



**REQUEST FOR PROPOSAL  
SECURITY SYSTEM – NORTHWEST EXPANSION**

450 W. Paseo Redondo  
Tucson, AZ 85701

Website: <https://www.elrio.org>

RFPs: <https://www.elrio.org/about-elrio/rfps/>

Email: [contracts@elrio.org](mailto:contracts@elrio.org)

Proposals must be received by **December 13, 2024, by 5:00 P.M. (AZ MST)**

Submit proposals to [contracts@elrio.org](mailto:contracts@elrio.org), subject line: El Rio Health Security System  
Northwest Expansion RFP

Questions may be directed to the attention of the El Rio Health Compliance  
Department at [contracts@elrio.org](mailto:contracts@elrio.org).



## **MISSION STATEMENT**

El Rio Health Santa Cruz Neighborhood Health Center Inc.'s ("El Rio Health") mission is to improve the health of our community through comprehensive, accessible, affordable, quality, and compassionate care. El Rio Health's Health Home mission is to provide our patients with integrated comprehensive quality care with the ongoing vision to optimize their overall health and quality of life.

## **ABOUT EL RIO HEALTH**

El Rio Health is dedicated to providing health care for all people. Since El Rio Health began in 1970, we have grown from 10,000 patients to 128,488 patients in 2023, and currently serve 1 in 10 community members for primary, dental, and behavioral health care. We are proud to be one of the most innovative, highly regarded, non-profit health centers in the United States, and we are the nation's 18<sup>th</sup> largest federally qualified health center (FQHC) by total number of patients served. Annual revenues are approximately \$280 million per year and the organization has more than 1,800 dedicated employees. Our health care is delivered by compassionate, professionally trained, and integrated health teams who give from their hearts to provide world class care. "Your Health is Our Passion."

At El Rio Health, we are committed to health equity. Everyone should have the opportunity to attain their full health potential without being discriminated against or disadvantaged. We strive to provide care that makes all our patients feel safe, heard, and valued. Part of creating health equity is committing to diversity and inclusion within our clinics, among our patients and our staff. We believe it is critical for our staff, not only to look like but also to understand and empathize with the community we serve. We acknowledge and celebrate the national origin, language, race, ethnicity, culture, age, religion, income, physical and mental ability, gender identity, and sexual orientation of our patients and our employees.

El Rio Health receives funding from health insurers, patient co-pays, reduced patient fees from those that qualify for our sliding fee scale, government grants and private donations to the El Rio Health Center Foundation. El Rio Health is a 501(c)(3) Non-Profit organization, as well as a Federal Tort Claims Act Deemed Facility. This health center receives Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. Additionally, El Rio Health is Joint Commission accredited, has achieved Level 3 patient-centered medical home status from the National Committee for Quality Assurance, and is recognized as a Healthcare Equality Index (HEI) Leader in LGBTQ Healthcare Equality by the Human Right Campaign. In 2024, El Rio Health achieved continued Silver status as a Health Center Quality Leader and received the Advancing HIT for Quality, and Addressing Social Risk Factors Awards from the Health Resources and Services Administration (HRSA). In October 2023, we achieved Silver status by the American Medical Association as a Joy in Medicine™ Health System Recognition Program.

El Rio Health provides comprehensive health care services at 14 locations. We offer patients comprehensive health care including Adult/Family/Pediatric/Teen & Young Adult Medicine, Behavioral Health, Medication Assisted Treatment (MAT), Dental Care, OB/GYN, Midwifery, Breastfeeding, and WIC Care, Pharmacy, Lab, Radiology, Specialized HIV/AIDS Care, Transgender Medicine, Exercise, Wellness, and Physical Therapy services.

## **INTENT**

El Rio Health is soliciting offers from commercial security vendors for the installation and pricing of various kinds of security equipment including cameras, panic buttons, access control, and monitoring services. Said



equipment will be delivered to the new El Rio Health Center located at 4888 North Stone Avenue, Tucson, Arizona. This RFP shall include the work required to meet the scope of work and any resulting contract.

## **BACKGROUND**

The Offeror will provide competitive pricing for security equipment and monitoring services for the new El Rio Health Center located at 4888 N Stone Ave, Tucson, AZ 85704. This site is a 91,578 sq foot, two-story, standalone medical building that is being remodeled and will be used as a community health center that will provide services ranging from Dental Care, Primary Care, Pharmacy, Laboratory, Radiology, Sports Medicine, Physical Therapy, and Behavioral Health services. The Offeror will be required to provide the installation of commercial security equipment, monitoring services, site visits, as well as collaborating with the El Rio Health Facilities team, Meridian, BWS Architects and Venn Construction.

