



# Security Guard Services

## Request for Proposals # TS-22-13

General Information		
Project Cost Estimate	\$700,000 annually	See Section 1.7.1
Project Timeline / Contract Term	This contract shall be for an initial three-year period with two additional three-year renewal terms.	See Section 1.7.6
Evaluation of Proposals	Evaluation Committee	See Section 1.10
Non-Mandatory Virtual Pre-Bid Meeting	10:00 a.m. on February 16, 2023 livestreamed on <a href="https://ppines.webex.com/meet/purchasing">https://ppines.webex.com/meet/purchasing</a> from the Public Services Building, Large Conference Room, located at 8300 S. Palm Drive, Pembroke Pines, FL 33025.	See Section 1.11.1
Question Due Date	February 20, 2023	See Section 1.11
Proposals will be accepted until	2:00 p.m. on February 28, 2023	See Section 1.11
Proposal Security / Bid Bond	Not Applicable	Not Applicable
Payment and Performance Bonds	Not Applicable	Not Applicable
Grant or Federal Funding Information	Not Applicable	Not Applicable

THE CITY OF PEMBROKE PINES  
**PROCUREMENT DEPARTMENT**  
**8300 SOUTH PALM DRIVE**  
**PEMBROKE PINES, FLORIDA 33025**  
**(954) 518-9020**



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#### ATTACHMENTS

Attachment A: Non-Collusive Affidavit

Attachment B: Sample Insurance Certificate

Attachment C: Specimen Contract - **Contractual Services Agreement**

Attachment D: Pricing Sheet / Proposed Shift Schedule



## **SECTION 1 - INSTRUCTIONS**

### **1.1 NOTICE**

Notice is hereby given that the City Commission of the City of Pembroke Pines is seeking sealed proposals for:

#### **RFP # TS-22-13 Security Guard Services**

Solicitations may be obtained from the City of Pembroke Pines website at <http://www.ppines.com/index.aspx?NID=667> and on the <https://ppines.bonfirehub.com/> website.

If you have any problems downloading the solicitation, please contact the Bonfire Support at [Support@GoBonfire.com](mailto:Support@GoBonfire.com).

If additional information help is needed with downloading the solicitation package please contact the Procurement Department at (954) 518-9020 or by email at [purchasing@ppines.com](mailto:purchasing@ppines.com). The Procurement Department hours are between 7:00 a.m. - 6:00 p.m. on Monday through Thursday and is located at 8300 South Palm Drive, Pembroke Pines, Florida 33025.

The City requires all questions relating to the solicitation be entered through the "Messages" section for the specific project on the <https://ppines.bonfirehub.com/> website. Under the "Messages" section, vendors will find the "Opportunity Q&A" tab in which they can ask their specific question(s). Responses to the questions will be provided online at <https://ppines.bonfirehub.com>. Such request must be received by the "Question Due Date" stated in the solicitation. The issuance of a response via Bonfire is considered an Addendum and shall be the only official method whereby such an interpretation or clarification will be made.

**Proposals will be accepted until 2:00 p.m., Tuesday, February 28, 2023.** Proposals must be **submitted electronically at <https://ppines.bonfirehub.com/>**. The sealed electronic proposals will be publicly opened at 2:30 p.m. by the City Clerk's Office, in the City Hall Administration Building, 4<sup>th</sup> Floor Conference Room located at 601 City Center Way, Pembroke Pines, Florida, 33025.

#### **1.1.1 VIRTUAL BID OPENING**

The City may not be opening up the physical location for public access.

As a result, meetings may be a combination of in-person and virtual, all as provided by law. **In any event, the public is encouraged to attend the bid opening process virtually in lieu of attending the meeting in person.**



Bid openings for this project will be live-streamed from the City Clerk's Office, in the City Hall Administration Building, 4th Floor Conference Room located at 601 City Center Way, Pembroke Pines, Florida, 33025 at **2:30 PM on the bid due date**.

While recognizing the importance of public accessibility to the bid openings, and considering public health concerns, in the abundance of caution, the City is requesting that interested parties utilize live streaming as a safe way for vendors and the public to view the bid opening process in lieu of attending the meeting in person.

The public is invited to attend the meeting virtually via the Cisco Webex Meetings platform.

- WebEx Meeting Link: <https://ppines.webex.com/meet/purchasing>
- Cisco Webex Meeting Number: 717 019 586
- Join by Phone Number: +1-408-418-9388

The public may download the **Cisco Webex Meetings app** from <https://www.webex.com/downloads.html/>, to view and listen to the meeting, however please make sure to mute your phone/microphone/device's audio and camera as the **public may attend the meeting but will not be allowed to comment or participate in the proceedings.**

If any member of the public requires additional information about this meeting or has any questions about how to access the meeting, please contact:

Danny Bedit, Procurement Department  
City of Pembroke Pines  
8300 South Palm Drive,  
Pembroke Pines, FL 33025  
954-518-9022  
[purchasing@ppines.com](mailto:purchasing@ppines.com)

## **1.2 PURPOSE**

The City of Pembroke Pines is hereby seeking proposals from qualified Contractors for Security Guard Services in a manner that ensures the highest level of security at each facility where services are provided.

The Contractor shall provide, in all instances as required by the City within the scope of this solicitation, adequate number of personnel to provide the services stipulated herein at the designated locations and hours, as may be amended by the City. In addition, the Contractor shall provide all items necessary to provide the service including adequate uniforms, equipment, and vehicles.

## **1.3 BACKGROUND**



Below is list of locations, schedules, and the type of security needed at each of these locations. The City reserves the right to award each location individually. The locations, schedules, and type of security may be amended by the City as needed.

