assigned security personnel.

The Contractor shall designate a primary point of contact who is authorized to address scheduling, personnel, performance, incident, and service-related matters with the City.

Personnel, Equipment, and Supplies

The Contractor shall provide, at no additional cost unless specifically identified in the proposal and authorized by the City:

- Qualified security personnel;
- Required licenses and certifications;
- Uniforms and identification;
- Firearms and required firearms-related equipment for armed security personnel;
- Communication equipment;
- Safety equipment;
- Documentation and reporting materials; and
- All other equipment, supplies, and resources necessary to perform the services.

All Contractor-provided equipment shall be maintained in safe and operational condition.

Professional Conduct

Security personnel shall maintain a professional appearance and conduct themselves in a courteous, respectful, and professional manner when interacting with Library patrons, employees, City personnel, visitors, and the public.

Security personnel shall not engage in conduct that could reasonably interfere with Library operations or negatively affect the City's reputation or relationship with the public.

Confidentiality

The Contractor and its personnel shall safeguard confidential or sensitive information encountered while performing services for the City.

Such information shall not be disclosed except as authorized by the City or required by law.

Compliance with Laws and Regulations

The Contractor shall comply with all applicable federal, state, and local laws, regulations, licensing requirements, and standards applicable to the provision of the services under this Contract.

The Contractor shall maintain all required licenses and authorizations throughout the term of the Contract.

1.2. Armed Security Officer Requirements

When the City requests armed security services, all security officers assigned to the Killeen Public Library shall be legally authorized and properly qualified to perform **armed security services in Texas**.

At a minimum:

- Assigned officers shall hold the applicable Texas Department of Public Safety Private Security license or commission required to perform armed security services;
- Assigned officers shall maintain all required training and firearms qualifications;
- Assigned officers shall be affiliated with the Contractor as required by applicable law;
- Assigned officers shall meet all applicable eligibility requirements for armed security personnel;
- Assigned officers shall comply with all applicable firearms laws and DPS requirements;
- The Contractor shall ensure that assigned personnel remain properly licensed and qualified throughout the Contract term; and
- The Contractor shall immediately remove and replace any officer who becomes ineligible or otherwise unable to lawfully perform armed security services.

The Contractor shall be responsible for verifying the licensing and qualification status of each armed officer assigned to the City.

The City reserves the right to request documentation demonstrating that assigned personnel meet applicable licensing, training, and qualification requirements.

1.3. Unarmed Security Officer Requirements

When the City requests unarmed security services, assigned security officers shall be properly licensed, trained, and qualified to perform the services required under this Contract.

At a minimum:

- Assigned officers shall maintain all licenses and training required by applicable Texas law;
- Assigned officers shall meet all applicable eligibility and qualification requirements;
- Assigned officers shall be affiliated with the Contractor as required by applicable law;
- Assigned officers shall receive training appropriate to their assigned duties;
- Assigned officers shall comply with all applicable laws, regulations, and City requirements;
- The Contractor shall ensure that assigned personnel remain properly licensed and qualified throughout the Contract term; and
- The Contractor shall immediately remove and replace any officer who becomes ineligible or otherwise unable to lawfully perform the assigned services.

The Contractor shall be responsible for verifying the licensing and qualification status of each unarmed officer assigned to the City.

The City reserves the right to request documentation demonstrating that assigned personnel meet applicable licensing, training, and qualification requirements.

2. Proposal Criteria & Requirements

All pricing and payment must be clearly defined and aligned with the criteria outlined in this RFP.

Proposers must provide all requested information and clearly demonstrate their ability to provide the required armed and unarmed security services.

Responses should be specific to the Killeen Public Library and should address how the Proposer will meet the City's operational, staffing, security, and service requirements.

Vendors interested in providing services for the City of Killeen must submit a complete proposal that includes the following components.

2.1. Company Profile

- **Company Overview:** Provide a brief overview of the company, including the company's history, organizational structure, location, and experience providing security services.
- **Key Personnel:** Identify the proposed account manager, supervisor(s), and other key personnel who will be responsible for managing and overseeing services under this contract. Include qualifications and relevant experience.
- **Licensing and Certifications:** Provide documentation demonstrating that the company is properly licensed to provide security services in the State of Texas. Identify the applicable licenses, registrations, and certifications held by the company.
- **Relevant Experience:** Describe the company's experience providing armed and/or unarmed security services for libraries, public facilities, governmental entities, or similar public-facing facilities. Include the length of experience, types of facilities served, and scope of services provided.

2.2. Pricing and Payment Terms

- **Regular Scheduled Armed Security Officer Rate:** Provide the hourly rate for regularly scheduled armed security officer services during the required Library service hours.
- **Regular Scheduled Unarmed Security Officer Rate:** Provide the hourly rate for regularly scheduled unarmed security officer services during the required Library service hours.
- **Additional Security Officer Rate:** Provide the hourly rate for additional armed and/or unarmed security officers requested by the City for special events, increased security needs, extended hours, or other authorized circumstances.
- **Overtime Rate:** Provide the hourly overtime rate for armed and unarmed officers, if applicable, and identify when overtime charges would apply.
- **Holiday/Special Event Rate:** Provide applicable rates for holidays, special events, extended hours, or other services outside the regular scheduled coverage.