## **SCOPE OF SERVICES**

1. The Offeror will provide pricing for the specific items listed in the RFP. Substitutions of equal or better performance are allowed. Equal items will be considered, provided the offer clearly describes the item. Offers for equal items will state the brand and model number or level of quality. The determination by El Rio Health as to what items are equal shall be final. The Offeror should be prepared to provide a sample of products equal to products listed in other submissions.
2. The Offeror shall submit a copy of all licenses, certifications, accreditation, and/or permits which may be required by state, federal and/or local law, statute or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, El Rio Health reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.
3. If there are shipping charges and/or installation fees, they must be listed separately in the submission.
4. Delivery will be directly to El Rio Health Center, 4888 N. Stone Avenue, Tucson, Az 85704.
5. Equipment may arrive for installation prior to the completion of the remodel. The Offeror shall be prepared to store the equipment at the Offeror's expense until installation is scheduled. If there is a separate charge for storage and/or delayed delivery, the offeror must include that cost as a line item in the submission.
6. El Rio Health is a 501(c)(3) tax exempt organization. Materials are tax exempt, but tax will be paid on labor charges. Tax exemption letters are available upon request.
7. El Rio Health reserves the right to:
  - a. Award bids received based on individual items, or groups of items, or on the entire list of items
  - b. To reject any or all bids, or any part thereof
  - c. To accept the bid that is in the best interest of El Rio Health
8. All items purchased will be due for delivery on the date requested by El Rio Health and in a single delivery. Delivery will be determined by the construction project completion date.

## **DETAILED OBJECTIVE AND SOLUTION REQUIREMENTS**

The following section included detailed questions regarding the minimum requirements for this RFP.

1. Please tell us about the structure of your company. This summary should include financial status / economic conditions of the company, general staffing/number of employees, organizational structure and experience providing security equipment, monitoring and design services, especially for a FQHC.
2. Provide a list of qualifications of the Offeror and/or the staff of the Offeror's organization who will be involved in the project. This list shall include number of certified technicians and levels of experience regarding the proposed solution.
3. Pricing. Provide a detailed explanation of the pricing for this project, including labor costs per hour. Please see Exhibit A for locations of panic buttons, cameras, and card readers.
4. Monitoring. Provide detailed explanation of the pricing for monitoring services per month, plus any



optional monitoring services.

5. Equipment. Provide detailed explanation of any discounts on list price and installation rate per hour.
6. Training. Provide cost of operator training.
7. Warranty. Provide detailed warranty on equipment and labor.
8. Services. Provide information on process of requesting technician services and expected response times based on local service hub.

## DATES AND TIMEFRAMES

The following timeline is based on El Rio Health's requirements and represents the activities planned as part of the due diligence process of making an award. El Rio Health reserves the right to change the times and activities as deemed necessary.

<b>RFP Issue Date</b>	November 22, 2024
<b>Submit Written Offeror Questions to</b> <a href="mailto:contracts@elrio.org">contracts@elrio.org</a> . Subject Line: El Rio Health Security System NW Health Center Expansion RFP	December 2, 2024 @ 5:00pm (MST)
<b>Answers to Submitted Questions</b> will be emailed to all Offerors and posted at <a href="https://elrio.org/about/rfps">https://elrio.org/about/rfps</a>	December 6, 2024 @ 5:00pm (MST)
<b>Proposal Submission Deadline</b> Submit Proposal to via email Subject line: El Rio Health Security System NW Health Center Expansion RFP	December 13, 2024 @ 5:00pm (MST)  <a href="mailto:contracts@elrio.org">contracts@elrio.org</a>
<b>Proposals Opened</b>	December 13, 2024
<b>Offeror Presentations</b>	To be determined
<b>Issuance of Award</b>	Week of December 16, 2024

## RESPONSE INSTRUCTIONS

Responses should include only the information requested and no other marketing materials. To ensure that RFP documentation and subsequent information (modifications, clarifications, addendum, written questions & answers, etc.) is directed to the appropriate persons within the financial institution, please provide the following information:

- Name of primary contact
- Mailing address of primary contact
- Telephone number of primary contact(s)
- E-mail address of primary contact
- Additional contact people with same information provided as primary contact(s)

## PROPOSAL REQUIREMENTS

1. The Offeror agrees to provide their best and final price in the submitted proposal. El Rio Health will only accept the first and final offer; we do not allow secondary proposal/pricing to be presented.