Location	Schedule	Type of Security	Estimated Hours Per Week	Estimated Hours Per Year
Academic Village (Pool & Water Tank) 17189 Sheridan Street, Pembroke Pines, FL 33331	7:00 p.m. - 7:00 a.m. Mon - Fri 24 hours per day Sat & Sun	1 Unarmed Officer	108	5,616
Storage Lot 10801 Pembroke Road, Pembroke Pines, FL 33025	7:00 p.m. - 7:00 a.m. 7 days per week	1 Unarmed Officer with a Marked/Lighted Golf Cart	84	4368
Pines Place Guardhouse 8210 Florida Drive, Pembroke Pines, FL 33025	24 hours per day 7 days per week	1 Unarmed Officer	168	8,736
Howard C. Forman Human Services Campus 8300 S. Palm Drive, Pembroke Pines, FL 33025 (Various Other Locations)	7:00 p.m. - 7:00 a.m. 7 days per week	1 Unarmed Officer with a Marked/Lighted Patrol Vehicle	84	4,368
Utilities Customer Services 8300 S. Palm Drive, Pembroke Pines, FL 33025	6:30 a.m. - 6:00 p.m. Mon - Thu	1 Armed Officer	46	2,392
WasteWater Treatment Plant 13955 Pembroke Road, Pembroke Pines, FL 33027	24 hours per day 7 days per week	1 Unarmed Officer with a Marked/Lighted Golf Cart	168	8,736
City Hall 601 City Center Way, Pembroke Pines, FL 33025	7:00 a.m. - 6:30 p.m. Mon - Thu	City Center Armed Security Officer	46	2,392
Central EDC (Summer Session) 12200 Sheridan Street, Building P Pembroke Pines, FL 33026	6:30 a.m. - 6:30 p.m. Mon - Fri	Class G Armed Security Officer with Guardian Program Training	60	540
West EDC (Summer Session) 1600 SW 184 Avenue, Pembroke Pines, FL 33029	6:30 a.m. - 6:30 p.m. Mon - Fri	Class G Armed Security Officer with Guardian Program Training	60	540

#### **1.4 OBJECTIVES**





It is the intent of the City to protect its students, personnel, and/or property by means of well-trained experienced, alert, interested, and reliable Contractor personnel. Contractor shall impress upon its personnel that their primary duty and responsibility is to safeguard the students, employees, the general public, and City property. This general order supersedes all others. Contractor personnel shall act in a courteous and professional manner at all times.

The types of services required under this Solicitation are:

- Unarmed Security Officer
- Armed Security Officer
- Class G Armed Security Officer with Guardian Program Training
- City Center Armed Security Officer
- Marked/Lighted Security Golf Cart Patrol
- Marked/Lighted Security Car Patrol

Each of these services requires special technical and managerial proficiencies; therefore, specific prior experience requirements must be met to adequately provide such services. Services at a given location shall be provided by a single Contractor.

Services shall be available to the City on a twenty-four (24) hour basis three-hundred and sixty-five days (365) a year (including all Federal and City observed holidays).

## **1.5 REQUIREMENTS**

### **1.5.1 Contractor**

Contractors shall provide documentation in their Proposal that demonstrates their ability to satisfy the minimum qualification requirements. Contractors who do not meet the minimum qualification requirements or who fail to provide supporting documentation may be deemed non-responsive.

The minimum qualification requirement for this Solicitation is:

Hold a valid class "B", Security Agency License, or class "BB" Security Agency Branch Office License, issued by the State of Florida, Division of Licensing. License must be valid at the time proposal is submitted. The Contractor shall maintain this qualification during the term of the Contract, including extensions and renewals thereof.

### **1.5.2 Communication System**

- A) **Handheld Radios / Mobile Phone Application, etc.:** The proposer shall identify the various aspects of their Communication System and how it will best meet the needs of the City and Contractor. The Communication System may be two-way handheld radios, licensed for use by the FCC, that are provided by the Contractor(s) to all on-duty personnel. The proposer may also utilize alternative systems, such as mobile



phone applications that track employees while on duty and allow a system for the employees to check-in with central dispatch, etc.

- B) **Central Dispatch Center:** Contractor shall have a stationary base station/office where the Central Dispatch Center is located. Dispatch Center shall have at least five (5) lines: four (4) dedicated telephone lines for incoming and outgoing voice phone calls, and one (1) additional dedicated line for fax and/or computer use. Contractor(s) Central Dispatch Center shall have a backup generator or other technology that allows for the continued operation of the Central Dispatch Center during power outages, inclement weather, man-made or natural disasters. The use of cellular phones and/or call forwarding for the main central dispatch telephone lines is unacceptable. A mobile transmitter/receiver or a handheld radio operated from the field or the office will not be considered sufficient to adequately provide dispatch service. The term "Office" does not include a home office, mail drop location, cellular phone or other location. Central Dispatch Center may be located out of the state but shall be independently operated by the Contractor. This Center shall not be outsourced to another company unless approved in writing by the City.

Central Dispatch Center shall be staffed by experienced Contractor(s) personnel twenty-four (24) hours a day, seven (7) days a week. Contractor(s) personnel assigned to the Central Dispatch Center shall have the ability and authority to take immediate action on behalf of the Contractor(s), as required. This station shall have a complete roster of all Contractor(s) personnel assigned to City posts, contact information, assignment locations and assignment hours. The Central Dispatch Center shall maintain a logbook or electronic technologies which maintain records of all activities (e.g. requests for service, incidents, status checks (radio or otherwise), failure to report for duty, etc.). The Central Dispatch Center shall conduct routine status checks of the Contractor(s) personnel and make notations of any failure or the Contractor(s) personnel to respond or report for assigned duties. The frequency of status checks shall be mandated solely by the City. The Central Dispatch Center shall also be able to make contact with Contractor(s) management twenty-four (24) hours a day, seven (7) days a week. Failure to comply with any of these requirements constitutes a material breach of a contract, issued as a result of this Solicitation, and may result in Infraction Fees and/or a Non-Performance being assessed.

The City reserves the right to visit the office space to be utilized to provide services, prior to award and during the term of the contract, to ensure space and equipment is adequate to provide the services required.

- C) **System Quality:** The Communications System among system users (e.g., all City and Selected Proposer(s) personnel) shall be strong and clear at all times, both transmitting and receiving. Selected Proposer(s) shall provide and maintain required system quality, as follows:
- 1) Ensure that the speed and quality of communications (radio or otherwise) is not detrimentally impacted by on-air congestion. If applicable, the Selected



Proposer(s) should select a channel, (i.e., frequency that is not overloaded with non-contract users).

