

REQUEST FOR PROPOSAL

SAFETY & SERVICE OFFICER

**Issued by the Santa Rosa Metro Chamber of Commerce on behalf of
The Santa Rosa Downtown Community Benefit District**

**Issued November 26nd, 2018
Due Friday, December 17th, 2018**

Introduction and Background

The Santa Rosa Downtown Action Organization (DAO) is issuing a Request for Proposal ("RFP") for the hiring of safety personnel to patrol sidewalks and public spaces in the Downtown Santa Rosa district. The personnel assigned to those varied functions must come from a vendor that specializes in providing safety/security ambassadors to the private and/or the public sector. This contract will commence on approximately January 1st, 2019 for a period of twelve months with a possible option for renewal for a total of three (3) years. The vendor should have demonstrated experience in working for a Community Benefit Districts, Business Improvement District, self-managed assessment districts, or similar, preferably in the Bay Area region.

We are seeking qualified firms to provide safety services within the boundaries as outlined in the maps attached, utilizing bike patrols and unarmed security/security and ambassador personnel who will survey the streets. The vendor will be expected to provide staffing and adjust staffing needs to fulfill existing and future contract needs. Staffing levels may increase or decrease as a result of organizational and contract requirements and the vendor is expected to readily adapt to our requirements. The DAO requires that the vendor provide sufficient personnel to staff a safety program who can interact with the public in a professional manner in addition to possessing the necessary skills to deal with the mentally ill, drug addicted, and/or homeless population.

The DAO's goal for this service contract is to improve the quality of life in patrolled areas. The vendor must clearly understand this dynamic and perform as a strong advocate for the DAO and businesses within the district boundaries. The Downtown Santa Rosa DAO is not a public agency; although, they do engage in public safety and community services in Downtown and report to the City of Santa Rosa.

The selected firm must meet a standard of professionalism and excellence to maintain a healthy relationship with the city government, the public, and the community. Vendors must maintain a professional code of conduct when partnering with the police, and other city departments. The vendor should be a forward-looking organization with executives, managers and supervisors who can think strategically and beyond the boundaries of traditional security industry service delivery.

Overall Objectives

Visible Presence – Establish a visible, consistent security/safety presence to improve the public perception of safety within the boundaries of the District.

Increase Order – Achieve a measurable decrease in all crimes committed within the area, with emphasis on:

- Deterring loitering, solicitation, panhandling, and other anti-social behavior in the District.
- Providing resource information to homeless persons and other transients as to shelter, food, “call home” programs, and drug rehabilitation services in the community.
- Participate in community meetings with social service providers to promote communications and collaboration on issues of mutual concern of business owners and residents in the district.

Improve Cleanliness and Welcoming Atmosphere – Improve the physical cleanliness and inviting appearance within the district through graffiti and trash removal.

Public Relations Program - Provide information to businesses and employees within the district (e.g., providing directions, distributing flyers, and answering questions about the Downtown Santa Rosa district and its activities.)

Scope of Services

Please provide us your recommended schedule of days and hours you believe the DAO will require to meet the desired objectives through the scope of services described below. The deployment schedule authority will rest with Downtown Santa Rosa management in consultation with the vendor management. Deployed personnel will wear distinctive collared shirt and/or uniforms provided by the District.

Personnel will conduct their operations within the boundaries of the DAO on bicycle or foot patrol. Vendor employees must be capable of pedaling a police-style, non-motorized mountain bicycle for a complete shift. Foot patrolling personnel must also meet a minimum level of fitness to make their rounds.

Personnel must be capable of learning basic police patrol skills, and coordinate activities with the Santa Rosa Police Department. Personnel will report but not respond to felony police calls; however, at the direction of SRPD, may assist in investigations. Personnel will serve under the basic philosophy of community-based security and possess exemplary customer service skills. The security personnel will interact daily with merchants, police, service providers such as Catholic Charities and County Mental/Behavioral Health, and the public and must possess the skills and ability to diffuse problems and negotiate with people.

Personnel will be required to perform many tasks that include, but are not limited to the following:

- Wear distinctive uniforms provided by the DAO
- Conduct crime prevention via bicycle and foot patrols throughout the DAO boundaries;
- Communicate clearly with local business, other security managers in various buildings, visitors and DAO stakeholders
- Interview persons and witnesses as needed
- Complete basic comprehensive report writing that documents safety personnel' actions and meets the DAO's requirements