2. The Offeror agrees if they are awarded the request for proposal, that they will deliver the goods/services at the prices set forth in the submitted proposal.
3. The Offeror must submit to background checks and provide information to the Project Director, if requested, prior to any persons being allowed on El Rio Health property.
4. The Offeror will provide a signed and dated copy of the Company IRS W-9 form with the submitted proposal.
5. If requested, the Offeror shall provide three (3) reference clients and three (3) trade references. Reference clients shall be of a similar scope of work as defined herein. Trade references may be banks, equipment suppliers, consumables vendors, staffing agencies, repairs, and maintenance vendors, etc. and shall contain names and phone numbers. References will be checked.
6. The successful Offeror will have attested to following Equal Opportunity Employment Practices: performing background checks on employees, having proof of right of work status of employees, providing employees training on moving and heavy lifting practices, and having appropriate business licenses and insurance policies. All these documents will be shared with the El Rio Health Project Director and the Compliance and Risk Department.
7. The Offeror must NOT appear on the Office of Inspector General (OIG) list of excluded individuals or entities.
8. The Offeror (including any officers, trustees, partners, or employees) must not have a business interest or a close family or domestic relationship with any El Rio Health official, officer, trustee, or employee who was, is, or will be involved in selection, negotiation, drafting, signing, administration, or evaluating Offeror performance. El Rio Health shall make sole determination as to compliance with its Conflict-of-Interest Policy.
9. Offerors must represent that its Proposal, including all work, materials, equipment, and network services comply with governmental and telecommunications regulatory law, ordinances, and regulations within their respective jurisdictions.
10. Persons with disabilities may request accommodation by contacting [contracts@elrio.org](mailto:contracts@elrio.org). Please make all requests as early as possible to allow time to arrange the accommodation.

### **CRITERIA FOR SELECTION**

1. All eligible proposals will be reviewed and rated based on the award criteria.
2. El Rio Health may request presentations from a short list of Offerors and/or request additional information.
3. The award of a contract based on this request for proposal represents the best value for and is in El Rio Health Center's best interest.
4. In no event will El Rio Health be limited to selecting a proposal based solely upon total cost submitted.
5. Although critical, price is only one of the determining factors for the award. El Rio Health reserves the right to make an award without further discussion of the proposals submitted. Proposal evaluations are based solely on the information provided.
6. All Offerors will be notified whether they have or have not been:
  - a. selected to provide a presentation
  - b. are the successful Offeror for the request for proposal

### **OPENING OF PROPOSALS**

1. Proposals will be opened promptly after the deadline to submit proposals. This is not a public opening, and vendors are not invited to attend.
2. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of the Offeror will be recorded.
3. Proposals not received on time will not be opened.



### **AWARD OF CONTRACT**

1. El Rio Health reserves the right to accept the proposal and award this request for proposal to an Offeror that is in the best interest and provides the best value for El Rio Health.
2. El Rio reserves the right to reject all proposals or any part thereof.
3. El Rio Health reserves the right to enter into contractual negotiations and if necessary; modify any terms and conditions of a final contract with the respondent whose Proposal offers the best value to El Rio Health.
4. The final Agreement (Contract) will be signed by El Rio Health and the successful Offeror and returned within an agreed timeframe after the date of Notice of Award. No Agreement will be effective until it has been fully executed by all parties thereto.
5. El Rio Health would prefer to have an ongoing relationship with the chosen Offeror. The character and operating principles of the successful Offeror are important to El Rio Health. After contractual Award it will be important to continue to work with the RFP Team throughout Implementation of the services.

### **GENERAL INFORMATION**

1. Any questions must be submitted by 5:00 pm (MST) on December 2, 2024, allowing sufficient time for a reply to reach all Offerors prior to the submission of their proposals. El Rio Health will post answers to all questions to our website at <https://elrio.org/about/rfps/> under the title of this RFP.
2. Answers to any questions submitted prior to the deadline to submit any questions will be posted on the El Rio Health website RFP link to maintain fair and open competition. No response will be given to any questions submitted after 5:00 pm (MST) on December 2, 2024.
3. General marketing and promotional material are neither required nor desired. The responding firms should concisely but completely describe the service they feel is appropriate for El Rio Health.
4. All questions about the meaning or intent of this request for proposal shall be submitted in writing via email to the Compliance Department via the following email address: [contracts@elrio.org](mailto:contracts@elrio.org). A prompt e-mail response may be expected with copies of the Question(s) and Answer forwarded to all Offerors responding to this RFP. Questions received less than five (5) business days prior to the date for opening of proposals may not be answered.
5. Offerors shall submit a Proposal to: [contracts@elrio.org](mailto:contracts@elrio.org)
6. El Rio Health will not be responsible for any costs incurred by an organization in preparing, delivering, or presenting proposals to this RFP. Once submitted, vendor proposals will become property of El Rio Health and will not be returned.
7. El Rio Health cautions Offerors to assure actual delivery and receipt of any mailed proposal prior to the response deadline. El Rio Health will in no way be responsible for delays caused by any occurrence. El Rio Health will not accept or consider proposals submitted via facsimile transmission.
8. Alternate proposals are NOT authorized and will not be considered.

### **INVITATION IS THE ENTIRE AGREEMENT**

This Request for proposal constitutes the entire agreement between the parties with respect to its subject and will not be modified, altered, or amended in any way except as provided for in this Request.