- 2) Implement a program of maintenance and repair for all equipment to be used in providing services to the City. Such a program shall ensure the optimum performance of all equipment at all times, thereby allowing the system to meet the service requirements and quality standard specified in this Solicitation.
- 3) Have a sufficient number of spare equipment (such as but not limited to radios, chargers and charged batteries) in stock to provide for those that are inoperative in the field or in the repair shop. Malfunctioning communication devices (radios, etc.) shall be replaced within four (4) hours.
- 4) Ensure that all communication equipment has sufficient operating power at all times during a tour of duty. It may be necessary for the Selected Proposer(s) to implement a system by which fresh batteries, or charger radios, are delivered to the posts in order to meet this requirement. Wherever possible, the City may provide safe storage and electric power (for charging).

**D) City Evaluation of Communications System:** City's Municipal Security Manager or designee reserves the right to evaluate the Communication System at any time during the term of a Contract including any extensions or renewal thereof. Should there be a deterioration of performance and the Selected Proposer(s) is unable or unwilling to make necessary improvements, the City shall consider this a material breach of the Contract and may terminate the Contract issued. The City's Municipal Security Manager or designee shall be the sole judge of the adequacy of the Communication Systems.

### **1.5.3 Uniforms and Equipment**

#### **A) Standard Uniform for Security Officers**

Contractor(s) shall ensure that, at all times while in uniform, all personnel shall be fully equipped and wear complete City-approved uniforms including uniform jackets with required patches that are sewn on and name tags. Contractor(s) personnel shall wear uniforms whose color and style have been approved in advance by the City. Contractor(s) shall establish a dress code policy that includes: grooming and hygiene standards. Policy shall be approved in advance by the City. All personnel providing service to the City may be required to wear the same color and style of uniform, distinguished only by Contractor(s) identification patches. Uniforms do not have to be new, but shall be in good condition, and meet contractual standards. Uniforms shall consist of the following items:

- 1) Trousers, all-season weight.
- 2) Shirt/blouse, short or long sleeve.
- 3) Belt – solid black.
- 4) Duty Belt (high gloss style).



- 5) Socks – solid black in color.
- 6) Shoes – solid black Patent Leather, Corfam shoes or all black rubber sole shoes, no high heels, no platform shoes and no sneakers or tennis shoes (without medical waiver).
- 7) Shoulder patches to indicate the name of the Contractor(s) shall be sewn on and worn on both shoulders of the uniform jacket and shirt. No other identification of the Contractor(s) shall be worn or displayed on the uniform hat.
- 8) Nametags to be worn over the right shirt pocket.
- 9) Foul weather/cold weather clothing, including raincoats, boots, and/or security jackets, shall be required for those employees assigned to perform duties while exposed to cold and/or inclement weather conditions. All foul weather clothing shall be identical in style and color for each Security Officer, and marked with Contractor(s) identification, logo or name, or an insignia. Jackets worn during cold weather shall be issued by the Contractor(s) along with company patch sewn to the jacket.
- 10) Wear clean, pressed uniforms at all times while on duty at a City Post.

#### B) **Personnel Equipment**

Except as specifically noted, or provided for in this Solicitation, all Contractor(s) personnel shall be equipped at all times while on duty with the following items:

- 1) Handcuffs and Key.
- 2) Flashlight; heavy-duty (2 or more D-cells or compact rechargeable lithium battery powered flashlights), for shifts during night time or in dark places.
- 3) Communication equipment such as two-way radio, licensed for use by the Federal Communications Commission (FCC) or alternative systems as approved by the City.
- 4) The following equipment shall be optional for security officers to carry, however the City highly recommends this equipment:
  - a. Mace foam style (officer shall be certified as per Florida State Statutes.)
  - b. Expandable Baton, e.g. ASP (officer shall be certified as per Florida State Statutes.)

**Note: All Contractor(s) personnel shall not carry any unauthorized equipment such as chemical agents, concealed weapons, personal radios, or other items not approved by the City or which is not included in a contract issued as a result of this Solicitation.**

#### C) **Armed Personnel Equipment**

In addition to the “Personnel Equipment” listed above, the Selected Proposer(s) shall issue to their armed personnel a company issued and owned Firearm. In no circumstance will an Officer’s personal weapons be acceptable as the Officer’s duty weapon in providing service to the City. The Firearm shall be a semiautomatic pistol



of a reputable manufacturer (e.g., Smith & Wesson, Colt, Glock, Ruger, Sig Sauer, Beretta, H&K, or Taurus), and ammunition that meets Florida State Statutes. All semiautomatic pistols shall be of the same manufacturer and caliber. All personnel shall be issued an ammunition pouch and a minimum three (3) fully loaded magazines with the number of rounds in accordance to the weapon's ammunition capacity. All armed personnel shall utilize a weapon triple retention holster compatible with the firearm, uniform, and other equipment. The holster shall be worn on the duty belt. All armed personnel shall be provided training for triple retention holsters.

Selected Proposer(s) shall observe the following safeguards regarding the use of firearms at all City facilities/buildings and service assignments. This includes, but is not limited to, the distribution of the following safeguards to all Officers on post and the inclusion of these safeguards in all training courses:

- 1) Firearms shall **not** be removed from their holsters for any reason except to be used in life-threatening situations or for inspection by the City's Municipal Security Manager or designee. Gun Belts shall be worn properly at all times except during restroom breaks. Violations of these policies may result in immediate removal from City contract and criminal prosecution, as warranted.
- 2) At no time will firearms (including gun belts and ammunition) be stored or left unsecured at any City location.
- 3) Firearms shall not be cleaned at City locations **at any time.**
- 4) Unauthorized weapons, holsters, and ammunition are expressly prohibited.
- 5) Armed Officers who do not have in their possession a current Florida Department of State "G" license shall be immediately removed from standing post at the City location.
- 6) Loss, theft, use, or misuse of weapons shall be reported immediately to the City's Municipal Security Manager.
- 7) Any incident that involves the display or discharge of a firearm shall be immediately reported to the City's Municipal Security Manager or designee.
- 8) Armed Officers shall follow all guidelines as set forth all in FSS Chapter 493.

#### D) **Vehicular Equipment**

Contractor(s) personnel may be required by the City to operate licensed and insured marked motor vehicles in order to monitor different posts, move between assignments, or to conduct vehicular patrols of an area. Likewise, they may be required to operate off-street motorized carts in order to conduct vehicular patrol of an area. Vehicles shall be provided, and all expenses for their maintenance and operation shall be paid by the Contractor(s). Contractor(s) shall provide, all personnel assigned to these services, a training class with a minimum of eight (8) hours of course instruction. The City shall approve vehicle types, color, markings,



lights, and other features. Any personnel assigned to a post where he/she will be operating a motorized vehicle, to include a golf cart, shall have a valid Florida driver's license.