- **Supervisor/Management Rate:** Provide the hourly rate, if applicable, for supervisory or management personnel requested by the City.
- **After-Hours/Emergency Rate:** Provide applicable rates for security services requested outside the regular scheduled coverage, including emergency or special circumstance coverage.
- **Additional Fees:** Clearly identify all additional fees, charges, minimums, or other costs that may apply. No additional charges shall be assumed unless clearly identified in the proposal.
- **Discounts:** Identify any volume, multi-service, or other discounts available to the City.
- **Payment Terms:** State proposed payment terms and any applicable conditions.
- **Inclusive Pricing:** Pricing shall include all labor, supervision, equipment, uniforms, firearms and related equipment for armed officers, supplies, administrative costs, and other costs necessary to provide the proposed services, unless specifically identified as an additional charge.

2.3. Service and Technical Support

- **After Hours and Emergency Support:** Describe the Proposer's ability to provide support and additional security coverage outside regularly scheduled hours when requested by the City.
- **Additional Security Coverage:** Describe the Proposer's process for providing additional armed and/or unarmed security officers for special events, increased security needs, emergencies, extended Library hours, or other special circumstances.
- **Quality Control Program:** Describe the methods used to monitor officer performance, service quality, attendance, compliance with contract requirements, and overall service delivery.
- **Incident Reporting:** Describe the Proposer's process for documenting and reporting incidents, disturbances, suspicious activity, property damage, theft, vandalism, hazardous conditions, or other security-related events.
- **Communication:** Describe how officers, supervisors, and management will communicate with Library staff and designated City personnel regarding routine operations, incidents, service concerns, and emergencies.
- **Backup and Continuity of Service:** Describe the Proposer's plan for maintaining uninterrupted coverage, including procedures for absences, call-outs, emergencies, or other circumstances affecting scheduled personnel.

2.4. Customer Service and Account Management

- **Support Channels:** Identify the primary methods for contacting the Proposer's management and supervisory personnel regarding routine matters, service issues, and emergencies.
- **Quality Control:** Describe how management will review and address officer performance, professionalism, compliance, and customer service.

- **Account Manager:** Identify the individual who will serve as the primary account manager and describe their responsibilities and availability.
- **Supervision:** Describe the supervisory structure that will be used to oversee officers assigned to the Library and ensure compliance with the contract requirements.
- **Issue Resolution:** Describe the process for addressing complaints, service deficiencies, missed coverage, officer performance concerns, and other issues identified by the City or Library staff.
- **Communication with City Staff:** Describe how the Proposer will maintain communication with designated City and Library personnel and provide timely notification of significant incidents, staffing issues, or other matters affecting service.

2.5. Personnel, Training, and Deployment

- **Officer Qualifications:** Describe the qualifications and experience of the armed and unarmed security officers proposed for assignment to the Library. Officers shall meet all applicable Texas licensing, training, and qualification requirements for the services they are assigned to perform.
- **Background Screening:** Describe the background screening process used for officers assigned to the City, including how the Proposer verifies suitability for assignment to a public library environment.
- **Training Program:** Describe the initial and continuing training provided to assigned officers, including applicable firearms qualification for armed officers, de-escalation, emergency response, incident reporting, professional conduct, and interaction with the public.
- **Deployment Windows:** Confirm the Proposer's ability to provide scheduled coverage during the required service hours identified in the Scope of Work. Describe the Proposer's ability to adjust staffing when the City changes service hours, days, shift times, or the type of officer required.
- **Attendance and Coverage:** Describe procedures for ensuring officers report on time and remain on duty for the scheduled coverage period.
- **Replacement Personnel:** Describe the process for providing qualified replacement officers when an assigned officer is absent, unavailable, or otherwise unable to perform the scheduled assignment.
- **Additional Personnel:** Describe the Proposer's ability to provide additional qualified armed and/or unarmed officers when requested for special events, increased security needs, emergencies, extended hours, or special circumstances.

2.6. Equipment, Uniforms, and On-Site Requirements

- **Uniforms and Identification:** Describe the uniforms and identification that assigned officers will wear while providing services. Officers shall maintain a professional and readily identifiable appearance.

- **Firearms and Equipment:** Identify the firearms, communication equipment, safety equipment, and other equipment that will be provided by the Proposer and used by assigned officers, as applicable to armed and unarmed services.
- **Equipment Maintenance:** Describe the process used to inspect, maintain, and replace equipment necessary for officers to safely and effectively perform their duties.
- **Professional Appearance and Conduct:** Describe the Proposer's standards for officer professionalism, conduct, appearance, customer service, and interaction with Library patrons, Library staff, City employees, and the public.
- **On-Site Presence:** Describe how officers will maintain a visible security presence and monitor assigned areas of the Library, including interior and exterior areas as appropriate.
- **Confidentiality:** Describe procedures for protecting confidential or sensitive information encountered while providing services at the Library and complying with applicable City requirements.

2.7. Licensing and Certifications

- **Local and State Compliance:** Identify all licenses, registrations, certifications, and authorizations required for the company and assigned personnel to provide armed and unarmed security services in Texas and demonstrate compliance with those requirements.
- **Federal Compliance:** The Proposer shall disclose any information that would affect its eligibility to contract with the City, including any applicable debarment, suspension, or exclusion from contracting with governmental entities.
- **Regulatory Compliance:** Describe the Proposer's process for maintaining compliance with applicable federal, state, and local laws, regulations, and requirements governing the provision of security services.
- **Personnel Certification:** Describe how the Proposer verifies and maintains required licenses, training, firearms qualifications for armed officers, and other credentials for officers assigned to the City.
- **Subcontractor Compliance:** If subcontractors will be used, identify them and describe how the Proposer will ensure that all subcontractors and their personnel maintain applicable licenses, certifications, qualifications, and compliance requirements.

2.8. Service and Job Requirements

- **Timely Service:** Describe how the Proposer will ensure that scheduled officers are present and ready to perform services at the required start time and remain available throughout the scheduled coverage period.

