



80 Watt District- PBID Security Services RFP Project Specifications

REQUEST FOR PROPOSAL

Date: October 18, 2018

The 80 Watt District -PBID is seeking proposals from qualified Contractors to provide **uniformed armed security service** for the PBID boundaries. This document is a Request for Proposal (RFP) for the services described below and does not obligate 80 Watt District -PBID to accept responses from eligible Contractors. The RFP establishes minimum requirements a bidder must meet in order to be eligible for consideration as well as information to be included in the Contractor's bid response. Carefully examine the specifications, conditions and limitations.

CONFIDENTIALITY

The information contained in this RFP is confidential and proprietary. This RFP is provided for the exclusive use of the Respondent (potential "Contractor"). All proposals and supporting documentation shall become the property of 80 Watt District -PBID and will not be returned.

PROPOSAL SUBMISSION AND QUESTIONS

Contractors shall send via email or deliver [# of copies] copies of their proposal to:

Rebekah Evans, Executive Director
80 Watt District - PBID
4636 Watt Avenue #2A
North Highlands, CA 95660

916-495-5599
Info@80WattDistrict.com

Responses to this RFP are due by 5:00 pm on Thursday, November 15, 2018. Late submittals will be rejected. If you do not intend to submit a proposal, please let us know, so that we can reach out to other companies.

QUESTIONS

Any questions regarding this RFP should be submitted via email to the above individual by November 2, 2018. Contractors may not contact other board members of 80 Watt District-PBID without permission of the manager of the RFP process.

EVALUATION CRITERIA

Award criteria may include, but is not necessarily limited, to Contractor's:

- Background and experience in performing requested services
- Capability to deliver integrated services in and across geographic regions
- Availability of resources and how engagement will be sourced
- Track record of innovation and ability to drive continuous improvement
- Contractor's cultural alignment
- Able to meet our need for the hours of support and best financial value

80 Watt District -PBID may at its sole discretion decline to make an award or award all or a part of the scope of work to one or more Contractors and is in no way bound to award the work to one Contractor or to the lowest price response. Proposals will be valid for 90 days from the date of the submitted proposal.

OVERVIEW

The Watt Avenue Partnership (DBA: 80 Watt District-PBID) is a private, non-profit business association responsible for managing and promoting programs to strengthen the economic and cultural well-being of the community. The organization manages a Property and Business Improvement District (PBID) designed to provide supplemental services within the District's boundaries.

PROGRAM DESCRIPTION

The District Patrol (Service) is designed to provide proactive patrols and enforcement, business outreach, and response to calls for stakeholder assistance. The Service will be managed by the District through a contracted provider organization (Contractor).

Contractor shall provide trained officers to deliver the following services:

- Preparation of detailed Post Orders
- Vehicle patrols to provide visual deterrent and enforcement
- Dispatch Service
- Call for Service response for stakeholder/business assistance
- Appropriate daily, weekly and/or monthly reports

The program will consist of:

- Proactive vehicle patrols, twelve (12) – sixteen (16) hours per day
- Options must be available to extend patrols 24/7
- 24/7 Call for Service response to stakeholder/property owner/business calls
- Proposer may propose a plan outside of these parameters for consideration

After approving the final work schedule, the District shall be notified in advance and shall approve any alteration of the work schedule.

AREA SERVED

Patrol/Response area as designated by the District serves The 80 Watt District-PBID boundary generally includes parcels fronting Longview Drive between Watt Avenue and Roseville Road, parcels fronting the east side of Roseville Road between Interstate 80 and Airbase Drive, parcels fronting Watt Avenue between Longview Drive and Roseville Road, and parcels located within the area bordered by Watt Avenue, Roseville Road, and Longview Drive. (Map of Project Area attached).

- Conduct regular patrols of the area based on approved schedule;
- Respond to calls for service by business and property owners within District boundaries;
- Assist with basic crime prevention and observation;
- Contact any issues on private property or other areas as stipulated by law;
- Contact law enforcement as necessary to protect citizens or report crimes in progress;
- Consult with the District and/or Sacramento County Sheriff's Department, CHP, RT, Sacramento Police- as necessary regarding observations and prevention of pattern situations;
- Complete field reports/incident reports as necessary;
- Complete activity reports detailing all response and patrol activities

CONTRACT TERM

Period of contract shall begin January 1, 2019 and shall expire on December 31, 2020, subject to the right of the District to terminate the contract upon twenty (20) days written notice to Contractor. The District can extend, two (2) one-year options as approved by the Board of Directors.