#### E) **City Issued Equipment**

City shall furnish equipment to the Selected Proposer(s), to be used only in connection with the providing services to the City. Selected Proposer(s) shall be responsible for all equipment issued by the City to the Selected Proposer(s) solely for performance of the work contained herein. Selected Proposer(s) shall replace, or reimburse the City at current market rates, for all equipment that is lost, damaged, stolen, or made otherwise unavailable due to the negligence of the Selected Proposer(s) or their personnel. Upon termination/expiration of a Contract issued as a result of this Solicitation and all renewals or extensions thereof, all equipment shall be returned to the City in good operating condition, less reasonable wear and tear as defined by the City's Municipal Security Manager or designee.

- 1) **Keys:** Selected Proposer(s) shall be responsible for all keys that are issued by the City. Special care shall be exercised when dealing with Grand Master or Master keys. All lost keys shall be reported immediately to the City's Municipal Security Manager. Selected Proposer(s) shall provide adequate control and accountability for these keys. If a Grand Master or Master key under control of the Selected Proposer(s) is lost, the Selected Proposer(s) shall be liable for the cost of re-keying those buildings, facilities or locations impacted. Lost keys, other than Grand Master or Master keys shall result in the Selected Proposer(s) paying for the cost of re-keying all effected doors. The removal and/or duplicating of City issued keys without the expressed written consent of the City's Municipal Security Manager or designee is strictly prohibited.
- 2) **Phones:** City phones made available to the Selected Proposer(s) personnel are to be used for City business only. Personal and long distance calls are prohibited. Long distance or any unauthorized calls shall be reimbursed to the City within fourteen (14) business days of notice from the City. The use of personal Cellular phones is also prohibited except in emergency situations, violations of these procedures will result in Infraction Fees.

**Note: The Selected Proposer(s) shall be liable for any loss of or damage to City or private property, real or personal, that may result from the acts or omitted acts of its personnel in violation of a Contract issued as a result of this Solicitation or any derivative or supplemental documents (e.g. post orders) or directives.**

#### **1.5.4 Professional, Technical Licenses or Certificates, and Physical Requirements**

- 1) All personnel employed by the Contractor(s) to perform duties on any Contract issued as a result of this Solicitation shall be approved prior to performing said duties.





Contractor personnel shall keep active, and possess at all times while on duty, those professional, technical licenses or certificates as required by all Federal Regulations and Florida State Statutes. This includes a company issued photo I.D. card. All of the above, as applicable, are to be conspicuously displayed at all times while on duty. The Contractor(s) shall provide in all instances uniformed Security Officers, and armed if requested, to provide Security service at designated locations. The number of personnel and hours of service required will solely be specified by the City, to the Contractor(s) throughout the term of any Contract issued as a result of this Solicitation.

- 2) All licenses and other personnel requirements shall be maintained throughout the term of a Contract issued as a result of this Solicitation and any extensions or renewals thereof, as follows:

<b>License and Identification Cards</b>	<b>Requirement</b>
State of Florida "D" Security Officer License	Yes
State of Florida "G" Firearms License	*Yes
State of Florida Driver's License	**Yes

\* Only required if assigned to armed post.

\*\* Only required if assigned to vehicular patrol (e.g. motor vehicles or golf cart).

- 3) Personnel may not be employed by the Contractor(s) to provide services to the City if he/she currently or in the past has:
- Any Felony, Sexual or Domestic Violence conviction.
  - Discharged from the Military under any conditions other than Honorable.
  - Any history of irresponsible behavior including but not limited to any criminal activity, poor driving record.
- 4) The work performed under this Solicitation requires frequent and prolonged walking and standing. Occasionally, Security Officers may encounter and be required to subdue violent people. Physical stamina is a basic requirement of these positions. Any individual who cannot meet the physical requirements of the position, including inability discovered through the job performance, will not be qualified to work under a Contract issued as a result of this Solicitation. In addition, all personnel shall possess satisfactory interpersonal skills.
- 5) Contractor(s) personnel shall successfully complete a medical examination, to be conducted at the Contractor(s) expense prior to duty assignment or as required for reasonable cause, determined by the City. The results of the medical examination shall demonstrate the personnel's ability to perform the required services.

The medical and non-medical tests shall include, at a minimum:

- Psychological Testing
- Vision



- Physical Examination
- Speech
- Testing for drug and illegal substance use.
- Routine Urinalysis
- Audio
- PPD Skin Testing
- Background Screening
- Pulmonary Function Test

Thereafter, an annual examination(s) shall be conducted by the Contractor(s) and submitted to the City upon request. Cost of annual examinations shall be borne by the Contractor(s).

### **1.5.5 Selected Proposer(s) Project Manager and Security Officers**

#### **A) General**

The Project Manager(s) and Security Officer(s) employed by the Selected Proposer(s) to provide services to the City shall meet certain minimum qualifications or standards regarding background, experience, health, and licensure, as established in this section, unless specifically and individually waived in writing by the City. The City reserves the right to interview and approve any personnel.

- 1) Shall have a High School Diploma, GED or Degree, which shall be from a United States accredited and verifiable institution.
- 2) Shall have an FDLE and national criminal history background verification completed demonstrating a history of responsible behavior and that the candidate is free from previous or open criminal offenses prior to providing service to the City. An annual national background verifications shall be conducted and submitted to the City Municipal Security Manager or designee upon request. The City Municipal Security Manager or designee maintains the sole discretion to determine the demonstration of responsible behavior and may waive these requirements if determined to be in the best interest of the City.
- 3) Shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Resident/Alien Registration Receipt Card Form I-151, or who presents other evidence from the Immigration and Naturalization Service that employment will not affect his/her immigration status. Acceptable evidence shall consist of a birth certificate or appropriate naturalization papers.
- 4) Shall be at least twenty-one (21) years of age.
- 5) Shall be able to communicate proficiently (both oral and written) in English. Security work often deals with life/safety issues; therefore, the Selected Proposer(s) Project Manager(s) and Security Officer(s) shall be fully literate in the English language, (e.g., able to read, write, speak, understand, and be understood). Oral command of English must be sufficient to permit full communication, even in times of stress.