- **Notification of Delays/Coverage Issues:** Describe the process and anticipated notification timeframe for informing the City of officer absences, delays, missed coverage, or other circumstances that may affect scheduled services.
- **Additional Security Services:** Describe the Proposer's ability to provide additional armed and/or unarmed security services when requested by the City, including special events, increased security needs, extended hours, emergencies, and special circumstances.
- **Emergency Services:** Describe the Proposer's procedures for responding to emergencies and other urgent security matters occurring during scheduled coverage and the process for requesting additional support outside scheduled hours.
- **Quality Assurance:** Describe how the Proposer will monitor service delivery and ensure compliance with the Scope of Work, contract requirements, applicable laws, and City expectations.
- **Incident Documentation and Reporting:** Describe the Proposer's procedures for documenting incidents and providing reports to designated City or Library personnel, including the types of information included in incident reports and the anticipated reporting timeframe.
- **After-Hours/Emergency Availability:** Describe the Proposer's availability for emergency contact, consultation, and additional officer coverage outside regularly scheduled service hours.
- **Response Time:** State the Proposer's typical response time for requests for additional personnel and emergency or urgent security support. Identify any circumstances that could affect response time.
- **Law Enforcement Coordination:** Describe the Proposer's procedures for coordinating with the Killeen Police Department and other emergency services when an incident requires law enforcement or emergency response.
- **Continuity of Coverage:** Describe the Proposer's procedures for maintaining required coverage throughout the contract term, including staffing changes, officer turnover, absences, and other disruptions.

2.9. Term of Contract and Option to Extend

Any contract resulting from this solicitation shall be effective on the date that the last required signature is affixed and shall be in effect for **two (2) years**. The City anticipates that the contract shall be renewed pursuant to the availability of funds and at the discretion of the City.

The City may request up to an additional **sixty (60) days** Service Period past the initial or any renewal term to advertise and award a new contract for services / items, without any pricing adjustments.

It is agreed that the contract will automatically renew **two (2) times**, for **one (1) year renewal terms**, unless the City or Contractor serves written notice 60 days before the contract termination, or sixty (60) days before the end of any renewal term. The City will notify Contractor that the contract will not be

renewed if funding is unavailable or if the contractor's past performance is not within industry standards. Notwithstanding anything to the contrary, this contract shall not exceed a total of four (4) years or total $100,000 or more without prior City Council approval.

A. Pricing shall reflect the full Scope of services as defined, including all associated costs for delivery, labor, insurance, taxes, overhead, and profit.

Any request in price change with supporting documentation must be sent to :

City of Killeen

Attn: Purchasing Division

802 N 2nd Street

Building G, 2nd Floor

Killeen, TX 76541

Or

Email: Purchasing@KilleenTexas.gov

On the envelope place "Price Change Notification '27-15, Security Officer Services for the Killeen Public Library**"**

If during any term of this contract, the Proposer should enter into any contract with another municipality within Texas for similar commodities or services with a similar scope of work with rates more favorable than those granted to the City of Killeen, or if there is a decrease in Contractor's cost to perform services herein the Proposer agrees to modify this contract to include such more favorable rates and or decrease in cost. It is recommended that the Proposer provide any rate reduction or discount voluntarily.

2.10. Insurance

All proposers shall maintain the appropriate amount of insurance required for the performance of the Contract once awarded. This coverage shall be maintained throughout the term of the Contract and shall provide protection against claims, damages, losses, or liabilities arising from the proposer's performance of the Contract. The successful proposer shall furnish certificates of insurance evidencing the required coverage when requested by the City and, if applicable, upon renewal of any required policies during the term of the Contract.

A. Comprehensive General Liability and Property Damage Insurance.

The Proposer shall take out and maintain during the life of this Contract such Comprehensive General Liability and Property Damage Insurance as shall protect the City from claims for damages or personal injury, including accidental death, as well as from claims for property damages which may arise from the performance of work, services, delivery of goods, or other obligations under this Contract, whether such operations be by himself or by a subcontractor or by anyone directly or indirectly employed by either of them, and the minimum amounts of such insurance shall be as follows:

1. Bodily Injury

A. Each Occurrence - $1,000,000
B. Annual Aggregate - $2,000,000

2. Property Damage Insurance

A. Each Occurrence - $1,000,000
B. Annual Aggregate - $2,000,000

B. Comprehensive Automobile Liability.

The Proposer shall maintain Automobile Liability Insurance for owned, hired, and non-owned vehicles used in the performance of this Contract, with minimum limits as follows:

1. Bodily Injury

A. Each Person - $500,000
B. Each Accident - $1,000,000

2. Property Damage

A. Each Occurrence - $1,000,000

C. Workers' Compensation and Employers' Liability.

The Proposer shall maintain Workers' Compensation Insurance in accordance with the requirements of the Texas Workers' Compensation Act for all employees engaged in the performance of this Contract. Employers' Liability Insurance shall be maintained with minimum limits of:

A. Each Accident - $100,000
B. Disease – Each Employee - $100,000
C. Disease – Policy Limit - $500,000

If the Proposer is not required by law to maintain Workers' Compensation Insurance, the Proposer shall notify the City in writing prior to contract execution.

D. Additional Insurance Requirements.

A. The City of Killeen, its officers, officials, employees, and volunteers shall be named as **Additional Insured** on the Commercial General Liability and Automobile Liability policies.

B. Insurance coverage shall be **primary and noncontributory** with respect to any insurance or self-insurance maintained by the City.

C. The Proposer shall provide a **Waiver of Subrogation** in favor of the City of Killeen on all policies where permitted by law.