- Respond to specific plans and directions that are tied to crime reduction plans adopted by the DAO's management
- Maintain a close and professional relationship with the Santa Rosa Police Department, Santa Rosa Fire Department, social service providers, and local merchants in their districts
- Evaluate persons for the presence of mental illness or drug abuse and arrangement for the appropriate response from nearby service providers
- Use a 2-way radio and basic computer word-processing programs for report writing
- Use and/or learn how to use any technology the DAO may incorporate in to report writing
- Work in small teams on rotating shifts that include "swing" hours
- Maintain "quality of life" conditions such as removal of graffiti, trash, hypodermic needles, and human waste.
- Pressure wash and leaf blow and other items of periodic, minor maintenance of public areas within the District.
- Intervene where trespassing or other violations of law are observed and, as appropriate and in accordance with written protocols, contact law enforcement or, as necessary, engage in nonphysical citizen arrests.
- Coordinate activities with other private security personnel operating on behalf of businesses within the District.
- Maintain relationships with store and other business management within the District, establishing their presence and communicating District information.
- Maintain knowledge of District attractions and provide assistance to visitors and community members.
- Provide late hour accompaniment of office workers to their parked automobile locations.
- Maintain a daily log of activities including referrals under items 6 and 7 above.
- Interact with indigent and transients, ensure that trespassing and violations of law are dealt with swiftly and effectively.

General Required Training of Ambassadors

Although the DAO's management personnel will closely monitor and supervise the account, the vendor will be obligated to provide supervisory staff to oversee the contract, as well as all necessary training to perform the scope of work effectively and with compassion. The personnel and managers will report to the management of the DAOs.

The DAO requests that the vendor lists the specialized training and advanced officer instruction that will be provided to personnel working on this account. The list should include programs devoted to leadership development, supervisor training, community policing techniques, officer safety, bicycle operations, communications techniques, and customer service. Additionally, the vendor must comply with all government mandated training programs.

Reporting Requirements

Reporting to be required at a minimum must consist of the following:

- Daily Activity Reports to include, but not limited to:
 - Provide number of public and merchant contacts
 - Document schedule and detailed descriptions of foot and bike patrol routes
 - Suspicious Activities not resulting in an incident
 - Status of equipment, i.e., radios, cell phones, bikes, etc.

- Trash or hazardous conditions in the public rights of way
- Clean up activities, including graffiti removal
- Incident Reporting to be provided for any incidents which ambassadors respond to or are notified of occurring within the boundaries of the District. Incident Reports shall include all but not be limited to the following:
 - Medical Emergencies
 - Injuries
 - Robberies / Thefts
 - Violent Crimes
 - Trespassing
 - Removal of Transients
 - Communications with all Santa Rosa enforcement agencies
 - Potential and Current Safety Hazards
 - Property Damage / Graffiti
- At commencement of each shift officers will report to a designated check-in location for any daily briefing needed.
- As part of a service contract, the selected vendor and DAO shall establish performance metrics against which Firm's performance of its duties shall be measured.

The DAO requires the vendor to provide the District's prospective employees of sufficient quality to meet the demanding nature of the DAO's work. The DAO reserves the right to request the vendor substitute an employee should they not meet the requirements of the DAO. The DAO will make all final decisions as to whether a prospective employee of the vendor is suitable for placement within the DAOs in the aforementioned capacity. The right to veto or cancel shall also apply to the vendor's selection and appointment of supervisors and managers. The vendor's security managers and supervisors will serve at the will of the DAO's management. The process shall be an ongoing one, whether a vacancy exists or not.

Due to the unique nature of the job that security personnel will be needed to perform, we require our contract personnel to be in good physical condition. Safety personnel will be asked to pedal police styled mountain bicycles as their primary mode of transportation. When not pedaling their bicycles, personnel may walk on foot.

Contract Term:

Approximately January 1st, - December 31st, 2019.

All equipment and supplies (except personnel uniform) provided by vendor and to be included in billable hourly rate.

Due Date:

All proposals, in electronic and hard copy form must be submitted by Friday, December 17, 2018 by 5:00 p.m. at the address listed below.

Program Costs and Pay Scale Information for Bidding

Responses to this RFP should provide:

- Billing rates for each listed position, including supervisor;
- Officer/supervisor actual paid hourly rate associated with the billable hourly rate

Bidders must submit evidence, with their RFP, that the company is licensed and in good standing with the State of California Bureau of Security and Investigative Services.

Insurance Requirement

The successful contractor shall be required to carry the following insurance from an A-rated company admitted in California and acceptable to the DAO. Further, the contractor shall name the DAO, its personnel, directors, administrator and employees as additional insured. The selected vendor will meet ALL of the DAO insurance requirements. At a minimum, the selected vendor shall demonstrate that they have the following policies in place, including having the DAO Board members and staff, the Chamber of Commerce, as well as the City of Santa Rosa as additionally insured on all relevant insurance policies.

A. *Worker's Compensation*: To the extent required by the DAO, Statutory Worker's Compensation and Employer's Liability insurance with a limit of not less than One Million Dollars (\$1,000,000). Provider shall cause its Workers Compensation carrier to waive insurer's right of subrogation with respect to the DAOs, its personnel, directors, agents and employees.