**B) Security Officer**

All Security Officers shall meet the requirements listed under section **1.5.5(A)**

**“General”** along with the following requirements:

- 1) Shall have a valid Class “D” (and “G” when applicable) license from the Florida Department of State, pursuant to Florida Statute 493, and shall maintain this license at all times while providing service to the City under a Contract issued as a result of this Solicitation.
- 2) Shall have or acquire a valid State of Florida Driver’s license (required if Security Officer is assigned to vehicular patrol (e.g. motor vehicles or golf cart).
- 3) All Security Officers shall pass an extensive background investigation, which includes ten (10) years employment history check in addition to a Criminal Background Check and a fingerprint check with the FBI. This check is mandatory and shall be initiated and paid for by the Contractor.
- 4) Shall successfully complete a medical examination, to be conducted at Selected Proposer’s expense prior to duty assignment or when required for reasonable cause by the City. The results of the medical examination shall demonstrate the personnel’s ability to perform the services. The tests shall include, at a minimum, tests for communicable diseases, vision, color blindness, hearing, speech, and tests for drug and illegal substance use.
- 5) Must have a minimum one (1) year experience as a licensed Security Officer, or one (1) year management/supervisory experience, or one (1) year of accredited college course of study and/or its equivalent in credit hours.

**C) Class G Armed Security Officer with Guardian Program Training**

Selected Proposer(s) shall provide Class G Armed Security Officer(s) with Guardian Program Training when required by the City. All Class G Armed Security Officer(s) with Guardian Program Training shall meet the requirements listed under section **1.5.5(B) “Security Officer”** along with the following requirements:

- 1) Shall have a valid Class “G” license from the Florida Department of State, pursuant to Florida Statute 493, and shall maintain this license at all times while providing service to the City under a Contract issued as a result of this Solicitation.
- 2) Candidates must pass a psychological evaluation administered by a licensed psychologist designated by the Department of Law Enforcement and submit the results of the evaluation to the County’s Sheriff’s office.
- 3) Submit to and pass an initial drug test and subsequent random drug tests in accordance with the statutory requirements and the County’s Sheriff’s office.
- 4) Successfully complete ongoing training, weapon inspection, and firearm qualification on at least an annual basis.
- 5) Shall have completed the 144-hour “Coach Aaron Feis Guardian Program,” consisting of 12 hours of a certified nationally recognized diversity training and 132 total hours of comprehensive firearm safety and proficiency training



conducted by Criminal Justice Standards and Training Commission-certified instructors, or as revised from time to time.

**D) City Center Armed Security Officer**

Selected Proposer(s) shall provide Class G Armed Security Officer for the Lobby Security Desk located on the first-floor lobby of the Charles F. Dodge City Center. This Security Officer shall meet the requirements listed under section **1.5.5(C) “Class G Armed Security Officer with Guardian Program Training,”** however the officer may substitute the “Coach Aaron Feis Guardian Program” requirements, for the at least one of the following requirements:

- 1) Prior military experience; or
- 2) Prior Certified Law Enforcement Officer.

**E) Selected Proposer’s Project Manager**

Selected Proposer shall provide a Project Manager to serve as the liaison on behalf of the Selected Proposer to the City. City Municipal Security Manager or designee shall be presented with the personnel file of the Selected Proposer(s) proposed candidates demonstrating all requirements and qualifications are fully satisfied and may conduct an interview of all proposed Selected Proposer(s) candidates and reserves the right to approve and/or remove any Selected Proposer(s) personnel assigned to this position. The Selected Proposer Project Manager (SPPM) shall be available to respond to requests for meetings and/or any incident(s) within thirty (30) minutes or as determined as “reasonable”, as directed and determined by the City Municipal Security Manager or designee. SPPM shall be available to the City on a twenty-four (24) hour basis three-hundred and sixty-five days (365) a year (including all Federal and City observed holidays). SPPM shall have the full authority to act on behalf of the Selected Proposer(s) on all contractual matters. This position shall be at no direct cost to the City and all Selected Proposer(s) personnel acting in this role shall meet the requirements listed under section **1.5.5(A) “General”** along with the following requirements:

- 1) Shall have a valid “MB” / “M” (Manager of a Security Agency) State License from the Florida Department of State, and shall maintain this license at all times while providing service to the City under a Contract issued as a result of this Solicitation.
- 2) Shall have and maintain a valid State of Florida Driver’s license as well as responsible driving history as applicable. Shall have a five (5) year driving history check completed demonstrating the candidate is free from habitual offenses, criminal charges, suspensions, or behaviors which may indicate irresponsible behaviors prior to providing services to the City. Thereafter, an annual Driver’s License check shall be conducted and submitted to the City’s Municipal Security Manager or designee upon request.
- 3) A Bachelor’s degree in Criminal Justice or Management related field is preferred.
  - a. (or equivalent credit hours from an accredited institution) and a minimum of two (2) years of experience in the management and operation of security, police, Corrections or U.S. military services (Management is defined as but



not limited to the oversight of operations, training, policy development, supervision of personnel to include scheduling, payroll, disciplinary actions and recruiting).

- b. Note: Experience may substitute for the educational requirements on a year-to-year basis.

#### **1.5.6 Jessica Lunsford Act**

Contractor must comply with the Jessica Lunsford Act. The law requires specific standards and procedures related to the background screening of individuals who provide contracted non-instructional services to Florida schools.

#### **1.5.7 Polygraph Examination**

All Contractor(s) employees involved in an investigation shall complete a polygraph examination, upon request, as soon as possible but no later than five (5) working days from the date of request. The Polygraph Examiner shall be approved by the City. The City reserves the right to require any of the Contractor(s) personnel to submit to a polygraph examination as deemed necessary by the City. The Contractor(s) shall pay all costs associated with the examination. If the Contractor(s) employee refuses to submit to the examination or fails the examination, the employee shall not provide service to the City under any Contract issued as a result of this Solicitation and all renewals thereof.

#### **1.5.8 Removal from Duties**

The City additionally reserves the right at its sole discretion, to have the Contractor(s) relieve any employee from a duty assignment, and/or remove the employee from further service under a Contract issued as a result of this Solicitation and all renewals thereof.