D. The insurance required by this section shall remain in full force and effect throughout the term of the Contract.

E. The City reserves the right to request copies of applicable insurance policies at any time.

F. The vendor must ensure that any subcontractors have appropriate insurance coverage that meets or exceeds the requirements outlined in the solicitation. Proof of subcontractor insurance must be provided upon request.

2.11. Subcontractor Requirements

- **Identification and Qualifications**: Vendors must clearly identify any subcontractors involved in the proposal and provide a detailed description of their qualifications and experience relevant to the tasks assigned.
- **Responsibility**: The primary vendor remains responsible for all subcontractor work and must ensure that subcontractors meet the same licensing, certification, and compliance standards as the primary vendor.

2.12. Additional Considerations

Disclose any additional terms, service limitations, or conditions applicable to your proposal.

3. Evaluation Methodology

The City of Killeen is committed to a competitive selection process and will evaluate proposals based on the criteria outlined in this solicitation. Proposers must demonstrate their ability to meet or exceed the City's service requirements.

Proposals will be reviewed and scored by an Evaluation Committee. The City reserves the right to request additional information, seek clarifications, or conduct interviews / presentations during the evaluation process. A Phase 2 Optional Interview / Presentation / Demonstration process may be utilized, if needed, to further evaluate and confirm proposer qualifications.

Specifications set forth herein define the minimum requirements and performance expectations. They are not intended to disqualify any capable proposal; rather, they communicate the level of quality and service the City expects. If a proposer takes an exception to any specification, a detailed explanation must accompany the response. Failure to meet mandatory requirements may result in the proposal being deemed non-responsive.

Because the City cannot predict future needs with certainty, no guaranteed minimums or fixed quantities are promised. Any quantities shown are estimates only; the City reserves the right to increase or decrease those quantities. These estimates shall not be construed as binding minimums or maximums.

Submission of a proposal does not guarantee the award of a contract. The City of Killeen reserves the right to reject any or all proposals, waive minor irregularities, and make an award determined to be in the best interest of the City.

Preferred Method –Weighted Best Value

Evaluation Criteria & Weights (Subject to change based on project needs)

Criterion	**Weight (%)**
Pricing and Payment Terms	(20%)
Service and Technical Support	(15%)
Customer Service and Account Management	(10%)
Personnel, Training, and Deployment	(20%)
Equipment, Uniforms, and On-Site Requirements	(10%)
Licensing and Certification	(15%)
Service and Job Requirements	(10%)

Phase 2 – Optional Interview / Presentation / Demonstration (Up to 100 Points, if conducted) If the City elects to proceed with Phase 2, shortlisted proposers may be invited to participate in interviews, presentations, and/or demonstrations. This phase, if conducted, will be scored separately for up to 100 points and may be used to further evaluate qualifications, clarify proposals, and confirm understanding of project requirements. Participation is by invitation only and not guaranteed for all proposers.

Award Determination

- Rank the proposers based on their total weighted scores.
- Verify the top-scoring proposals meet the City's goals, budget, and requirements.
- If necessary**,** invite top proposers for interviews, presentations, or Phase 2 evaluations to clarify questions or provide additional information
- Make a **recommendation to City Council** for award of the contract to the proposer that is responsive, responsible, and provides the best value to the City.

3.1. Evaluation of Proposal Sections

No.	Evaluation Criteria	Scoring Method	Weight (Points)

1.	**Pricing and Payment Terms** **Evaluation Focus**: • Detailed and transparent pricing for regular scheduled armed and unarmed security officer services • Pricing for additional security coverage, special events, emergency services, extended hours, and overtime • Supervisor or management rates, if applicable • Identification of all additional fees or charges • Clear and reasonable payment terms • All-inclusive pricing that covers labor, supervision, equipment, uniforms, firearms and related equipment for armed services, insurance, taxes, overhead, and other costs associated with performing the services	Points Based	20 *(20% of Total)*

2.	**Service and Technical Support** **Evaluation Focus**: • Ability to provide scheduled armed and unarmed security services in accordance with the City's required service schedule • Ability to provide after-hours, emergency, special event, extended hours, and additional security coverage when requested • Response procedures for emergencies and security-related incidents • Quality control and service monitoring procedures • Communication procedures with Library and City staff • Ability to provide supervisory support and respond to service issues • Backup and continuity of service procedures • Demonstrated understanding of the security needs of a public library environment	Points Based	15 *(15% of Total)*

3.	**Customer Service and Account Management** **Evaluation Focus**: • Defined customer service and communication channels • Appointment of a dedicated account manager or primary point of contact • Availability and responsiveness of management or supervisory personnel • Procedures for addressing service concerns, complaints, or performance issues • Communication with designated Library and City staff • Procedures for receiving and responding to requests for additional security services • Ability to maintain professional and effective communication throughout the Contract	Points Based	10 *(10% of Total)*

4.	**Personnel, Training, and Deployment** **Evaluation Focus**: • Qualifications and experience of proposed security officers • Demonstrated ability to provide properly licensed and qualified armed and unarmed security officers • Applicable Texas-required training and licensing for assigned armed and unarmed security personnel • Background screening procedures • Training in de-escalation, emergency response, public interaction, and incident management • Officer scheduling, attendance, and coverage procedures • Procedures for providing qualified replacement personnel when an assigned officer is unavailable • Supervisor availability and oversight • Professional conduct and ability to interact appropriately with Library patrons, staff, and the public • Ability to adjust staffing and officer type as the City's service needs change	Points Based	20 *(20% of Total)*