SUBCONTRACTING

Contractor shall not subcontract or assign the Contract or any portion of the Contract without the District's prior written consent; the District must approve any and all subcontractors/assignees; the District has the right to refuse to approve

subcontractors/assignees; the District may request the dismissal of subcontractors at any time. Subcontractors/assignees shall be held responsible for all terms and conditions outlined in the original Contract.

SCOPE OF SERVICES

This project includes approximately 24/7 coverage with 10-12 hour shift of uniformed security service per week, allocated as follows:

Boundaries	Job Classification	Able to issue	Recommended Wage
All areas/ businesses	Armed Security Services	602	\$17 ++
		CNO	
		Work with 311	

Contractor shall provide [armed] uniformed security services in and around 80 Watt District -PBID properties on a 24 hour-a-day, 7 days-a-week basis, or as otherwise indicated per PBID specifications. Contract security personnel will provide a variety of service, implementing the 80 Watt District-PBID security objectives according to policies and procedures which may include but is not limited to the following general tasks:

- Entry and egress access control
- Roving patrols of exterior building areas within the boundaries (interior if needed with approved access)
- Visitor identification verification (issue 602, CNO, parking violations, towing information)
- Incident and daily operating reports
- Monitoring and responding to business calls/reports/needs for services (24/7)
- Monitoring and responding to building intrusion detection systems (must relay to business owner/manager)
- Monitoring alarms and fire detection equipment (must relay to business owner/manager)
- Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures
- Other specific tasks as required

Contractor shall provide appropriate and necessary management and supervision for all Contractor’s employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Contractor’s rules and regulations, as well as any other policy established by the contracting parties.

Contractor shall develop a comprehensive set of Post Orders documenting both general procedures as well as site-specific responsibilities. Training of all new officers by lead, will be given (at least a full shift). Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by 80 Watt District -PBID management with thirty (30) days from commencement of Contractor’s services to the 80 Watt District. All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be tested during the on-the-job training (OJT) period, annually or more frequently during site inspections by lead and the 80 Watt District-Executive Security team. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor’s and the standards of the 80 Watt District.

Contractor shall agree to remove from the site, whenever required to do so by 80 Watt District -PBID, any employee considered by 80 Watt District -PBID to be unsatisfactory or undesirable to 80 Watt District -PBID, subject to any applicable laws.

Contractor shall administer all billing relative to this contract and expect payment within 30 days as standard. Contractor shall respond as necessary to accommodate additional duty hours as may be requested by 80 Watt District -PBID

UNIFORMS AND EQUIPMENT

Uniforms should include nametags, duty belts, taser, baton, weapon/holster, radio, pen/notebook, camera (phone ok), flashlight.

Uniforms will be of consistent color, appearance and in good condition.

Vehicle Equipment to be supplied by contractor should include: lights, radio system, communication/database system, logo and other equipment as needed. *Cars must be clean, no damage to outside of the vehicle and running in good shape.*

PERSONNEL

All personnel will be hired as employees of the Contractor company. Contractor shall be responsible for all salaries and expenses, all federal taxes, federal and state unemployment taxes, and all other fees or taxes relating to its employees.

Background requirements include:

- Minimum high school diploma; college degree or equivalent work experience is preferred
- Completion of basic security training
- Interest in public administration, law enforcement, social services or community development
- Ability to work under general supervision
- Stable work history
- Good speaking, writing and reporting skills
- Strong interpersonal skills, ability to work with diverse groups of people
- Willing to perform outdoor work throughout the year
- Physical ability to complete necessary job requirements
- Basic computer skills
- Completion of psychological/personality testing within acceptable parameters
- Appropriate background checks, satisfactory testing for drug use
- Good general health

NONDISCRIMINATION

Contractor shall comply with all applicable federal, state and local nondiscrimination laws, regulations and ordinances and will not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment, recipient of services provided or employee or agent of the District or the County of Sacramento because of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition (including HIV or AIDS), or physical or mental disability. Contractor shall comply with the Americans with Disabilities Act of 1990, Fair Labor Standards Act, Equal Opportunity Employment, Fair Employment and Housing Act and Americans with Disabilities Act.