### **GENERAL DISCLAIMER**

This RFP process does not commit El Rio Health to award a contract to any respondent. Any response, including written documentation and verbal communication, by any respondent to this RFP, shall become the property of El Rio Health and may be subject to public disclosure.



**SIGNATURE OF AUTHORIZED REPRESENTATIVE**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Arizona Tax ID: \_\_\_\_\_

Federal Tax ID: \_\_\_\_\_

Applicable Arizona License Number(s): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Contact Person for Clarification  
of Proposal Response: \_\_\_\_\_

Name & Title of Individual

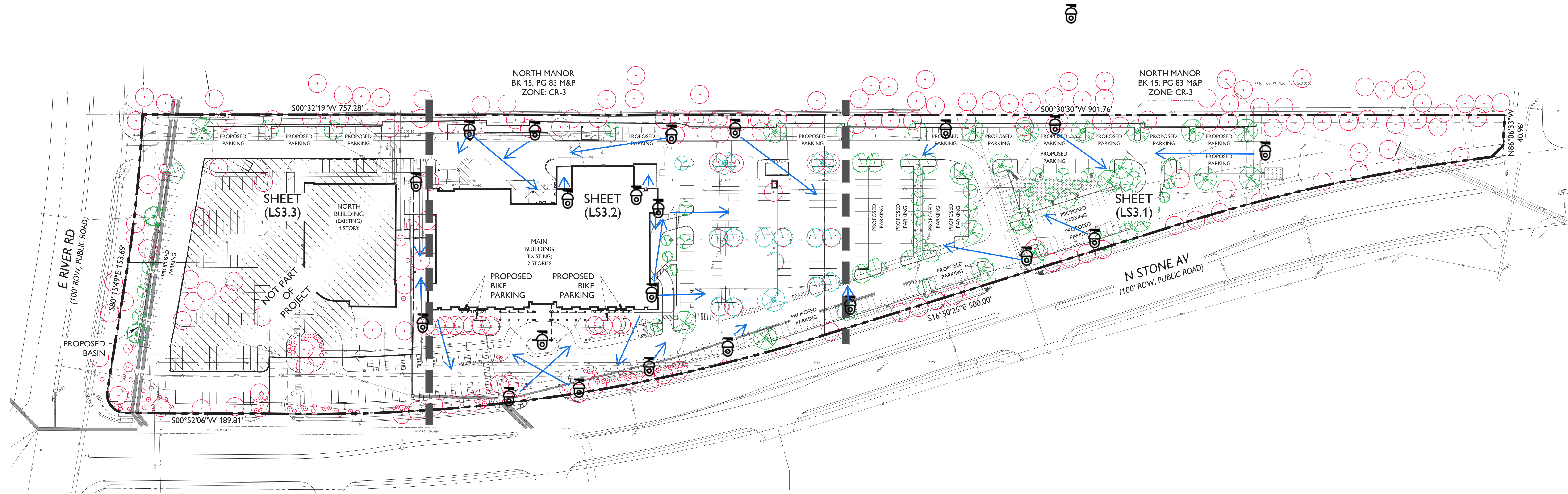
Authorized to Sign for Firm: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_



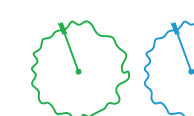

(A completed copy of this page must be included with the proposal)





OVERALL LANDSCAPE

LEGEND

-  PROJECT BOUNDARY
-  MATCHLINE
-  PROPOSED TREE
-  EXISTING TREE

PRELIMINARY - NOT FOR CONSTRUCTION  
FOR REVIEW PURPOSES ONLY

DRAWN BY: FW  
JOB NO: 2408.100  
DATE: 07/24/2024

REVISIONS

Landscape Overall

CONSULTANTS

CIVIL  
Kier + Wright Civil Engineers & Architects  
2850 Collier Canyon Road  
Livermore, CA 94551  
Phone: 925.245.8788

LANDSCAPE  
The Planning Center  
2 E. Congress Street #600  
Tucson, AZ 85701  
Phone: 520.626.6146

STRUCTURAL  
Schneider & Associates  
Structural Engineers, Inc.  
633 E. 9th Street  
Tucson, AZ 85705  
Phone: 520.512.8193

MECHANICAL & PLUMBING  
ZONA Technical Engineering  
6422 E. Shearway Blvd. #130  
Tucson, AZ 85704  
Phone: 520.202.2512

ELECTRICAL  
M3 Engineering  
2501 W. Sunset Road  
Tucson, AZ 85704  
Phone: 520.293.1468



