

Request for Proposals



City of Minneapolis
Finance & Property Services, Convention Center and Public Works

Security Services
RFP 2016-132 Issue Date: October 12, 2016

Proposals Due by: Monday, October 24, 2016 at 4:00pm

October 12, 2016

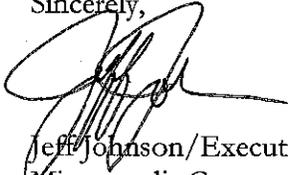
To whom it may concern:

Attached is a Request for Proposal for Security services. These services are needed for the Minneapolis Convention Center, Water Treatment & Distribution System Facilities, Public Service Center and Impound Lot. Please consider submitting a proposal for providing these services if your company meets the qualifications and is available. Please review the RFP for details.

Proposals are due by October 25, 2016. A pre-proposal conference will be held at the Minneapolis Convention Center at **9:00 A.M. (Minneapolis Time), October 18, 2016.**

Thank you for your consideration.

Sincerely,



Jeff Johnson/Executive Director
Minneapolis Convention Center



Mark Ruff/Chief Financial Officer
Finance & Property Services

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- ATTACHMENT A - RFP TERMS & CONDITIONS
- ATTACHMENT B - MINNEAPOLIS CONVENTION CENTER
- ATTACHMENT C - WATER TREATMENT & DISTRIBUTION SYSTEM
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- ATTACHMENT E - PUBLIC SERVICE CENTER

**REQUEST FOR PROPOSALS
FOR
SECURITY SERVICES**

I. INVITATION:

It is the intention of the City to solicit proposals for the operation of Security Services at the City owned and operated facilities Minneapolis Convention Center (hereinafter referred to as the MCC), Water Treatment & Distribution System Facilities (hereinafter referred to as the WTDS), Public Service Center (hereinafter referred to as the PSC) and Impound Lot.

The City of Minneapolis (hereinafter referred to as the City) makes this Request for Proposals (hereinafter referred to as the RFP) in order to select a qualified Security Services Provider (hereinafter referred to as the Service Provider) for providing Security Services (hereinafter called the Project). The Project is generally described in the “Scope of Services” (Attachments B, C, D and E), contained within this RFP, including descriptions of roles, responsibilities and relationship of the Service Provider, City, and other parties involved in the Project. Service Provider may submit a proposal for anyone or all four sites. Please indicate in your cover letter which site(s) you will be submitting a proposal for.

1. MCC (Attachment B)
2. WTDS (Attachment C)
3. PSC (Attachment D)
4. Impound Lot (Attachment E)

II. PRE-PROPOSAL CONFERENCE:

A pre-proposal conference will be held at **9:00am. (Minneapolis Time), October 18 2016** in the MCC Boardroom located at 1301 2nd Avenue South, Minneapolis, Minnesota 55403. If you need directions, please visit the MCC website <http://www.minneapolisconventioncenter.com> or call 612. 335.6000. All potential Service Providers are encouraged to attend this conference.

III. PROPOSAL DUE DATE and LOCATION:

The Service Provider shall submit electronically and send by email to RFP.Responses@minneapolismn.gov and **ten (10) copies** of their proposals to the City of Minneapolis Procurement Office, labeled:

City of Minneapolis - Procurement
Request for Proposals for:
SECURITY SERVICES
330 2nd Avenue South, Suite 552
Minneapolis, MN 55401

The submittal shall be made at or before **4:00 P.M. (Minneapolis Time), October 24, 2016.**

NOTE: Late Proposals may not be accepted.

IV. PROPOSAL FORMAT:

The Service Provider shall provide the appropriate information in sufficient detail to demonstrate that the evaluation criteria has been satisfied as specified in Section V – “EVALUATION OF PROPOSALS”.

To allow for easier comparison of proposals during evaluation, proposals should contain the following sections and appendices and be arranged in consecutive order.

1. Executive Summary - The Executive Summary should include a clear statement of the Service Provider’s understanding of the RFP including a brief summary of the Scope of Work. Include, at a minimum, an outline of the contents of the proposal, an identification of the proposed project team, a description of the responsibilities of the project team, and a summary of the proposed services.
2. Scope of Services - Describe in detail how services will be provided. Include a detailed listing and description of tasks and deliverables.
3. Experience and Capacity - Describe background and related experience demonstrating ability to provide required services. Minimum of three years of operational experience are required, which have involved asset protection, crowd management, event staffing and security services. Indicate if company expansion is required to provide service. Service Provider must be able to accept a contract start date at **12:01 A.M. (Minneapolis Time), January 1, 2017**.
4. References - List references from contracts similar in size and scope. List contact names, emails and phone numbers.
 - a. List three accounts that have been lost within the past three years.
 - b. List three accounts that are actively being managed and serviced.
5. Personnel Listing - Show involved individuals with resumes and specific applicable experience. Sub-Service Providers should also be listed, including the identification of any that are certified in the City of Minneapolis Small & Underutilized Business Program.
6. Cost/Fees - Indicate proposed cost of service including a description of how costs were determined; hourly rates; direct costs and payment billing schedule; list of charges per classification of employee; cost breakdown for each year of service. List a separate line item for monthly vehicle charges and health insurance Company-paid premiums pass-through costs. Training cost that is applicable for remittance will exclude any percentage markup, and will include wage rate, insurance and any associated payroll tax. Service Providers will complete and include the Work Breakdown Structure Form (provided with each specific facility scope, Attachment B, C, D, and E) with their proposal. The City is exempt of State and City sales taxes, and these taxes will be excluded from proposed cost/fees. Certificate of Exemption (ST3) will be provided to the selected Service Provider(s).

