

City of Portsmouth
Portsmouth, New Hampshire
Public Works Department/High-Hanover Parking Facility

REQUEST FOR PROPOSAL

Sealed Request for proposals, **plainly marked RFP #53-09” “High-Hanover Parking Facility Security Guard” on the outside of the mailing envelope as well as the sealed envelope,** addressed to the Finance/Purchasing Department, City Hall, 1 Junkins Avenue, Portsmouth, New Hampshire, 03801, will be accepted until 2:00 p.m., June 3, 2009.

This Request for Proposals may be obtained from the Finance/Purchasing Department on the third floor at the above address, by calling the Purchasing Clerk at 603-610-7227, or from our website www.cityofportsmouth.com. Continue below for the complete document.

Addenda to this document, if any, including written answers to questions, will be posted on the City of Portsmouth website under the appropriate heading at least two days prior to the due date.

The City of Portsmouth reserves the right to reject any or all Request for Proposals, to waive technical or legal deficiencies, and to accept any RFP that it may deem to be in the best interest of the City.

**PORTSMOUTH, NEW HAMPSHIRE
HIGH/HANOVER PARKING FACILITY
SECURITY GUARD SERVICE**

The City of Portsmouth is soliciting Proposals from private companies to provide security guard services for the High-Hanover Parking Facility.

These services are to include the following:

- 1) Provide unarmed uniformed security officers to patrol/monitor/report activities in the High-Hanover Parking Facility according to the post orders.
- 2) Security coverage is seven days a week, 365 days per year, from 7:00 p.m. to 3:00 a.m. for a total of 56 hours per week, which includes 6 major holidays.
- 3) The security patrol includes litter pickup to include cans, bottles etc.
- 4) Daily report to be filed at end of each shift.

A Detailed Scope of Services presently provided by contract are set forth as Attachment "A".

PROPOSAL REQUIREMENTS

The applicant shall submit a proposal to include the following:

1. Background and Experience of Firm.
2. Experience of the Service Manager/Supervisor assigned to manage security services contract with the City.
3. Approach to training, supervision and other items listed below under "additional requirements".
4. Cost proposal (please fill out attached sheet).
5. References.

The Contract with the City will require that the Firm commit to the following:

1) TRAINING:

All security officers are to be properly trained to industry standards and include familiarization with all inside and outside areas of the facility, familiarization with applicable policies and procedures of the City of Portsmouth, familiarization with the geographic area of the City of Portsmouth, fire protection training, safety training, traffic control and any other training deemed necessary by the City of Portsmouth.

2) SUPERVISION:

At a minimum, periodic checks of the facility are required during the patrol period when the security officer is on duty.

3) UNIFORMS:

Hat, hat badge, shirt, shirt badge, tie, long pants, uniform belt and black shoes, or other such uniform that is acceptable to the City. Outside apparel as weather conditions warrant.

4) EQUIPMENT:

Supply all equipment necessary for the operations of the Security Officer including daily logs, report forms, flashlights, etc.

5) INSURANCE:

Provide types and amounts of insurance as required by the City of Portsmouth as outlined in this RFP under "Insurance Requirements". Also, the City of Portsmouth to be named as "Additional Insured".

6) LICENSING:

Security Company and all officers to be licensed by the Department of Safety.

7) CRIMINAL BACKGROUND CHECKS

All security officers shall have been properly screened for criminal background information. These reports shall be provided to the City before an officer is assigned to work.

City of Portsmouth will provide the following:

- 1) Golf car vehicle for transportation in and around the facility.
- 2) Portable radio, with appropriate City frequencies.

LENGTH OF AGREEMENT:

The City anticipates that the agreement entered into will be in effect from July 1, 2009 through June 30, 2010. During this time period, the hourly costs quoted shall remain intact. At the end of the term, the contract may be renewed by agreement of the parties for an additional one-year period, with a total contract period not to exceed three years. The applicant firm needs to be able to provide the described security services beginning July 1, 2009.