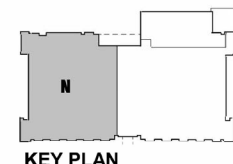
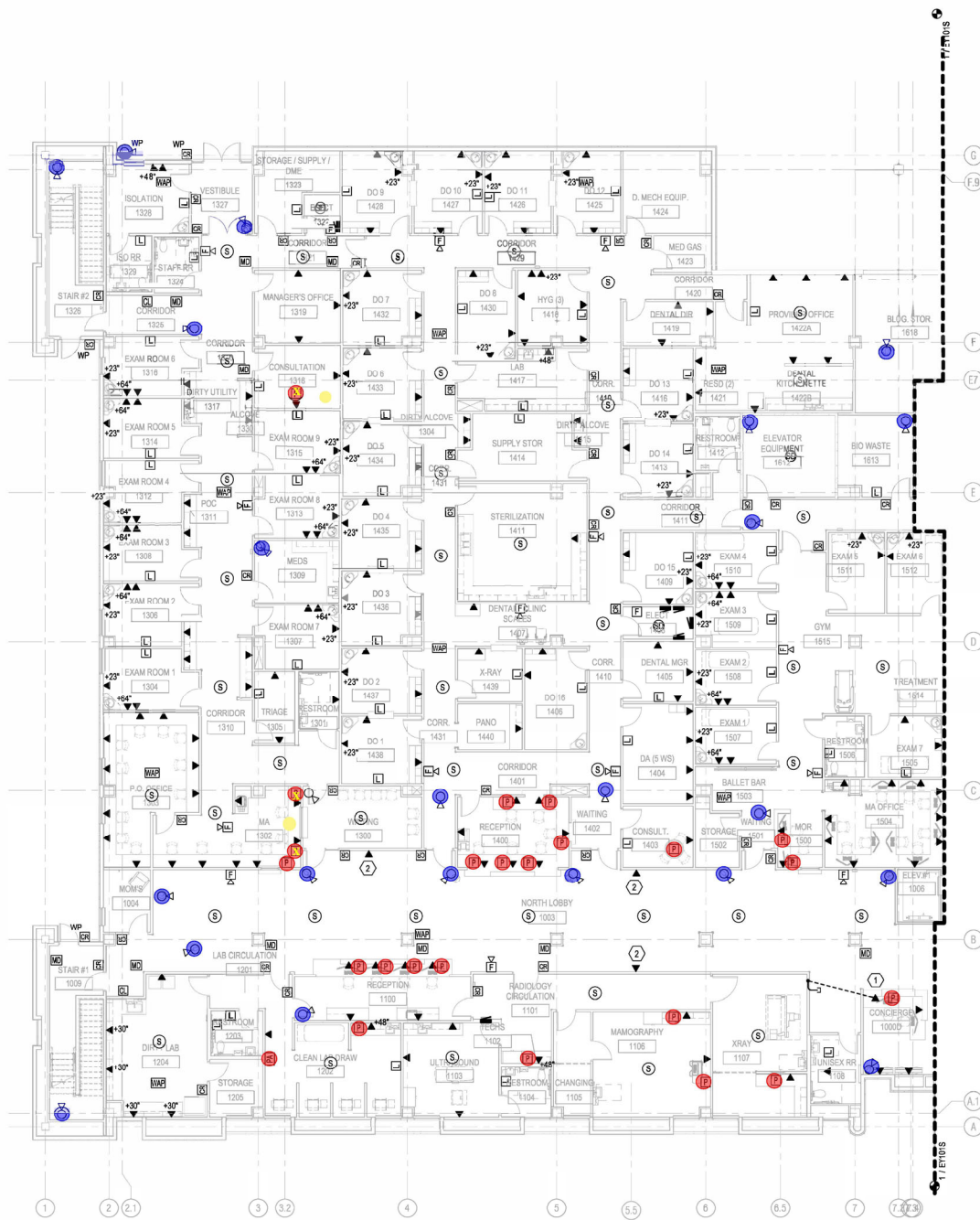
**GENERAL NOTES**

- A. COORDINATE LOCATION OF ALL DATA OUTLET LOCATION(S) WITH ARCHITECT PRIOR TO ROUGH-IN.
- B. FOR ALL NEW UNDERGROUND CONDUITS, PROVIDE SAW CUTTING AS REQUIRED AND PATCH TO MATCH (E). COORDINATE ROUTING WITH ARCHITECT PRIOR TO ROUGH-IN.
- C. PROVIDE PLASTIC BUSHING TO ALL EMPTY CONDUITS.

**KEYNOTES**

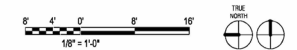
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- 2 RECEPTACLE FOR CONNECTION OF DISPLAY/MONITOR. COORDINATE EXACT MOUNTING LOCATION WITH ARCHITECT PRIOR TO ROUGH-IN.