5.	**Equipment, Uniforms, and On-Site Requirements** • Professional uniforms and visible identification • Firearms and required security equipment for armed officers • Proper maintenance and readiness of equipment • Professional appearance and conduct while on City property • Ability to maintain a visible security presence appropriate for a public library environment • Communication equipment and methods used by assigned officers • Procedures for monitoring the facility and identifying suspicious activity, disturbances, vandalism, theft, hazardous conditions, or other security concerns • Confidentiality and protection of information encountered while performing services	Points Based	10 *(10% of Total)*

6.	**Licensing and Certification** **Evaluation Focus**: • Valid and current company licensing required to provide security services in Texas • Valid and current licenses and qualifications for proposed armed security officers • Compliance with applicable Texas private security laws, rules, and licensing requirements • Demonstrated ability to maintain required officer licensing, training, and qualifications throughout the Contract • Background screening and personnel qualification procedures • Not listed on applicable federal debarment, suspension, or exclusion lists • Compliance with applicable federal, state, and local laws and regulations • Subcontractor licensing and compliance, if applicable • Disclosure of any applicable federal debarment, suspension, or exclusion affecting eligibility to contract with the City	Points Based	15 *(15% of Total)*

7.	**Service and Job Requirements** **Evaluation Focus**: • Ability to provide services in accordance with the required days and hours of coverage • Timely arrival and continuous coverage during scheduled service periods • Procedures for notifying the City of delays, absences, or coverage issues • Ability to provide additional armed and / or unarmed security services when requested • Emergency response procedures and availability • Incident documentation and reporting • Procedures for documenting suspicious activity, disturbances, theft, vandalism, hazardous conditions, and other incidents • Coordination with Library staff, City personnel, and law enforcement when appropriate • Continuity of coverage and qualified replacement personnel • Quality assurance and performance monitoring	Points Based	10 *(10% of Total)*

	• Overall ability to successfully meet the City's Scope of Work and service requirements		

3.2. Phase 2 (OPTIONAL)

No.	Evaluation Criteria	Scoring Method	Weight (Points)

1.	**Interview / Presentation / Demonstration** **Evaluation Focus**: • Demonstrated understanding of the solicitation requirements and project scope • Qualifications and experience of proposed key personnel • Ability to provide the requested goods and/or services • Project approach, methodology, and implementation strategy • Communication, coordination, and responsiveness • Schedule management and ability to meet deadlines • Quality assurance and safety procedures, if applicable • Demonstrated technical capabilities and problem-solving approach • Ability to respond to Evaluation Committee questions clearly and thoroughly • Overall capability to successfully perform the contract requirements	Points Based	100 *(100% of Total)*

4. Vendor Questionnaire

Vendors must provide **complete and accurate responses** to all questions in this questionnaire, including any required confirmations and the **upload of all specified supporting documents** (e.g., forms, attachments, and templates). All required fields, checkboxes, and uploads must be addressed.

Failure to fully answer any question, provide required confirmations, or include all requested documentation may render your submission non-responsive and subject to disqualification from further consideration in the solicitation process.

4.1. Conflict of Interest Questionnaire (Form CIQ)*

Pursuant to Chapter 176 of the Texas Local Government Code, vendors contracting with or seeking to contract with the City of Killeen must file a completed Conflict of Interest Questionnaire (Form CIQ) with the appropriate records administrator **no later than seven (7) business days** after beginning contract discussions or negotiations, or after submitting a response to this solicitation. The Form CIQ can be downloaded here:

https://www.ethics.state.tx.us/data/forms/conflict/CIQ.pdf

Please confirm your understanding and willingness to promptly download, complete, and submit the Form CIQ upon the City's request:

☐ Please confirm

*Response required

4.2. References*

Contractors shall submit at least three (3) business references for the proposed item. Each reference must include:

- Business name
- Contact person
- Address
- Telephone number
- Email address (if available)

References should be from customers for whom the contractor has provided similar services or products. These references may be contacted by the City of Killeen as part of the evaluation process.

Please download, complete, and upload the following document:

- References.pdf

*Response required

4.3. Certificate of Interested Parties (Form 1295)*

If awarded a contract, the vendor must submit the Certificate of Interested Parties (Form 1295) **online** through the Texas Ethics Commission's filing application as required by Texas Government Code Section 2252.908. A business entity must use the Commission's online system to enter the required information, generate the form, and obtain a unique certification of filing number. An authorized agent of the business entity must sign the printed copy, and that certified copy must be provided to the City of Killeen within seven (7) business days after contract discussions or negotiations.

The online filing system is available at: https://prd.tecprd.ethicsefile.com/File

Please confirm that you will download, complete, and submit the Certificate of Interested Parties (Form 1295) immediately upon request by the City of Killeen and in accordance with the filing requirements:

☐ Please confirm

*Response required

4.4. Acknowledgement – "Boycott Israel"*

By submitting this proposal, the vendor hereby acknowledges that it does not boycott Israel and will not boycott Israel during the term of this contract. Boycotting Israel is defined in Texas Government Code section 808.001 to mean refusing to deal with, terminating business activities with, or taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

☐ Please confirm

*Response required

4.5. Acknowledgement – "Boycott Energy Companies"*

By submitting this proposal, the vendor hereby acknowledges that it does not boycott energy companies and will not boycott energy companies during the term of the contract. "Boycott energy company" is defined in Texas Government Code section 809.001 to mean, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company: (A) engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; or (B) does business with a company described by Paragraph (A).

☐ Please confirm

*Response required

4.6. Acknowledgement – "Prohibition on contracts with companies that discriminate against firearm and ammunition industries"*

By submitting this proposal, the vendor hereby acknowledges that it does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and will not discriminate during the term of the contract against a firearm entity or firearm trade association.