SELECTION CRITERIA:

The City shall select a firm based on the following point system:

Qualifications of Firm/Key Staff	25%
Service Approach (training, supervision, etc.)	25%
Cost	50%

Upon receipt of all Proposals, the City's review committee may then interview Security Firms. The City intends to then enter into an agreement with the top rated firm. If the City cannot reach agreement with that firm, the City will entertain a proposal from the second rated firm, and so on, until an agreement is reached.

Selection shall be subject to a thorough check of references.

The City also reserves the right to make such inquiries regarding the firm's qualifications and reputation as it deems necessary to evaluate the firm. The firm may be requested to execute releases to obtain information from third parties. Failure to execute a release upon request may result in disqualification.

The City of Portsmouth reserves the right to reject any or all proposals, to waive technical or legal deficiencies, and to accept any proposal that it may deem to be in the best interest of the City.

An award is contingent upon the funding availability.

An award shall not be considered official until such time that a Purchase Order, fully executed contract or an award letter has been issued by the Finance Director. No presumption of award shall be made by the bidder until such documents are in hand. Verbal notification of award is not considered official. Any action by the proposer to assume otherwise is done so at his/her own risk and the City will not be held liable for any expense incurred by a proposer that has not received an official award.

**PORTSMOUTH, NEW HAMPSHIRE
HIGH-HANOVER PARKING FACILITY
SECURITY GUARD SERVICE
PRICE PROPOSAL**

Date: _____

Straight-time Hourly Cost \$ _____

Please specify if there will be time and one half of the hourly cost for the 6 major holidays: Yes or No.

Start Date: July 1, 2009

Signature

Name (Print)

Title

Company

Address

City, State, Zip Code

Email Address

Telephone Number

Fax Number

Insurance Requirements

Insurance shall be in such form as will protect the Security Firm from all claims and liabilities for damages for bodily injury, including accidental death, and for property damage, which may arise from operations under this contract by himself or by anyone directly or indirectly employed or engaged by Security Firm.

Amount and Type of Insurance

- A) Comprehensive General Liability:
Bodily injury or Property Damage - \$1,000,000/\$2,000,000
Per occurrence/general aggregate
- B) Automobile and Truck Liability:
Bodily Injury or Property Damage - \$1,000,000/\$2,000,000
Per occurrence/general aggregate
- C) Workers Comprehensive Insurance coverage for all people employed by the Security Firm to perform work on this project. This insurance shall at a minimum, meet the requirements of the most current laws of the State of New Hampshire.

Evidence of Insurance

As evidence of insurance coverage, the Owner may, in lieu of actual policies, accept official written statements from the insurance company certifying that all the insurance policies specified are in force for the specified period. The Security Firm shall submit evidence of insurance to the Owner at the time of execution of the Agreement. Written notice shall be given to the City of Portsmouth, New Hampshire at least thirty (30) days prior to cancellation or non-renewal of such insurance coverage.

Attachment A

**City of Portsmouth High-Hanover Parking Facility
Post Orders**

1.0 Duties

- 1.1 Guard will provide security coverage for the High-Hanover Parking Facility.
- 1.2 Guard will be assigned a golf cart in order to provide security to all levels of the parking facility. The keys are kept in the office along with the Post Orders. Make sure the keys are returned at the end of the shift and the gate to the parking space for the golf cart is secured.
- 1.3 Guard will maintain the safety and security of the Parking Facility.
- 1.4 Upon request security will escort any patron of the Parking Facility to his/her vehicle for safety and security.
- 1.5 No unauthorized person(s) will be allowed to loiter in the Parking Facility.
 - 1.5.1 If there are people hanging out, collecting in groups, loitering, skateboarding, bike riding, and roller blading inside the parking facility, they will be advised that they are on private property, and asked in a polite and courteous manner to depart.
 - 1.5.2 There is no public drinking (use of alcohol) in the Parking Facility. People who are in possession or under the influence of alcohol will be asked to depart the Facility. If they refuse to comply with your order, call the police and have them remove the individual(s).
 - 1.5.3 At anytime if patrons of the Parking Facility become confrontational, then use your radio and call for police assistance.
- 1.6 If you witness any criminal activity, i.e., breaking and entering a vehicle, stealing a vehicle, stealing radio systems, or any other attempted theft of a vehicle or its parts, immediately call the police.
- 1.7 If you observe any person(s) with any type of weapon immediately call the police.
 - 1.7.1 Keep a safe distance. When the police arrive give them the description of the individual(s) and their location.