- PANIC BUTTON LOCATIONS
- CAMERA LOCATIONS
- Remove panic alarm location
- New Panic Alarm Location
- CR ▶ New Card Reader

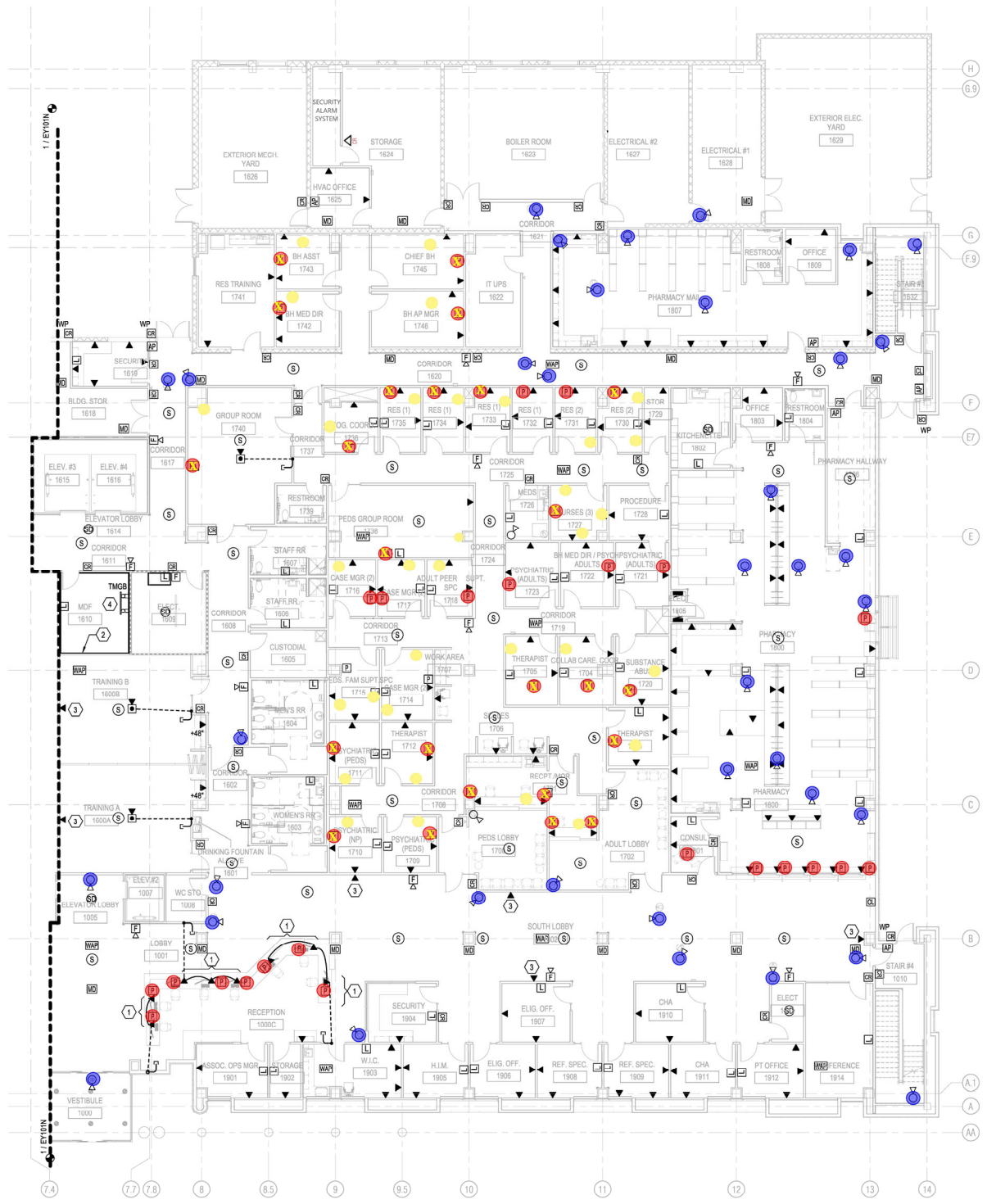


**KEY PLAN**

**NEW SPECIAL SYSTEMS PLAN - FIRST FLOOR NORTH**  
1/8" = 1'-0"



**DRAWN BY:** A  
**JOB NO:** 2405  
**DATE:** 10/04/20  
**REVISIONS**



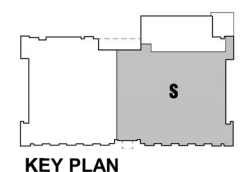
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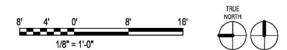
- 1. DEVICE(S) MOUNTED IN MILLWORK. COORDINATE EXACT MOUNTING LOCATION WITH MILLWORK PROVIDER PRIOR TO ROUGH-IN.
- 2. 8" H x 3/4" D x LENGTH AS REQUIRED PLYWOOD BACKBOARD PAINTED ON ALL SIDES WITH (2) COATS OF FIRE RETARDANT PAINT.
- 3. DEVICE FOR CONNECTION OF DISPLAY/MONITOR. COORDINATE EXACT MOUNTING LOCATION WITH ARCHITECT PRIOR TO ROUGH-IN.
- 4. TELECOMMUNICATIONS MAIN GROUND BUS BAR (TMGB), SEE DETAIL #1, SHEET 'E701' FOR ADDITIONAL INFORMATION.