Discriminate against a firearm entity or a firearm trade association are defined in Texas Government Code section 2274.001 as (A) with respect to the entity or association, to (i) refuse to engage in the trade of any goods or services; (ii) refrain from continuing an existing business relationship; (iii) terminate an existing business relationship; or (iv) otherwise express a prejudice against the entity or association; and (B) does not include the established policies of a merchant, retail seller, or platform that restrict or prohibit the listing or selling of ammunition, firearms, or firearm accessories.

☐ Please confirm

*Response required

4.7. Acknowledgment – "Antitrust Law Certification"*

By submitting this proposal, the vendor hereby acknowledges that neither the vendor nor the entity represented by the vendor, or anyone acting for such entity has violated the antitrust laws of the State of Texas, codified in Section 15.01 et seq., Texas Business and Commerce Code, or the Federal antitrust laws, nor communicated directly or indirectly, prior to the solicitation opening with any competitor or any other person engaged in such line of business.

☐ Neither a violation has occurred nor prohibited communication has taken place.
☐ A violation has occurred or prohibited communication has taken place.
*Response required

4.8. Acknowledgement - "Community Development Block Grant (CDBG)"*

By submitting this proposal, the vendor hereby acknowledges understanding that projects may be funded in whole or in part by the U.S. Department of Housing and Urban Development Community Development Block Grant (CDBG) or Home Investment Partnerships Act (HOME Program) and may be subject to submittal of certified payroll documentation as required by HUD funded construction projects to the extent required by Davis-Bacon and Related Acts (DBRA); confirmation of eligibility for participation through the Excluded Parties Listing System (EPLS) - System for Award Management (SAM.gov) or the Texas Debarred Vendor List.

☐ Please confirm

*Response required

4.9. Acknowledgement – "Disadvantaged & Underrepresented Businesses"*

Where applicable for federal awards, by submitting this bid/proposal, the vendor hereby acknowledges support for the inclusion and equitable opportunity for disadvantaged and underrepresented business enterprises and will ensure that small businesses, minority-owned, women-owned, veteran-owned, service-disabled veteran-owned, and other similarly qualified firms are considered as set forth in **2 C.F.R. §200.321**. The vendor further acknowledges that, where applicable under federal awards, the OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards encourages recipients and subrecipients to ensure, when practicable, that such businesses are considered in procurement and contracting. Vendor shall apply these requirements to any subcontractors.

☐ Please confirm

*Response required

4.10. Acknowledgement – "Domestic Preference for Procurements"*

By signing and submitting this proposal, the Vendor hereby verifies that, to the greatest extent practicable and consistent with applicable law, it will, when using federal award funds, provide a preference for the purchase, acquisition, or use of goods, products, and materials produced in the United States, as required by **2 C.F.R. § 200.322** (Domestic Preferences for Procurements). "Produced in the United States" means that all manufacturing processes, from the initial melting stage through the application of coatings, for iron and steel products occur in the United States. The Vendor further acknowledges that this requirement must be included in all subcontracts, purchase orders, and other contractual instruments under any resulting contract and will comply with this requirement during the term of the contract.

☐ Please confirm

*Response required

4.11. Acknowledgement - "Tariff Clause" (If Applicable)*

By submitting this proposal, the Vendor acknowledges that it has read, understands, and agrees to comply with any Tariff Clause included in this solicitation, if applicable. The Vendor further agrees that any request for price adjustment due to tariffs, duties, or taxes shall be submitted and evaluated in accordance with the terms and limitations specified in the solicitation.

☐ Please confirm

*Response required

4.12. Criminal Convictions Disclosure*

Has the owner(s) of the company been convicted of a crime within the past ten (10) years (excluding minor traffic violations)?

☐ Yes — The owner(s) has been convicted of a crime within the past ten (10) years. (If "Yes," attach a separate sheet providing details including the name of the individual, offense, jurisdiction, and date of conviction.)
☐ No — The owner(s) has not been convicted of a crime within the past ten (10) years.
*Response required

4.13. Criminal History Disclosure*

Have you, or any member of your Firm or Team to be assigned to this engagement, **ever been indicted or convicted of a felony or a misdemeanor greater than a Class C** (excluding minor traffic violations) in the last five (5) years?

☐ Yes — A member of the Firm or Team has been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years. (If "Yes," attach a separate sheet providing details including the individual's name, offense, court, and date of conviction/indictment.)
☐ No — No member of the Firm or Team has been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years.
*Response required

4.14. Litigation / Claims History*

Has your Firm or Team, you, or any member of your Firm or Team been involved in any claim, lawsuit, arbitration, or litigation with the City of Killeen or any other Federal, State, Local Government, or private entity during the last ten (10) years?

☐ Yes — A member of the Firm or Team has been involved in litigation in the last ten (10) years. (If "Yes," attach a separate sheet providing details including case/claim name, parties, nature, forum, date filed, current status/outcome.)
☐ No — No member of the Firm or Team has been involved in litigation in the last ten (10) years.
*Response required

4.15. Termination for Work Disclosure*

Has your Firm or Team, you, or any member of your Firm or Team ever been terminated (for cause or otherwise) from any contracted work performed for the City of Killeen or any other Federal, State, Local Government, or private entity?

☐ Yes — The Firm or Team, or a member of the Firm or Team, has been terminated from contracted work. (If "Yes," attach a separate sheet providing details including entity, reason, date, resolution).
☐ No — The Firm or Team and no member of the Firm or Team has been terminated from contracted work .
*Response required

4.16. Bankruptcy / Reorganization Disclosure*

Has the company been in bankruptcy, reorganization, or receivership in the last five (5) years (whether voluntary or involuntary)?

