



**The City of Alexandria Legal Department
2013 Request for Proposals (RFP) - Private Contractor Security Services**

Proposal Due Date - August 15, 2013 by 5:00 p.m.

Contact:

The City of Alexandria Legal Department

Charles E. Johnson Jr., City Attorney

(318)449-5015

Charles.johnson@cityofalex.com

Electronic copies of the RFP are available at:

www.cityofalexandrialala.com/rfp

The information within a proposal is your sole responsibility. You are being asked to provide a clear and concise explanation of your experience in private contractor security, provide verifiable client and business references and clearly explain your proposed services. Proposal materials should be clearly written and signed by an individual or individuals legally authorized to commit your organization or company.

Ornate and expensive Proposal materials and/or presentations are discouraged. Please include only materials directly applicable to your proposal.

2013 REQUEST FOR PROPOSAL PRIVATE CONTRACTOR SECURITY SERVICES

SECTION I: INTRODUCTION

The City of Alexandria (City) is seeking proposals from qualified Contractors to provide uniformed security service at the City's Utility Customer Service Building. This facility is 48,000 square feet, with three floors. This document is a Request for Proposal (RFP) for the services described below and does not obligate the City 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. The selection of the successful Contractor will be made based on Legal Division evaluation and determination of the relative ability of each Bidder to deliver quality service in a cost-effective manner.

The following specific criteria will be evaluated and must be addressed in the proposal:

- Company History and Organization
- Management Approach
- Personnel Selection Process
- Development and Retention of Personnel
- Total Quality Management Program
- Cost Proposal and Invoicing
- Experience
- Training Programs
- Value Added Features

The City is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. All of the Bidders must be duly licensed or otherwise have the ability to perform work in accordance with all governing local authorities and to the satisfaction of those authorities.

SECTION II: SUBMISSION OF PROPOSALS

Contractors shall send via email or deliver three copies (personally or through a courier) of their proposal to.

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Responses to this RFP are due by 5 pm on August 15, 2013. Late submittals will be rejected.

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SECTION III: CONTRACT TERM

The term of this contract shall be for a 1 year period unless terminated by either party with thirty (30) days written notice. This term will cover the municipal fiscal year 1 May 2013 – 30 April 2014. Funding will be limited to the amount appropriated by the City Council.

SECTION IV: SCOPE OF SERVICES

This project includes approximately 50 weekly hours of uniformed security service per week, allocated as follows:

Contractor shall provide armed uniformed security services in and around the Utility Customer Service Building properties on a 10 hour-a-day, 5 day-a-week basis, or as otherwise indicated per site specifications. Contract security personnel will provide a variety of services, implementing City security objectives according to policies and procedures which may include but are not limited to the following general tasks:

- Entry and egress access control
- Roving patrols of interior and exterior building areas
- Visitor and building employee identification verification
- Incident and daily operating reports
- Monitoring and responding to building intrusion detection systems
- Monitoring alarms and fire detection equipment
- 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 develop a comprehensive set of Post Orders documenting both general procedures as well as site-specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by City management with thirty (30) days from commencement of Contractor's services to the City. 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. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and the City's standards.

Contractor is responsible for the daily personal appearance of security personnel. Contractor shall provide seasonal uniforms and weather-appropriate protective clothing necessary to support continuous performance of contract requirements.

Equipment to be supplied by contractor should include: radios, weapons, vehicles, etc. Security officers shall carry weapons, including firearms, or any chemical agent spray or liquid.

Contractor shall agree to remove from the site, whenever required to do so by the City, any employee considered by the City to be unsatisfactory or undesirable to the City, within the limits of any applicable laws.

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Contractor shall administer all cost accounting and billing relative to this contract. Contractor shall respond as necessary to accommodate additional duty hours as may be requested by the City.

SECTION V: INSTRUCTIONS TO BIDDERS

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 a brief company history, mission statement and organizational summary. Explain ownership (private or public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project.

2. Management Approach

Describe in detail how your firm will be organized to manage this project. Indicate by position or title the person who will have the overall responsibility for the [Company] account. Indicate the support staff available to this project manager by function. Bidder must supply an Organization Chart depicting the structure of the local servicing office and regional support.

3. Personnel Selection Process

Describe how recruitment and selection of security officers is accomplished. All personnel and supervision provided under this RFP must be thoroughly trained, experience and qualified to perform the work to which they are assigned. They must be Post certified. Contractor shall have a documented employment process which shall include application, interview, drug testing and background check phases. A written description of the Bidder's employment process and qualifications is to be included in the response.

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.

5. Total Quality Management Program

Outline administrative controls, plans and process to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.

6. Cost Proposal and Invoicing

Provide billing rates for the following based on the specified wages for each position:

- Security Officer 50 / hours = \$ _____ (hourly bill rate)

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7. Value Added Features

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

8. Insurance

The successful bidder shall carry and maintain, with respect to any work or service to be performed at the City facilities, 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

Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for thirty (30) days notification to City in the event of cancellation, reduction in limits or changes in coverage.

9. 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.

10. References

Provide five (5) references which should include at least three (3) client references. Include facility name, address, contact person, and contact number.

11. MINORITY AND/OR DISADVANTAGED BUSINESS ENTERPRISE (DBE) FIRM PARTICIPATION

Under the City of Alexandria's AFEAT (Alexandria Fairness, Equality, Accessibility, and Teamwork) Program, participation by minority and/or disadvantaged business enterprise firms is encouraged. The AFEAT Program should be inquired about through the Division of Finance. The goals for qualifying disadvantaged, minority and female owned business in the use of professional service agreements with prime contractors will help effectuate the goals of increasing: the competitive viability of small business, minority, and women business enterprise by providing contract, technical, educational, and management assistance; business ownership by small business persons, minority persons, and women (including professional service opportunities); and the procurement by the City of professional services, articles, equipment, supplies, and materials from business concerns owned by small business concerns, minority persons, and women.

Prime contractors offering subcontracting should take specific action to ensure that a bona fide effort is made to achieve maximum results towards meeting the established goals. Primes shall document efforts and shall implement steps at least as extensive as the following in a good faith effort to reach or exceed the established goals:

- A. Establish and maintain a current list of minority and female owned businesses in Alexandria, in Rapides Parish, and in the State of Louisiana.

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- B. Document and maintain a record of all solicitations of offers for subcontracts from minority or female contractors and suppliers in Alexandria, in Rapides Parish, and in the State of Louisiana.
- C. Secure listing of minority and women owned businesses from the City of Alexandria Purchasing Department, the Central Louisiana Business Incubator, and the State of Louisiana Department of Minority Affairs.
- D. Participate in associations, which assist in promoting minority and women owned businesses such as the Central Louisiana Business League, the Central Louisiana Business Incubator, and the Entrepreneurial League System.
- E. Designate a responsible official to monitor all activity made in the effort to achieve or exceed the established goals; record contacts made, subcontracts entered into with dollar amounts, and other relevant information.

For more information on AFEAT and the City of Alexandria's Diversity in Action Initiative, and to explore a local and statewide directory of small, minority, and disadvantaged businesses, please visit <http://www.diversityinaction.org>.

NOTE: *The City reserves the right to negotiate all terms and conditions of any agreement. Any proposed contract must be approved ordinance of the council.*