QUESTIONNAIRE

Contractor is to address the following subjects in the response. Please insert your text in the space following each section. Reference any attachments in the text and include printed copies of attachments at back of this document.

1. Company History and Organization

Provide an overview of your company, including:

- A brief history of the organization
- Your mission/vision statement and values
- Indicators of the size of the company (past year revenue, number of offices, approximate number of accounts, etc.)
- A list of office locations that could be potentially providing services to 80 Watt District -PBID
- Ownership Status/Certifications: Women owned, Minority (what type), Disabled Veteran
- Current business relationships with 80 Watt District -PBID
- Provide proof that Contractor is licensed to do business in all areas covered by this RFP.
- What is your customer retention rate for the last three years? Specify as a percentage of your total business.
- Does your company have any pending litigation regarding contract disputes? If yes, please provide details of dispute.

2. Management Approach

- Please describe your management structure as it relates to this project including all account support personnel, their functions and responsibilities.
- Indicate by position or title the person who will have the overall responsibility for the 80 Watt District - PBID account.
- Provide resumes or biographical information for management and the potential account manager.
- Submit an organizational chart depicting the structure of the local servicing office with all contact information including email addresses. Also include an organizational chart showing regional support, if any.

3. Personnel Selection Process

- Describe how recruitment and evaluation of potential security officers is accomplished.
- Specify the methods used for applicant background screening and how background checks are conducted.
- List the qualifications security personnel must have and the minimum criteria applicants must meet before being hired.

4. Development and Retention of Personnel

- Describe your succession planning and development of officers, supervisors and managers.
- Describe methods and initiatives designed to promote employee retention.
- Please provide information on security personnel turnover rates for the last three years.

5. Total Quality Management

- Outline administrative controls, plans and process to monitor and assure contract compliance of security services.
- What performance metrics, quality standards, and quality assurance measures does the Contractor have in place to monitor service?
- What means are used to assess customer satisfaction?

6. Invoicing

The District will pay Contractor for Services monthly, after Services are performed, upon receipt of invoice(s). Payment terms are net thirty (30) days. Any overtime billed to District must be approved, in advance, by the District.

- Propose invoicing frequency and procedures.
- Describe how quickly you can credit and re-bill invoices with errors.
- Do you currently have a relationship with a financial institution that supports an electronic vendor payment service (i.e. ACH payments)?

7. Training Programs

- Describe in detail the training programs in place to support this project. Include the following:
 - Pre-assignment/orientation training
 - On-the-job, facility-specific or industry-specific training
 - Annual retraining and recertification
 - How training is delivered, for example, classroom, books, videos, eLearning, etc.
 - Advanced, personal development and/or continuing education
 - Promotional opportunities for officers
 - How you measure the success of your training program
 - Street Smarts/Awareness/Authority
 - Dealing with conflict, emotional behavior, mentally ill, homeless, aggressive behavior, etc
 - Community sensitivity/cultural diversity
 - Dealing with youth/gangs
 - Training allowing trespass notices to be issued

8. Business Continuity

- Describe your ongoing business continuity/disaster plan.
- Describe in detail your implementation plan for this program and deployment of resources.
- Indicate time needed for full implementation.
- Describe your procedure to ensure 24/7/365 communication.
- Indicate if special rates would apply.

9. Insurance

Contractor shall maintain insurance covering Contractor, any subcontractor, or anyone directly or indirectly employed by either of them for the duration of the Contract and any extensions. The Watt Avenue Partnership (DBA: 80 Watt District) and the County of Sacramento shall be named as additional insureds under such insurance policies and Contractor shall provide Certificates of insurance evidencing such insurance and proof of payment of premiums.

- The successful bidder shall carry and maintain, with respect to any work or service to be performed at 80 Watt District -PBID boundaries, insurance written by a responsible insurance company, to provide for the following:
 - Workers' Compensation as required by applicable statute and Employer's Liability Insurance.
 - Commercial General Liability Insurance: \$
 - Automobile Liability
 - Excess-umbrella Insurance, including terrorism coverage if available
- Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for 30 days notification to 80 Watt District -PBID in the event of cancellation, reduction in limits or changes in coverage.

10. Licenses & Permits

Contractor shall possess and maintain all necessary licenses, permits, certificates and credentials required by the laws of the United States, the State of California, County of Sacramento, City of Sacramento and all other appropriate governmental agencies.