● PANIC BUTTON LOCATIONS  
● CAMERA LOCATIONS  
⊗ Remove panic alarm location  
● New Panic Alarm Location  
CR ▷ New Card Reader



**KEY PLAN**

**1 NEW SPECIAL SYSTEMS PLAN - FIRST FLOOR SOUTH**  
1/8" = 1'-0"



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**DRAWN BY:** A  
**JOB NO:** 2408  
**DATE:** 10/04/24  
**REVISIONS**



FOR MORE INFORMATION  
CONTACT US AT  
3600 WEST 13TH STREET, SUITE 100  
DALLAS, TEXAS 75244  
TEL: 214.353.3333  
WWW.M3ARCHITECTS.COM

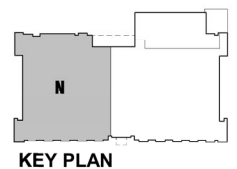
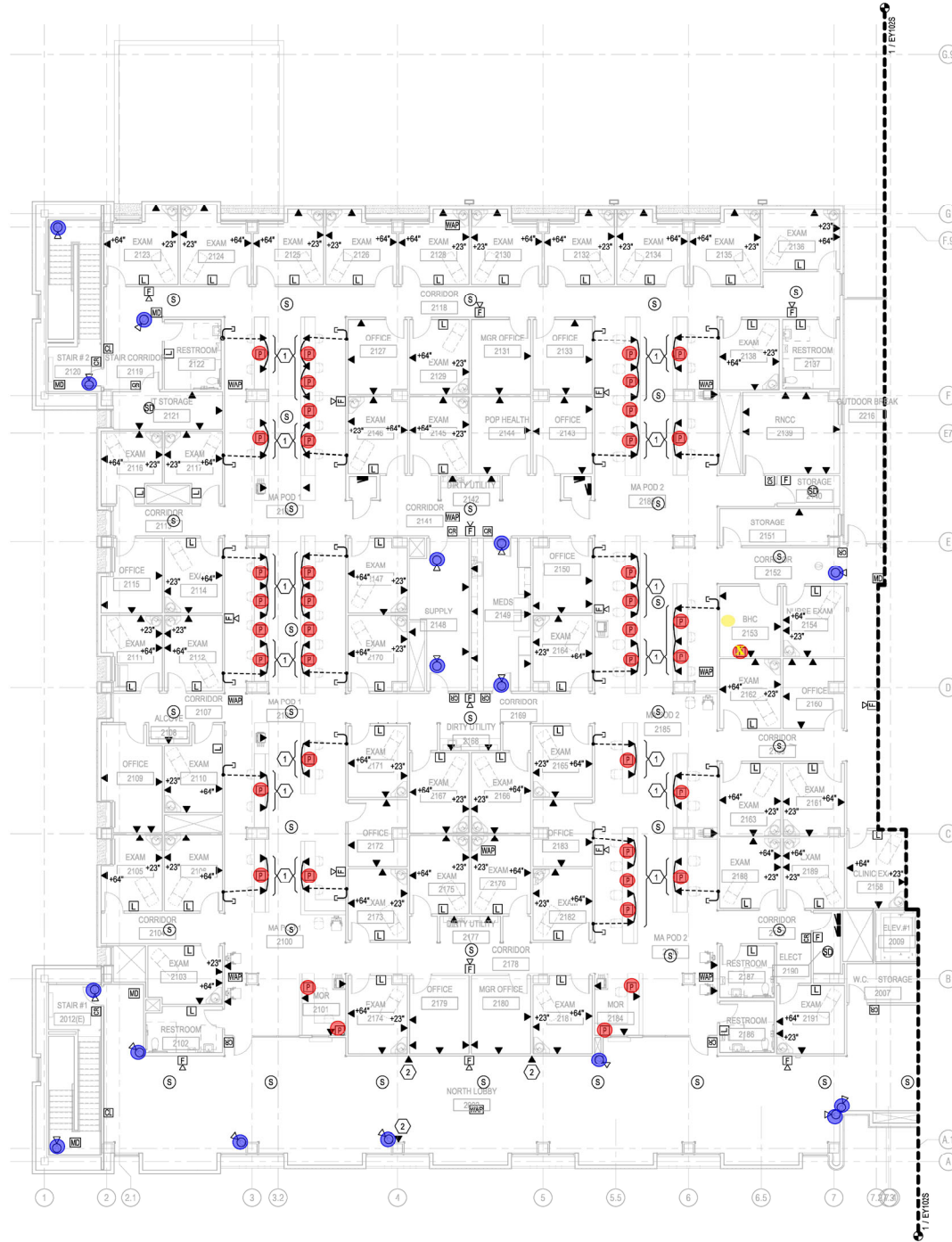
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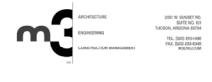