2.0 Shift Hours

- 2.1 Security Coverage will be seven days per week, 365 days per year.
- 2.2 The shift hours will be: 1900 –0300.

Attachment A

**City of Portsmouth High-Hanover Parking Facility
Post Orders**

3.0 Communications

- 3.1 The Guard will be supplied with a City radio to enable the security Guard to contact the police if he needs assistance. The radio will also be used to communicate with the attendant in Booth 1 for any assistance or information that he/she may required. The radio will be picked up out of the charger, which is located on the office at the beginning of each shift and placed back in the charger at end of each shift.
- 3.2 When using the radio use plain English not codes. Simply let dispatch know your problem.
- 3.3 When calling dispatch identify yourself as a security officer at the High-Hanover Parking Facility.
- 3.4 When calling the attendant in Book 1 key your mike and say, "Security to Booth 1." When they need to call you or respond to you they should say, "Booth 1 to Security."
- 3.5 Two-way radio channels:

Channel 1 Public Works

Channel 2 Police (emergency)

Channel 3 Fire

Channel 4 Police (non-emergency)

- 3.6 Security will use Channel 16, which will scan the police and other channels. If you need to contact the police, switch to either Channel 2 or 4 depending on the situation. If the parking attendant calls you, you should just key the mike if you are on channel 16 and be able to communicate with him/her. All booth attendants have been issued radio procedures on how to contact Security.

4.0 Rounds

- 4.1 The objective is to maintain a regular presence throughout the facility. The golf cart allows you to reach drivable areas more frequently than if we did not have the golf cart. Periodically make log entries into your security log about your activities and the status of the facility.
 - 4.1.2 Make yourself seen, this is a high visibility site. We want the patrons to see the presence of security.
 - 4.1.3 During your rounds keep a record of your activities in your pocket notebook and transfer them into the security log.
 - 4.1.4 Patrol all levels of the parking facility, including stairwells and bathrooms at least once per hour. The rounds do not have to be exactly on the hour. Vary your starting time 15 minutes + or – the hour.
- 4.2 While patrolling through the parking facility please pick up any bottles, cans, etc. and dispose of them. A trash container will be supplied with your golf cart.
- 4.3 For any Biohazard call Tim Cherry.

Attachment A

5.0 Emergency Numbers

- 5.1 **Police** – Security has direct communications with the Portsmouth Police. Use your radio for assistance from police.
- 5.2 For non-emergency when security may need a question answered, call Portsmouth Police non-emergency number **427-1500 ext. 418**.
- 5.3 In the event you have radio trouble call **911** for emergencies.
- 5.4 Tim Cherry is the Supervisor for the City of Portsmouth for the High Hanover Parking Facility. He can be reached at one of the following numbers:

Home 436-6963
Cell 828-6405

6.0 Change of Shift for Parking Attendants

- 6.1 Security will provide a presence during the Shift Change for Parking Attendants while they are cashing out their money.
- 6.2 Security should establish their presence at least 15 minutes prior to shift change. Position yourself in the direct area of the collection booths.
- 6.3 The shift schedules are subject to change. If there is a schedule change, it will be the responsibility of the Attendant to notify Security of the change and the time of the shift change.

6.4 Shift Schedule: (Subject to change)

CHANGE OF SHIFT SCHEDULE

Monday

Shift Change at: 2130 2200

Tuesday

Shift Change at: 2130 2200

Wednesday

Shift Change at: 2130 2200

Thursday

Shift Change at: 2130 2200

Friday

Shift Change at: 2130 2330 2300

Saturday

Shift Change at: 2130 2200 2300

Sunday

Shift Change at: 2130

7.0 Gates:

- 7.1 At the High-Hanover Parking Facility the Fleet Street and High Street gates are secured each evening at 2130 hours by the Parking Attendant.