

City of Hermosa Beach

Request for Proposals for Unarmed Security Guard Services



April 5, 2017

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1. INTRODUCTION

1.1. Introduction

The City of Hermosa Beach, hereinafter referred to as "City," is soliciting proposals from qualified vendors to provide unarmed security guard services. The required services and performance requirements are described in the Project Information (2.1).

1.2. Background

The City of Hermosa Beach is a Council-Manager type municipality with five Council members elected at large to four year terms on a staggered basis. The City has its own Police and Fire Departments.

With a population of over 19,000 and encompassing only 1.4 square miles, Hermosa Beach is a dense, urban community surrounded by the cities of Manhattan Beach and Redondo Beach. With scores of fashionable boutiques, independent shops, restaurants, and outdoor activities -- all within 1.4 square miles and easy walking distance -- Hermosa Beach offers something for everyone.

The City hosts hundreds of events each year, some of which attract in excess of 25,000 people. There are a wide variety of restaurants and entertainment venues that cater to local residents, visitors, and tourists.

1.3. Vision Statement and Guiding Principles

In 2013, the Hermosa Beach City Council adopted a Vision Statement that provides context for the environment in which the security services are to be provided and the values sought to be protected, as follows:

Hermosa Beach is the small town others aspire to be; a place where our beach culture, strong sense of community, and commitment to sustainability intersect.

- Our small town, beach culture, beautiful beach, eclectic neighborhoods, unique commercial districts, and welcoming gateways create an unrivaled coastal destination. Our exceptional local schools and outstanding municipal services contribute to an extraordinarily high quality of life at the beach.
- Our vibrant local economy allows Hermosa Beach residents to work, shop, and play locally. Our economy capitalizes on our entrepreneurial spirit, our legacy of creativity, and our local businesses committed to enhancing Hermosa Beach's distinctive character. We effectively balance our small town beach culture with our enviable position as a regional and statewide coastal destination.

2. PROJECT INFORMATION

2.1. *Unarmed* Security Guard Services*

The City is seeking unarmed security guard services for the City's downtown and Pier Plaza area, including the possibility of all or some of the following:

- Pier Plaza and City Parking lots – roving patrols that engage with patrons and visitors (providing directions, etc.), proactively contacts and advises people regarding prohibited behavior (e.g. smoking in public, urination in public, drinking in public, etc.), reports suspicious or rowdy activities to Law Enforcement, intervenes in fights, assists with crowd control, summon and assists law enforcement during enforcement action.
 - Schedule: Friday and Saturday / 6pm-3am (hours may be adjusted based on the needs of the City)
 - Four (4) security members working in teams of two
 - One (1) working supervisor
 - Include City sidewalks, alleys and walkways in and around Pier Plaza and City Parking lots.

Of importance is guards who are responsible, show good judgment, and can interact in a professional manner with a variety of people from various socioeconomic, racial, and gender diverse backgrounds. Guards are expected to provide a professional demeanor and rove in the defined area.

Consideration should be given to the possibility that the city may request additional services related to various special events – possible duties include; security at event locations, assisting with flow of traffic and parking. The dates and hours will vary.

*Unarmed means no firearm, Taser, baton.

OC/Pepper spray is allowed (with proper certification/training)

3. INSTRUCTIONS

3.1. *Purpose*

The purpose of this Request for Proposal (RFP) is to provide interested, qualified vendors with sufficient information to enable them to submit proposals for unarmed security guard services.

3.2. *Proposal Submission*

- By submitting a proposal the Vendor affirms that the Company is familiar with all the terms and conditions of this RFP and is sufficiently informed in all matters affecting the performance of the work and provisions of labor, supplies, material, equipment and facilities called for in this RFP. Additionally, the Vendor affirms that the Proposal has been checked for errors and omissions and that all information provided is correct and complete.
- All proposals shall be signed in ink by the President, Chief Executive Officer, or individual authorized to act on behalf of the Company, with current Power of Attorney if applicable. The name and mailing address of the individual making the proposal must be provided.
- Proposals shall be submitted in person or by mail as follows: Four (4) sealed copies [two (2) originals and two (2) photocopies] of the completed proposals.
- No oral, telephonic or telegraphic proposal or modification of Proposal will be considered.

3.3. *Disclosure of Contents of Proposal*

All proposals accepted by the City of Hermosa Beach shall become the exclusive property of the City. **Upon conclusion of negotiations with the selected proposer, all proposals accepted by the City shall become a matter of public record and shall be regarded as public, with the exception of those elements of each proposal which are identified by the Contractor as business or trade secrets and plainly marked as “Trade Secret”, “Confidential” or “Proprietary”.** Each element of a proposal which the Contractor desires not to be considered a public record must be clearly marked as set forth above. If disclosure is required under the California Public Records Act or otherwise by law, the City will make an independent determination and retain the confidentiality to the extent permitted by the Public Records Act.

3.4. Proposal Due Date

Proposals will be accepted up to the hour of 5:00 PM on Monday, April 25, 2017.