☐ Yes — The company has been in bankruptcy, reorganization, or receivership in the last five (5) years. (If "Yes," attach a separate sheet with details including dates, jurisdiction, chapter (if applicable), and current status.)
☐ No — The company has not been in bankruptcy, reorganization, or receivership in the last five (5) years.
*Response required

4.17. Operational History - Continuous Services Provided*

Has the company provided continuous services as requested in this solicitation and operated in this capacity for two (2) years without interruption?

☐ Yes — The company has provided continuous services and operated in this capacity for two (2) years without interruption.
☐ No — The company has not provided continuous services and operated in this capacity for two (2) years without interruption.
*Response required

4.18. Disclosure of Debarment, Suspension, or Exclusion*

Has the company **been disqualified, debarred, suspended, or listed on any excluded parties list** (including, but not limited to, the General Services Administration's list of parties excluded from federal procurement and nonprocurement programs) by any public agency, including the Federal Government?

☐ Yes — The company has been disqualified, debarred, suspended, or listed on an excluded parties list. (If "Yes," attach a separate sheet providing details including dates, issuing agency, and current status.)
☐ No — The company has not been disqualified, debarred, suspended, or listed on an excluded parties list.
*Response required

4.19. Disclosure of City Employee/Official Financial or Other Interest*

Does any **City of Killeen employee or official** (including elected officials or appointed board/commission members) or any immediate family member of such persons have **any financial or other interest** in your company (e.g., ownership, employment, equity, consulting relationship, or other benefit)?

☐ Yes — A City of Killeen employee, official, or their immediate family has a financial or other interest in the company. (If "Yes," attach a separate sheet providing details including the individual's name, relationship to the City, nature of interest, and any relevant dates.)
☐ No — No City of Killeen employee, official, or their immediate family has a financial or other interest in the company.
*Response required

4.20. Ability to Perform Services as Specified*

Can the company **perform and provide the services exactly as described in the solicitation specifications and Scope of work?**

☐ Yes — The company can perform and provide the services as specified.
☐ No — The company cannot perform and provide the services as specified. (If "No," attach an explanation identifying any exceptions or limitations.)
*Response required

4.21. Service Commencement After Award*

When can the company begin providing services after award? Please state the **number of calendar days** required from **award/notice to proceed** until the company can commence full performance of the services requested in this solicitation:

Answer (number of days):

*Response required

4.22. Point of Contact to Resolve Issues (Delivery or Invoice)*

Please provide the **primary point of contact** the City may reach regarding service issues, delivery questions, or invoice/payment matters. Include the following information:

- **Name:**
- **Title/Role:**

- **Company:**
- **Mailing Address:**
- **Phone Number:**
- **Email Address:**

*Response required

4.23. Cooperative Governmental Purchasing Notice*

Other governmental entities may maintain interlocal agreements with the City of Killeen and **may elect**, but are not obligated, to purchase goods and services defined in this solicitation from the successful proposer. Any such purchases by another governmental entity will be **billed directly to and paid by that entity**. The City of Killeen will not be responsible for another entity's debts. Each governmental entity will place its own orders with the successful bidder and will be responsible for ensuring full compliance with the specifications. Prior to purchases by other governmental entities, the City will notify the successful bidder of their intent.

Please indicate below if you will permit **other governmental entities** to purchase from your agreement with the City of Killeen:

☐ Yes — I agree to allow other governmental entities to purchase under the contract awarded through this ITB.
☐ No — I do not agree to allow other governmental entities to purchase under the contract awarded through this ITB.
*Response required

4.24. Copyrighted / Confidential Information – Texas Public Information Act*

All bids or proposals, data, and information submitted to the City of Killeen are subject to release under the **Texas Public Information Act (PIA)**, unless the information is specifically exempt from disclosure under the Act or other applicable law. Information submitted to the City is presumed to be available to the public upon request, and may be released unless a statutory exception applies or the Office of the Attorney General determines it should be withheld.

You are **not encouraged** to submit data and/or information that you consider to be confidential or proprietary unless it is *absolutely necessary* for the City to understand and evaluate your submission.

Instructions for Submitting Confidential/Proprietary Information

- Clearly **label each page** that contains information you believe to be confidential or proprietary.
- Do **not** label entire documents wholesale; only the specific portions you consider confidential should be marked.
- You may use colored paper (e.g., yellow or pink) to assist in distinguishing pages with claimed confidential information.

- **Failure to clearly label the specific information on the actual pages** will be considered a waiver of confidential/proprietary rights in that information.

If the City receives a public information request that involves your submission, the City will notify you so you may **assert your claim of confidentiality to the Office of the Attorney General** and provide reasons supported by applicable law.

Please indicate below:

☐ The proposal/bid submitted to the City contains NO confidential information and may be released to the public if required under the Texas Public Information Act.
☐ The proposal/bid submitted contains confidential information, which is properly labeled as described above.
*Response required

4.25. Location of Confidential Information*

If your proposal contains confidential or proprietary information, please **identify where it is located**. Be as specific as possible so that the City can locate the information quickly if a Public Information Act request is received.

For each instance of confidential or proprietary information in your proposal, include:

- **Section/Tab Name:**
- **Page Number(s):**
- **Paragraph/Table/Item Reference:**
- **Brief Description of Information Claimed as Confidential:**

*Response required

4.26. Insurance Compliance*

Does the contractor **maintain the insurance coverage as specified in the insurance requirements** section of this solicitation, including minimum coverages, limits, and any proof of insurance requirements (e.g., certificates of insurance)?