B. *Commercial Liability insurance (and/or Excess Umbrella Liability)*: Written on an occurrence basis with a combined simple limit for Bodily Injury, Personal Injury, and Property damage of not less than Ten Million Dollars (\$10,000,000) per occurrence. The policy must be written on CGOOL 11/85 or newer occurrence form of broader, with no additional exclusions. The policy shall include coverage for Blanket Contractual Liability and Personal Injury endorsement, which also includes coverage for false arrest, false imprisonment, malicious prosecution, wrongful entry/eviction of a person from a premise, invasion of privacy defamation of character, libel of slander caused by any acts of the Contractor or the Contractor's employees, embarrassment, humiliation, harassment, and mental anguish. Contractor shall indemnify and hold DAO harmless from and against any and all claims arising out of Contractor's activities, or from any activities, work or things done or permitted by Contractor in or about the boundaries and shall further indemnify and hold DAO harmless from and against any and all claims arising from any breach or default in the performance of any obligation of Contractor hereunder, or arising from the negligence of Contractor or any of its agents, sub-contractors or employees, and from and against all costs, reasonable attorney's fees, expenses and liabilities incurred in the defense of any such claim or any action or proceeding brought thereon, and in case any action or proceeding is brought against DAO by reason of any such claim, Contractor upon notice from DAO, shall defend it at Contractor's expense by counsel reasonably satisfactory to DAO.

C. *Business Automobile Liability Coverage and/or Excess Umbrella Liability* for all owned, hired or non-owned vehicles utilized by Contractor with a combined single limit of not less than One Million Dollars (\$1,000,000) for each occurrence for Bodily Injury and Property Damage.

D. *Employee Dishonesty Coverage* upon granting of a contract for security services, the company selected will be required to submit Certificates of Insurance naming the DAO on the above policies.

Compliance with City of Santa Rosa Requirements

The selected contractor will be required to adhere to all policies governing contractual obligations between the District Management Corporation and the City of Santa Rosa. These obligations consist of the following:

- Non-Discrimination/Equal Employment Practices
- Conflict of Interest

Conclusion

Applicants should carefully consider the nature of the services requirement of the DAO. The awarded vendor must demonstrate the ability to provide security personnel that can perform, even thrive, in an environment of community policing and community relations. This area of safety is in a constant state of evolution; "outside-the-box" thinking is a critical component of the management process for the DAO. Vendors should expect that the contract will be challenging and will involve a very "hands-on" customer service dimension.

Thank you for your time and input and look forward to your proposals.

SAFETY & SERVICE OFFICER RFP INSTRUCTIONS TO BIDDERS

Purpose

Sealed bids are invited for SECURITY Program for the Downtown Santa Rosa Community Benefit District ("DAO") (See attached Map)

Submittal of Proposals

Five copies of all bids should be submitted in a sealed envelope marked Safety & Service Officer - No later than 5:00pm on Friday, December 17, 2018. Please ensure that all bids are addressed to:

Janet Rogers
Downtown Action Organization/Santa Rosa
50 Old Courthouse Square, 110
Santa Rosa, CA 95404

Proposal may be e-mailed prior to receipt of hard copies to: JanetR@Santarosametrochamber.com

Company Information

As a minimum, each RFP package shall contain the following:

- a. A brief history of the Company, to include names of directors and key personnel.
- b. Provide information on contracts that you possess with Community Benefit Districts, Business Improvement Areas, and other similar organizations.

- c. Professional references from past and present clients; at least three total professional references.
- d. A statement outlining the Company's ability to maintain and provide exceptional, high quality levels of service consistent with the requirements defined in the RFP and as specified by the DAO.
- e. A summary of the Contractor's ability to maintain full service during possible emergencies and a statement outlining how the priorities of the District's contract in relation to other existing contracts will be determined.
- f. Sufficient information to indicate the Contractor's ability to provide an adequate number of permanently staffed, suitably qualified personnel during the term of the agreement.
- g. A sample copy of Contractor's Forms and procedures for investigating and reporting all types of incidents.
- h. Guidelines used for personnel background checks.
- i. The Contractor's license details and expiration dates as applicable.

Responses must indicate the vendor's ability to provide the entire scope of services. The DAO understands the proposed scope is broad and varied. If the entire scope cannot be met, please indicate what specific services the vendor is not able to meet.

Contractor's Representations

The Contractor, by submitting a bid, represents that:

- a. The Contractor has read and understands the contents of the RFP information pack and the bid is made herewith.
- b. The Contractor, before submitting a proposal, understands that the Contractor must: a) examine the RFP information pack and exhibits; b) visit the site and become familiar with all local conditions which may in any manner effect the cost, progress or performance of the services; and, c) become familiar with all applicable Federal State and local laws, ordinances, codes, rules and regulations that may in any way effect the cost, progress, or performance of the services.

Insurance

The successful Contractor must provide Certification of Insurance in accordance with the RFP.

Award of Contract

The anticipated award date of the contract will be on or about January 1st, 2019, providing for the commencement of services on thereafter.

Modification to Exhibits

Please note that any proposed modification to any of the Exhibits must be detailed fully within the RFP response.