Proposals must be submitted addressed as follows:

**Hermosa Beach Police Department
Attn: Lt. Phillips
540 Pier Ave.
Hermosa Beach, CA 90254**

Proposals must be submitted in sealed envelopes plainly marked with:

Proposal: Unarmed Security Guard Services

3.5. Schedule of Events

This RFP has been developed in order to provide adequate information for potential vendors to prepare proposals and to permit the City to fully consider the various factors that will affect its decision. The tentative schedule for release, submittal, evaluation and selection is:

Request for Proposal Release:	4/13/2017
Final Date for Submitting Questions	4/20/2017
Final Date for Submitting Proposal	4/25/2017
Proposal Evaluation by City	Week of 4/25/17
Negotiations begin with finalist(s)	Week of 5/1/17
Council Considers Staff Recommendation	May 2017
Contract Begins	June 2017

3.6. Questions and Inquiries Related to RFP

In order to avoid any potential confusion, and to minimize burden on City staff, the City is requiring that all procedural questions relating to this RFP be directed to:

Lt. Landon Phillips
Hermosa Beach Police Department
540 Pier Ave.
Hermosa Beach, CA 90254
Phone: (310) 318-0336
lphillips@hermosapolice.org

Specific questions relating to the content of this RFP should be submitted on or before April 20, 2017.

Any vendors found to be soliciting other members of City staff, or City Council members during this RFP process may be disqualified.

3.7. Common Questions and Answers

Q: *Is there a pre-proposal conference?*

A: No. Questions about the RFP should be submitted prior to April 20, 2017 as detailed above.

Q: *Is the RFP available as a Word document?*

A: The RFP is available electronically only as a PDF document.

3.8. Vendor Proposal Format

Please note: All proposals, inquiries, responses, or correspondence related to or in reference to this request for proposals, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by the Vendor will become the property of the City when received and are subject to public records requests upon the conclusion of the selection process.

To assist in the evaluation of the submitted proposal to this RFP, each proposal must conform to the following format:

- A letter of transmittal.
- An executive summary.
- A brief history of the Vendor's background and experience, including: company size, length of time in business, and other related information.
- Complete answers to Section 5.2.
- All vendors must submit a detailed and realistic implementation plan which identifies all resources that will be provided by vendor as required to fully implement vendor's proposal. In addition, vendors are to identify any sub-contractors used, and all resources which are to be provided by City.
- Detail and discuss any exceptions to this RFP.

3.9. Evaluation Factors

No single criteria, including price, will dictate the City's ultimate selection. The relative importance of these factors involves judgment on the part of the City staff and will include both objective and subjective analysis. Specific evaluation criteria will include the following:

- Information contained in the proposal.
- Experience, qualifications and references of the vendor.
- Length of time in business.
- Demonstrated financial stability.
- The adequacy of the vendor's financial resources.
- Proposed business plan.
- Competitive pricing.
- The quality of the services offered.
- The capacity of the vendor to perform the contract or provide the service promptly, within the time specified, and without delay or interference.

Vendors' proposals will be evaluated against the specifications as presented in the RFP. A vendor may or may not be eliminated from consideration for failure to completely comply with one or more of the requirements depending on the critical nature of the requirements.

4. CONDITIONS

4.1. Firm Prices

Prices quoted by Vendor shall be firm prices and not subject to increase during the term of any contractual agreement arising between the City and Vendor as a result of said proposal. Vendor's quoted prices **must** include any applicable federal or state tax. Vendors are to stipulate the expiration date of their quoted proposal.

4.2. Right to Reject Any or All Proposals

The City reserves the right to reject any or all proposals, to waive technicalities or formalities, and to accept any proposal deemed to be in the best interest of the City. Where two or more vendors are deemed equal, the City reserves the right to make the award to one of the two Vendors.

4.4. Contracts

The successful proposer will be expected to enter into a binding agreement on a form provided by the City.

4.5. Delivery Date

Vendors will specify in their proposals that the proposed beginning date of service of May 2017 is acceptable and include a detailed implementation plan.

4.6. Rights to Submitted Materials

All proposals, inquiries, responses, or correspondence related to or in reference to this request for proposals, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by the Vendor will become the property of the City when received.

4.7. Insurance Requirements

For the duration of the contract Vendor shall procure and maintain insurance against claims for injuries to their employees, other persons, and/or damages to property which may arise from or in connection with services, products and materials supplied to City. The cost of such insurance shall be borne by the Vendor. Specific insurance provisions will be delineated in the contract between Vendor and City.

4.8. Non-Discrimination

The City maintains various policies related to contractual service providers. Among these is an anti-discrimination policy which requires that our contractors not discriminate in hiring on the basis of gender, race, religion, sexual orientation, or medical condition. Upon acceptance of a proposal, the City may request that the selected firm sign a statement affirming its compliance with this policy.

5. PROPOSAL SPECIFICATIONS AND REQUIREMENTS

5.1. *General Requirements*

The City is seeking unarmed security guard services for various locations (please see map on following page) including the possibility of all or some of the following:

- Downtown Hermosa, Pier Plaza and adjacent parking lots/parking structure(s).
- Various special events – possible duties include barricade posts; security at event locations, assisting with flow of traffic and parking (please provide hourly rate for special events)



5.2. Additional Requirements

Vendors will detail in their proposals the following:

- Their process for screening, hiring and background checks
- Their process for training and maintaining guard card certifications
- Their process for managing complaints from constituents or City staff
- Their ability to attend logistics meetings with City staff
- Their sample post orders, incident reports, and/or operations plans
- Their hourly rates for weekly posts and for special events

Vendors should also detail how unarmed security personnel will be managed and by whom.

Vendors will specify that the proposed beginning date of service of June 2017 is acceptable and include a detailed implementation plan.

Vendors may be asked to give a short presentation (15-20 minutes) to the selection panelists in April 2017 and be prepared to field questions.