#### **1.5.9 Work Materials**

Contractor(s) shall provide all work materials necessary for proper performance including, but not limited to, items such as bound log books, with preprinted consecutive numbered and lined pages, notebooks, pens, and pencils. Contractor(s), at no charge to the City, shall supply these materials, unless otherwise specified by the City. All post orders, logbooks, incident reports and records are the sole property of the City. These records are subject to inspection by the City at any time. Upon termination of any contract issued as a result of this Solicitation and all renewals thereof, Contractor(s) shall surrender all records or documents (e.g. log books, incident reports, etc.) to the City within seven (7) days of the contracts termination date.

### **1.6 SCOPE OF WORK**

All labor, supervision, equipment, and materials required to ensure the proper performance of this work, unless otherwise specified, shall be furnished by the Contractor. Hours required at any site are to be determined by the City.



While providing this service, the Contractor will have at least one individual on site. A series of patrols will be performed at regular intervals at the various sites. These patrols will include entire sites, and security personnel will not be expected to enter the buildings, unless specified otherwise. Contractor shall have a system to assure complete and timely patrols of area at each location.

### **1.6.1 Descriptive Tasks and Responsibilities**

- A) **Security Officer:** The specific tasks for the Security Officers will be determined at a later date and contingent upon the specific facility, location, or assignment needs. The required tasks shall be approved by the City. An example of general tasks for the Security Officer is listed below and may include but is not limited to the following:
- 1) Report to work on time and shall remain on assigned duties until relieved as required.
  - 2) Maintain good personal and uniform appearance, be courteous to the public and the City personnel at all times. Uniforms shall be clean and pressed and include name tags.
  - 3) Cover an assignment at a fixed post or patrols an area or facility for the purpose of detecting and preventing individuals or groups from committing acts which are injurious to others or to property.
  - 4) Intervene to terminate injurious acts and detains individuals for further investigation or arrest where circumstances and conditions warrant as stated in the State of Florida Security Officer's Handbook (FSS Chapter 493).
  - 5) Communicate effectively with the public and the City personnel, directs visitors to personnel and services within the facility.
  - 6) Ensure that Lost and Found functions are conducted only by City personnel.
  - 7) Conduct patrols in accordance with routes and schedules established in the Post Orders. Where installed and in working order, reporting systems shall be used by uniformed personnel to record their presence at the designated posts.
  - 8) Raise and lower flags at designated times (where applicable).
  - 9) Refuse acceptance of any mail or packages without written authorization from the Building Manager/Facility Contact.
  - 10) Lock and unlock gates and doors at designated times.
  - 11) Turn lighting or electronic equipment on and off as required.
  - 12) Respond to reports of sick or injured persons, and then notifies the Central Dispatch Center and appropriate authorities (e.g., 911 (Police / Fire), Building Manager/Facility Contact).
  - 13) Report safety hazards, malfunctioning equipment, spills, and other such matters to appropriate Facility Contact personnel. Any such incident will require a Logbook entry be made and an incident report completed.
  - 14) Monitor and operate facility fire alarm and intrusion detection systems and other protection devices or facility equipment as required.
  - 15) Respond to scene of locally activated fire, burglary or other alarms, or other emergency situations; evaluates situations encountered and takes action as prescribed in Post Orders and/or facility/building self-protection plans.



- 16) Investigate questionable acts or behavior observed or reported on City premises and questions witnesses and suspects to ascertain or verify facts, and notifies authorities if warranted.
  - 17) Operate a marked motor vehicle where required.
  - 18) Maintain order and uses good judgment and discretion in handling unruly or trespassing public.
  - 19) Maintain daily logs and writes daily reports, incident reports, and non-employee injury reports. Incident reports shall be on a form pre-approved by the City. All incident reports completed by Contractor(s) personnel will require a unique case number and will need to be submitted to the City.
  - 20) Provide escort services to City employees and visitors as required.
  - 21) Maintain a professional atmosphere within areas of assignment.
  - 22) Shall not read any non-work related items while providing services to the City. In addition newspapers and magazines are prohibited from being anywhere on post. It is the responsibility of each officer to ensure at the start of each shift that this policy is followed (e.g., they need to be sure that there are no unauthorized reading materials, Televisions, Radios, CD, MP-3 players or any other unauthorized items in the area of the post). Officers will be held responsible and Infraction Fees may be assessed.
  - 23) Shall not use City telephones for calls of a personal nature without prior approval of the Building Manager or Facility Contact (when applicable) in each instance. Personnel cellular telephones should not be used unless authorized.
  - 24) Ensure that only authorized personnel are permitted access to closed or restricted facilities. Positive photo identification shall be presented. The Security Officer shall verify the picture on the I.D. is the same as the person presenting it. This may include calling residents in a residential building (such as from the Pines Place Guardhouse) or calling offices in office building (such as City Hall) to confirm that the person is allowed access to the property, or confirming via a list, provided by the City, of authorized individuals.
- B) **Selected Proposer's Project Manager (SPPM):** SPPM may perform other duties for the Selected Proposer(s), but shall be available at all times to meet with or respond to City staff. Selected Proposer(s) shall provide a local telephone and cellular number or numbers where the SPPM (or identified alternate) may be reached twenty-four (24) hours per day, seven (7) days per week, on a year-round basis. An answering service or machine is not acceptable. The general tasks for the SPPM(s) is listed below and may include but is not limited to the following:
- 1) Acts as liaison between Selected Proposer(s) and City staff regarding all contractual issues
  - 2) Ensures all Selected Proposer(s) personnel are properly equipped and maintain good personal and uniform appearance and are courteous to the public and the City personnel at all times
  - 3) Ensures Selected Proposer(s) personnel are properly trained and approved for contractual services prior to their performance of duties at City assignments



- 4) Ensures both City and Selected Proposer(s) personnel have copies of schedules for required coverages
- 5) Reviews and updates Post Orders as required
- 6) Reviews and ensures accuracy, timeliness and proper delivery of Selected Proposer(s) invoicing
- 7) Reviews Selected Proposer(s) personnel incident reports and forwards all reports to City personnel as directed
- 8) Reviews weekly, monthly and annual reports generated by screening personnel and forwards all reports to City personnel upon request
- 9) Reviews and ensures all annual medical, criminal history and driver license checks meet contractual standards and is forwarded to City personnel upon request
- 10) Reviews and provides updates as needed to the Quality Assurance Plan (QAP)
- 11) Ensures all contractual standards are being met and reports all incidents or deficiencies to City personnel as directed
- 12) Responds to incidents of a critical nature or as requested by the City Municipal Security Manager or designee within thirty (30) minutes of notification.
- 13) Meets with the City's Municipal Security Manager or designee as directed to review and discuss ongoing operational issues