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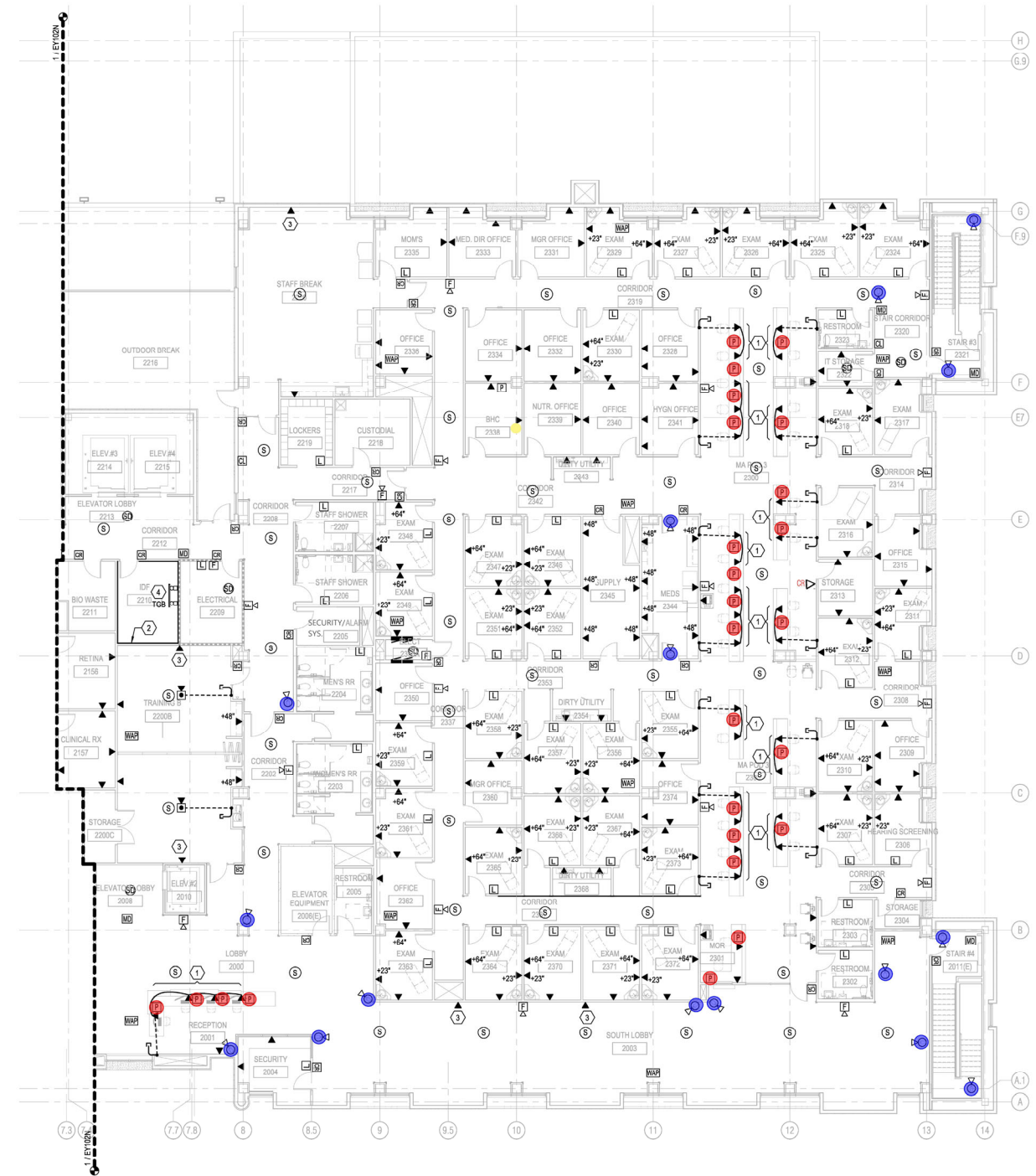
KEY PLAN



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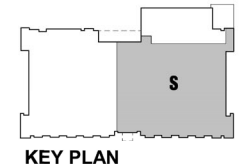
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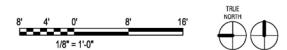
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- CR New Card Reader



**1 NEW SPECIAL SYSTEMS PLAN - SECOND FLOOR SOUTH**  
1/8" = 1'-0"



**DRAWN BY: A**  
**JOB NO: 2408**  
**DATE: 10/04/16**  
**REVISIONS**



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