11. Benefits Program

- Describe in detail all benefits offered to employees. Include holiday pay, vacations and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements. Please specify the following:
 - Medical / health insurance - indicate cost to the employee and coverage options for employee, employee and spouse and employee and family. Indicate any waiting periods and coverage levels and annual limits.
 - Dental - Indicate coverage waiting periods, monthly premiums and annual limits.
 - Vision - Indicate coverage waiting periods, monthly premiums and annual limits

Life insurance - Indicate amount provided at no cost to employee and any optional coverages available.

- Other benefits part of Contractor's standard benefits package.
- Outline any specific incentive and recognition programs made available to employees and explain how these programs are managed and if charges to 80 Watt District -PBID will be incurred as a result of Contractor implementing these programs.

11. Transition Plan

- Submit a projected transition plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers and email addresses.
- Describe your proposed approach for communicating and obtaining needed cooperation from key stakeholders for the transition process.
- How would you determine which current employees would be retained versus which would be replaced.

12. References

- Provide at least three client references who is comparable in industry, size and scope to 80 Watt District -PBID. Include client name, address, contact person and contact number and email.

13. Additional Capabilities

- Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.

14. **Audit**

The District reserves the right to audit employee payroll records and review testing programs, policies and procedures, employee handbook and other written information. The District may observe training. Contractor shall furnish a detail of employee hours worked upon request.

PRICING

Some recommendations for your RFP Pricing section:

- Create a price sheet listing all cost items
- Specify base wages by post and rank or set a sample or "marker" wage for bidding purposes in order to be able to clearly compare service providers' proposed bill rates.
- Outline overtime, holiday and vacation pay procedures or ask for the Contractor's policy.
- Specify how billing rates are to be quoted.
- Explain how rates for equipment purchases such as vehicles are to be quoted. (It is best if these areas are separate from the hourly service rate.)

ATTACHMENTS

Some recommended attachments for your Proposal include:

- See Exhibit A- Insurance Requirement
- Request a copy of the Contractor's standard service agreement.
- Proposed Annual Budget: Weekly hours billed with breakdown of Regular patrol and Response to call for Service
- Map of PBID through 2020-PBID 'may' be extended in January 2020.

Exhibit A – Insurance Requirements

Insurance Requirements:

- a. Time for Compliance. Contractor shall not commence work until it has provided evidence satisfactory to the District that it has secured all insurance required under this section, in a form and with insurance companies acceptable to the District. In addition, Contractor shall not allow any subcontractor to commence work on any subcontract until it has secured all insurance required under this section.
- b. Minimum Requirements. Contractor shall, at its expense, procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Agreement by the Contractor, its agents, representatives, employees or subcontractors. Contractor shall also require all of its subcontractors to procure and maintain the same insurance for the duration of the Agreement, subject to subparagraph “c” below. Such insurance shall meet at least the following minimum levels of coverage:
 - (1) Minimum Scope of Insurance. Coverage shall be at least as broad as the latest version of the following: (1) *General Liability:* Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001 or exact equivalent); (2) *Automobile Liability:* Insurance Services Office Business Auto Coverage (form CA 0001, code 1 (any auto) or exact equivalent); and (3) *Workers’ Compensation and Employer’s Liability:* Workers’ Compensation insurance as required by the State of California and Employer’s Liability Insurance.
 - (2) Minimum Limits of Insurance. Contractor shall maintain limits no less than: (1) *General Liability:* \$2,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with general aggregate limit is used, either the general aggregate limit shall apply separately to this Agreement/location or the general aggregate limit shall be twice the required occurrence limit; (2) *Automobile Liability:* \$1,000,000 per accident for bodily injury and property damage; and (3) *if Contractor has any employees, Workers’ Compensation and Employer’s Liability:* Workers’ Compensation limits as required by the Labor Code of the State of California. Employer’s Practices Liability limits of \$1,000,000 per accident.
- c. Subcontractor Insurance Requirements. Contractor shall not allow any subcontractors to commence work on any subcontract until they have provided evidence satisfactory to the District that they have secured all insurance required under this section. Policies of commercial general liability insurance provided by such subcontractors shall be endorsed to name the District as an additional insured using ISO form CG 20 38 04 13 or an endorsement providing the exact same coverage.