### **1.6.2 Reporting Requirements and Procedures**

Contractor(s) shall comply with the following reporting requirements and procedures:

- 1) A brief statement of any unusual events shall be written in the post logbook, so the City can identify the principals upon later inspection, if a further investigation is needed. All bound logbooks become the property of the City upon its replacement on the post. Hence, logbooks shall be kept in a clean and presentable manner and replaced as necessary to maintain this condition.
- 2) Contractor(s) shall maintain all logbooks during the term of a contract and any renewals or extensions thereof. Upon expiration of the contract or earlier as required by the City, the Contractor(s) shall deliver all such logbooks to the City at a place to be determined by the City within seven (7) days.
- 3) A copy of all reports shall be furnished to the City as directed or in critical incidents prior to the completion of each shift.
- 4) An Incident Report shall be completed whenever any unusual event and/or criminal event occurs. Such events include, but are not limited to the following: discharge of firearms, major criminal act, vandalism or any safety hazards. Officers shall consult the City when in doubt about any reports. If there are any injuries as a result of a firearm discharge, 911 is to be called immediately. The City shall be notified immediately after calling 911. Facility Contacts/ Building Managers and the appropriate Contractor(s) personnel shall also be notified.
- 5) Pertinent facts of daily events shall be written in the post logbook, however any incident that requires a report shall be verbally reported to the City immediately after the incident occurs, after authorities have been notified.





- 6) All employees shall follow the “Chain of Command.” After exhausting efforts with Contractor(s) Management staff the next step will be the City. Failure to adhere to these guidelines may result in Infraction Fees and/or removal of the Contractor(s) personnel from providing services to the City.

### **1.6.3 Post Order**

Post Orders shall be written and contain complete duty instruction for staffing each individual post, including emergency procedures. All Security personnel shall have access to these Post Orders at all times while on duty. This may be accomplished by storing the Post Orders on site or, in the instance in which no secure storage is available, delivering them to the site at the beginning of each tour of duty. Post Orders define the basic work to be performed by Security Officers at the applicable facility or location. The City will provide generic Post Orders to Contractor(s). Contractor(s) shall meet with the Building Manager or Facility Contact and coordinate to develop site specific Post Orders. These site specific Post Orders shall be approved by the Building Manager/Facility Contact prior to the Contract start date. Once established, the Contractor(s) shall assure that monthly updated copies are available for the duration of Contract including any extensions or renewals thereof. Contractor(s) shall check each post monthly for any updates that maybe required to the applicable Post Orders. Contractor(s) shall take appropriate measures to ensure the protection of sensitive security information (e.g. Post Orders, Policies, Logbooks and Procedures). All materials considered security sensitive information shall not be copied, removed, or disclosed to any parties without the expressed permission of the City. Failure in this area may result in a Infraction Fees and/or Contractor(s) Non-Performance. Post Orders may include, but are not limited to, the following:

- 1) Facility/Building information (e.g., operating hours, chain of command).
- 2) Building rules and regulations.
- 3) Operation of equipment.
- 4) Roving patrol routes, schedules and duties.
- 5) Vehicular traffic control.
- 6) Access control procedures.
- 7) Emergency response procedures.
- 8) Security and fire control/alarm systems.
- 9) Hazardous conditions inspection/reporting.
- 10) Response to emergencies (e.g., fires, injury, or illness, etc.).
- 11) Procedures for raising, lowering, at half-staff U.S. and other flags.
- 12) Safeguarding persons and property.
- 13) Minimum number of hours for site orientation training.

**Note: The Contractor(s) must emphasize to its personnel, assigned to provide service to the City, that general orders to “Protect City Personnel and Property” supersede all Post Orders.**

**1.6.4 Scheduling/Post Coverage**

Contractor(s) shall provide copies of all personnel schedules that are assigned duties as a result of this Solicitation, to all parties as directed by the City upon request. The copies shall include the assigned personnel's name and contact information. As situations or emergencies arise, the Contractor(s) shall notify the appropriate City personnel as directed by the City of all personnel unable to arrive on time for their scheduled assignment. The Contractor(s) shall provide the appropriate qualified, trained, and City approved replacement as soon as possible or within a maximum of one (1) hour. In cases which the Contractor(s) are unable to accomplish the required staffing they shall immediately notify the City. Failure to provide required staffing or notification of tardiness may result in a Infraction Fees and/or a Contractor Non-Performance being issued.

**1.6.5 Relief/Break Period**

Security personnel shall not leave their assigned posts at the end of a shift until relieved by duty personnel assigned to the following shift, if such a shift is scheduled, or unless specifically authorized by the City. Contractor(s) shall provide breaks to personnel in accordance with Federal and Florida State law. Contractor(s) shall provide a sufficient number of relief personnel on a twenty-four (24) hour basis to facilitate meal and/or restroom breaks for their personnel at no cost to the City. Contractor(s) shall accomplish this task without impacting City security operations. All personnel who are on a break period shall be relieved by properly trained, qualified, and approved Contractor(s) relief personnel. All break periods shall be recorded on the Contractor(s) employee sign-in sheets and assigned location logbooks, which shall accurately reflect all periods of time of such occurrences. Any violations of this procedure may result in removal of the employee from working on any Contract issued as a result of this Solicitation and may result in Infraction Fees or a Contractor(s) Non-Performance being issued.

Note: In regards to the "Class G Armed Security Officers with Guardian Program Training" that provide services to the Early Development Centers (EDCs) during summer, they typically would take their break in place, and notify the site management team when they had to use the restroom.

In regards to the "City Center Armed Security Officer" the security officer would normally "break in place" and also coordinate with the City's Municipal Security Manager's Office, in which a member of the City's Municipal Security Manager's Office would usually cover the post while the officer takes a restroom break.

Specifics would be coordinated between the awarded contractor(s) and the City's Municipal Security Manager.