7. Company Financial Information
 - a. Proof of financial responsibility, any bankruptcy filings by the Service Provider, its principles and officers during the previous seven years.
 - b. Proven ability to support up to six weeks of employee payroll for each City location. City may take up to thirty days to process invoices submitted for payment.
 - c. Shall furnish both a Performance Bond in the amount of \$500,000 (five hundred thousand dollars) as well as Payment in amount of \$500,000 (five hundred thousand dollars) in a form prescribed by the Minneapolis City Attorney. Bonds will be maintained during the entire period of the contract.

8. Human Resource – Describe in detail how employees are recruited and hired. Include a detailed description on background screening requirements that are completed for each employee **prior to assignment**.

9. License – Service Provider must be licensed by the State of Minnesota in accordance with Minnesota State Statutes Chapter 326, Administrative Rules 7506.0100-7506.2900 and Section 364.09 and comply with all pertinent and related statutes, laws, ordinances and other regulations relating to the Project. Service Provider will submit and include a copy of their license with their proposal.

10. Transition Plan – Outline and submit detailed schedule and implementation plan to establishing local and onsite office/s, facility familiarization, standard and site specific training and scheduling program to meet site specific staffing requirements.

11. Living Wage – Wages for employees must be equal to or greater than the Living Wage hourly rate. The following calculation formula will be followed to determine minimum living wage rates:
 - a. Calculation of living wage rate will be by the current Federal Poverty Level of a family of four (<http://aspe.hhs.gov/poverty-guidelines>) at \$24,300, divide by full-time equivalency of 2080 hours, and multiply by 130% (1.3) or 110%(1.1). $\$24,300/2080 \times 1.3 = \mathbf{\$15.18}$ an hour or $\$24,300/2080 \times 1.1 = \mathbf{\$12.85}$ an hour.

If Service Provider meets one of the Living Wage Policy exemptions and/or establishes a collective bargaining agreement, Service Provider will adhere to the collective bargaining agreement wages. **See Attachment A, RFP Terms & Conditions, para. 15. Living Wage Ordinance as provided in Section 38.40(c).**

12. Standard Training – Breakdown and outline minimum training requirements for all employees that meet industry standards and Minnesota State requirements prior to assignment. Pre-assignment hours are not billable to the City, and continuing education hours may be billable depending on the scope of services per each Attachment. Employees [Standard Training] must minimally include training in the following subject areas:

- a. Basic security techniques;
 - b. Course work on customer service;
 - c. Legal authority and liability issues;
 - d. Ethics;
 - e. Comprehension of effective two-way radio operation;
 - f. De-escalation tactics and crisis communication;
 - g. Crowd Management tactics and basics;
 - h. Blood Borne Pathogen ;
 - i. Automated External Defibrillators (AED), CPR and first aid;
 - j. Incident/situation assessment and emergency response; and
 - k. Comprehension of Minnesota private security statutes and administrative rules.
13. Site Specific Training – In addition to Standard Training, employees must complete site specific minimum training requirements prior to assignment. Training program/s will be developed and facilitated in accordance with existing MCC, WTDS, Impound Lot and PSC policies and procedures. **Service Provider will be responsible for providing all training listed in Attachments B-E.**
14. Post Orders – Service Providers must develop and submit post orders that are uniquely specific to each City site. Post Orders will be submitted to each Site Contract Manager for review and approval within **30 days** of the contract start date.
15. Equipment – Provide a description of all equipment that will be utilized; vehicles, uniforms, accessory items and communication devices as required per each Attachment. Include make and model of equipment.
16. Scheduling – Describe in detail how intermittent, part-time and full-time employees will be scheduled. Provide a description if your company utilizes hardware and software solutions or web-based applications to schedule personnel. Indicate if your company has an “overflow” scheduling policy, and summarize how your company currently incorporates this policy into your day-to-day scheduling operation.
17. Uniform – Include and submit with your proposal a sample description and pictures of all proposed uniforms. Different example versions must be provided to accommodate the weather and conditions in Minnesota and each site.
18. Additional specific proposal requirements are included for each site in Attachments B-E.