☐ Yes — The contractor maintains all required insurance coverages as specified.
☐ No — The contractor does not maintain all required insurance coverages as specified. (If "No," attach a sheet explaining any differences between your current insurance coverage and the insurance specified in the solicitation, including coverage type, limits, or any conditions/exceptions that apply.)
*Response required

4.27. Company's First Year of Business Operation*

Please indicate the **first year your company began business operations** (the calendar year the company was established and began providing services):

This helps the City understand the vendor's experience and length of operation as part of its responsibility determination.

Answer (Years):

*Response required

4.28. Insurance Broker Information*

Please provide the **insurance broker or agent** information for the insurance policies that cover your company's operations related to this solicitation. Include each of the following:

- **Insurance Broker / Agency Name:**
- **Contact Name:**
- **Phone Number:**
- **Fax Number (if applicable):**
- **Email Address:**

Collecting broker contact information is a standard part of vendor questionnaires so the awarding agency can verify coverage or follow up on policy details if needed.

*Response required

4.29. Pending Insurance Claims*

Are there **any claims currently pending** against your company's insurance policies?

☐ Yes — There are pending claims. (If "Yes," attach a separate sheet providing details including the date the claim was filed, the nature of the claim, the insurer, and current status.)Asking about pending claims helps assess risk or potential liabilities that may affect the vendor's ability to perform under a public contract.
☐ No — There are no pending insurance claims.
*Response required

4.30. Recent Sales / Public Agency Project History*

Please **list up to five (5) of your most recent sales or contract engagements** with other public agencies (governmental entities) and/or other customers that are relevant to the goods/services defined in this solicitation. Include the following information for each:

- **Customer/Agency Name:**
- **Contact Person and Title:**
- **Phone Number:**
- **Description of Goods/Services Provided:**
- **Contract/Order Amount ($):**
- **Date(s) of Performance/Delivery:**

*Response required

4.31. Emergency Business Service Contact Notice*

During a natural disaster, homeland security event, or other emergency situation, the City of Killeen **may need access to your business for products or services after normal business hours and/or on holidays**. The City may request **City personnel pick up** or **vendor delivery** of products or services in such events.

For this purpose, vendors **must provide both a primary and a secondary emergency contact name and phone number**, and it is **critical that this emergency contact information remains current**. Vendors shall notify the City by **email** of any changes to the emergency contact names or phone numbers. Updates may be emailed to: SPrice@killeentexas.gov

All products or services requested during an emergency event are to be supplied **at the established contract prices, terms, and conditions**. Vendors shall also provide the **fee (pricing) for an after-hours emergency opening of the business**, if applicable. In general, orders will be placed using a City of Killeen procurement card (MasterCard) or a City-issued Purchase Order, and billing must include any emergency opening fee.

Please **download the document listed below, complete it in full, and upload it** with your proposal submission:

- Emergency_Business_Service_...

*Response required

4.32. Proposal Documents*

Upload your **complete proposal** in this section, if applicable to this solicitation. For solicitations requiring pricing to be entered directly into the system (e.g., bids), vendors may upload a placeholder document (e.g., a brief statement indicating “No additional documents to upload”) to satisfy this requirement. Vendors may also use this section to provide any supplemental or supporting documentation.

*Response required

5. Reservation of Rights

5.1. Reservation of Rights

A. In connection with the RFP, the City of Killeen reserves all rights (which rights may be exercised by the City in its sole discretion) available to it under applicable laws, including without limitation, and with or without cause and with or without notice, the right to:

B. Cancel this RFP, in whole or in part at any time before the execution of a contract by the City of Killeen, without incurring any cost, obligations, or liabilities.

C. Issue addenda, supplements, and modifications to this RFP.

D. Revise and modify, at any time before the RFP submittal due date, the factors and/or weights of factors the City will consider in evaluating RFP submittals and to otherwise revise or expand its evaluation methodology as set forth herein.

E. Extend the RFP submittal due date.

F. Investigate the qualifications of any respondent under consideration and require confirmation of information furnished by the respondent.

G. Require additional information from a respondent concerning contents of its RFP submittal and/or require additional evidence of qualifications.

H. Waive or permit corrections to data submitted with any response to this RFP until such time as the City declares, in writing, that a particular stage or phase of its review of the responses has been completed or closed.

I. Reject at any time, any or all submittals, responses and RFP submittals received.

J. Terminate, at any time, evaluations of responses received.

K. Appoint an evaluation committee to review RFP submittals or responses and make recommendations.

L. Hold interviews, conduct discussions, and correspond with one or more of the respondents to this RFP for improved understanding and evaluation of the responses to this RFP.

M. Seek or obtain data from any source that has the potential to improve the understanding and evaluation of the responses to this RFP.

N. Disclose information contained in an RFP submittal to the public as required under the Texas Public Information Act.

O. Authorize respondents to substitute key personnel until the City declares, in writing, that a particular stage or phase of its review has been completed and closed.

P. Waive deficiencies in an RFP submittal, accept and review a non-conforming RFP submittal or seek clarifications or supplements to an RFP submittal.

Q. Disqualify any respondent that changes its RFP submittal without the City's authorization.

R. Exercise any other right reserved or afforded to the City of Killeen under this RFP. The City reserves the right to modify the process, in its sole discretion, to address applicable law and/or the best interest of the City.

The City shall not, under any circumstances, be bound by or liable for any obligations with respect to RFP 27-15 Security Officer Services for the Killeen Public Library until such time a contract has been awarded and all necessary approvals obtained in form and substance satisfactory to the City have been executed and authorized, and then only to the extent of such agreements.