V. EVALUATION OF PROPOSALS – SELECTION OF SERVICE PROVIDER:

Proposals will be reviewed by an Evaluation Panel made up of representatives of the City of Minneapolis, Department of Finance & Property Services, Convention Center, Public Works and other City staff assistance as they might require. The Evaluation Panel will select a "short list" of qualified Service Providers who may be formally interviewed as part of the final selection, as deemed necessary by the City. Evaluations will be based on the required criteria listed in Section IV “PROPOSAL FORMAT”, and the following:

- A. Quality, thoroughness, and clarity of proposal.
- B. Qualifications, workforce size and experience of staff (includes a review of references).
- C. How well the Scope of Services offered meets department objectives.
- D. Financial responsibility and capacity of company including whether or not the company, any affiliates, subsidiaries, officers or directors have filed for federal bankruptcy protection within seven years of the date of this RFP.
- E. Organization and management approach and involvement for a successful project.
- F. Small & Underutilized Business participation.
- G. Cost of services proposed.
- H. Insurance coverage as defined for the services.
- I. Experience with accounts similar in scope and complexity
- J. Recruiting, hiring and screening process

A formal Presentation will be requested of the “short list” Service Provider’s. Specifically, the City requests that the Service Provider’s Project Manager assigned to the proposed project team lead the Presentation and that actual members of the project team (including any sub-Service Providers) participate in the formal presentation.

The Presentation/Interview of the “short listed” Service Provider’s will consist of the following elements:

1. Discussion of the Service Provider’s approach to providing services for this Project based upon the Scope of Services described herein.
2. Overview of the Service Provider’s experience as related to the Scope of Services, including qualifications and experience of assigned staff.
3. Overview of equipment, hardware and software solutions that may be implemented and used to service this Project.
4. Presentation and display of uniform/s examples that will be worn at each Site.

The Evaluation Panel will schedule and arrange for the presentations.

VI. SCHEDULE:

The following is a listing of key Proposal and Project milestones:

RFP Release	October 12, 2016
Pre-Proposal Conference	9:00AM on October 18, 2016
Questions on RFP Due by	12:00PM on October 19, 2016
Responses to Questions posted by	1:30 PM on October 21, 2016
Proposals due by	4:00 PM on October 24, 2016
Estimated Service Provider “short-list” selection	November 2, 2016
Estimated services start date	January 1, 2017
Estimated services end date	December 31, 2022

VII. CONTRACT:

The contracting parties will be the City of Minneapolis and the Service Provider/s selected to provide the services as described herein. The selected proposal, along with the RFP and any counter proposal will be incorporated into a formal agreement after negotiations. It is the intent of the City to award a single or multiple contract/s for a term of three (3) years with the option to extend the contract, on an annual basis, at the sole option of the City, for two (2) additional years. Service Provider will complete and include Length of Term and Options form with their proposal.

VIII. DEPARTMENT CONTACT/REQUESTS FOR CLARIFICATION:

The Service Provider's primary interface with the City will be with the Contract Manager who will act as the City's designated representative for the Project. Prospective responders shall direct inquiries/questions *in writing only* to:

Contract Manager: Art Thomas, Finance & Property Services, Security Management
350 S. 5th Street, Room 223
Minneapolis, MN, 55415
Arthur.Thomas@minneapolismn.gov

All questions are due no later than **12:00P.M. (Minneapolis Time), October 19, 2016**. Responses to the Questions will be posted by **October 21, 2016** on City's RFP website at: <http://www.minneapolismn.gov/finance/procurement/rfp>

The Contract Manager is the only individual who can be contacted regarding the Project before proposals are submitted. The Contract Manager cannot vary the terms of the RFP.

IX. REJECTION OF PROPOSALS:

The City reserves the right to reject any Service Provider on the basis of the proposals submitted. The City reserves the right to reject all proposals or any Service Provider on the basis of the proposal submitted.

X. ADDENDUM TO THE RFP:

If any addendum is issued for this RFP, it will be posted on the City of Minneapolis web site at:

<http://www.minneapolismn.gov/finance/procurement/rfp>

The City reserves the right to cancel or amend the RFP at any time.

XI. SITE VISITS:

Service Provider's may visit the MCC, WTDS, PSC and Impound Lot sites in reference to the services to be provided, but are prohibited from interviewing City staff or other visitors in any effort to obtain information relating to this RFP. All requests for clarification should be submitted in writing as outlined in this RFP. Failure to follow this prohibition could result in the rejection of the proposal.

Formal tours for each of the sites have been arranged, all potential Service Providers are encouraged to attend as follows:

- MCC Tour..... 10:00-10:45A.M.(Minneapolis Time) October 18, 2016
- Impound Lot Tour 11:00-11:45A.M. (Minneapolis Time) October 18, 2016
- Water Tour..... 1:15-2:00P.M. (Minneapolis Time) October 18, 2016
- PSC Tour..... 3:00-3:30P.M. (Minneapolis Time) October 18, 2016