**1.6.6 Emergencies**





All personnel assigned to a contract as a result of this Solicitation may be diverted by the City from their normal assignment to meet emergency situations or special duty assignments. When the personnel diverted are no longer needed for the special work assignments, they shall return to their normal assignments. No additional cost shall be charged to the City for such diversion, and the Contractor(s) shall not be penalized for the normal daily work not completed due to the emergency. Incidents of this nature shall be reported in accordance with procedures outlined in the facility Post Orders.

#### **1.6.7 Changes in Assignment**

The City may, at any time, by written or verbal instructions, make changes to all existing service(s). These changes may include, but are not limited to: scheduling changes, increases or decreases in the hours or type of service(s), and modifications in equipment requirements.

#### **1.6.8 New Assignments/Notice of Extended Hours**

The City will attempt to give the Contractor(s) eight (8) hours of notice for new assignments. Failure to provide services may result in Infraction Fees and/or a Contractor(s) Non-Performance. An extension of hours for regularly scheduled service(s) may occur from time to time to cover new assignments.

#### **1.6.9 Guard Checks**

Contractor(s) shall implement and use available systems to make sure that the security officers are actively performing duty. This may include use of guard tour systems or similar, radio calls, or GPS. Contractor(s) shall notify the City in writing as to what system will be used by Contractor(s) under this Contract. Contractor(s) shall provide reports to the City upon receipt of the request from the City.

#### **1.6.10 Limitation On Employee-Hours And Assignments**

No personnel of the Contractor(s) assigned to the City's Contract shall provide more than twelve (12) hours of service, including all break periods, in a twenty-four (24) hour period, unless the work periods are separated by an eight (8) hour non-duty period. This limitation may be waived by the City in emergency situations that are beyond the control of the Contractor(s), (e.g., weather conditions, civil disturbances, natural disasters, etc.) and prevent the next shift from getting to their assignment. Each occurrence will require an individual waiver provided by the City.

#### **1.6.11 Inability to Provide Additional Requested Service**

Contractor(s) shall provide additional services when requested, however, if unable to provide these additional services, the Contractor(s) shall immediately notify the City verbally and in writing (within 24 hours of the request for additional service) with a detailed explanation for its inability to satisfy the request. If the Contractor(s) refuses to



accept the additional requested services the City may award the new assignment to another Contractor(s) providing similar services to the City. Such new assignment may become permanent, at the City's discretion. Any costs incurred by the City as a result of inability or refusal shall be the responsibility of the Contractor(s). In addition, the Contractor(s) may incur Infraction Fees.

#### **1.6.12 Quality Assurance Plan**

Selected Proposer(s) shall establish and maintain a Quality Assurance Plan (QAP) to ensure that all requirements stated in the Solicitation are met. Changes to this plan during the term of the Contract shall be transmitted to and approved by the City's Municipal Security Manager or designee as they are made. The plan shall include, but not be limited to, the following:

1) **QAP Contractual Review Plan:** Selected Proposer(s) shall provide for the periodic review of all contractual requirements and services as identified in the Solicitation and related contractual documents (e.g., Post Orders, Quality Assurance Plan). The plan shall identify the activities to be inspected on both a scheduled and unscheduled basis; how often and in what manner the inspections will be accomplished and the name and rank of personnel who will perform the inspections.

2) **Customer Satisfaction Program:** Selected Proposer(s) shall implement a customer satisfaction program to include customer satisfaction surveys to be conducted at a minimum twice yearly. City's Municipal Security Manager will pre-approve the format for the surveys. Any negative feedback received shall eventually be followed by corrective action plan to be approved by the City's Municipal Security Manager.

3) **Corrective Action Procedures:** Selected Proposer(s) shall have established procedures to respond to and correct deficiencies in service that may have been identified by the City's Municipal Security Manager or designee. The Selected Proposer(s) will be provided a time frame in which the corrective action shall be completed. If the Selected Proposer(s) is unable to complete the corrective action within the prescribed time allotted by the City's Municipal Security Manager or designee, then the Selected Proposer(s) may submit a written request for an extension of time. Failure to complete any corrective action within the prescribed time on the part of the Selected Proposer(s) will result in Infraction Fees and/or a Selected Proposer(s) Non-Performance.

#### **1.6.13 Failure to Perform**

1) **Infraction Fees:** Selected Proposer(s) shall be liable for damages, indirect or direct, resulting from its failure to meet all contractual requirements or standards. City's Municipal Security Manager or designee, in their sole discretion, will determine the damages arising from such failure. City's Municipal Security Manager's or designee's assessment of all Infraction Fees will be final. City will accomplish this by requiring the Selected Proposer(s) to furnish a company issued check with the specified amount of the Infraction Fees to the City. This check shall be submitted to the Technology Services



office, attention to the City's Municipal Security Manager or designee, within fourteen (14) business days of the notification. Failure to submit (or submit in a timely fashion) the required payment of the Infraction Fees shall result in further damages being assessed and/or a Selected Proposer(s) Non-Performance being issued. Repeated violations or patterns of violations will result in a doubling or tripling of the amount of Infraction Fees. Subsequent violations will result in a Selected Proposer(s) Non-Performance. Any of these violations may result in Selected Proposer(s) personnel being removed from the post and/or Contract issued as a result of this Solicitation at the request of the City's Municipal Security Manager or designee. A written notice of a violation and intent to impose Infraction Fees shall be provided to the Selected Proposer(s) in the form of an Infraction Report. Infraction Reports shall be issued to the Selected Proposer(s) promptly by the City's Municipal Security Manager or designee, in order to afford the Selected Proposer(s) time to notify the City of extenuating circumstances.

<b>Infractions</b>	<b>Violation</b>	<b>Special Violation</b>
The 1st infraction may result in Infraction Fees of	\$100.00	\$500.00
The 2nd infraction	\$200.00	\$1,000.00
The 3rd and subsequent infractions	\$300.00	\$1,500.00

The graduation of Infraction Fees will occur with the involvement of the same facility, Selected Proposer(s) personnel and a pattern of the same incidents at multiple posts (i.e. repeated violations of the same type). Violations discovered subsequently to the infraction(s) occurrence shall be treated in the same manner (e.g. three infractions are discovered after the fact the first, second and third step damages would all apply.) Any violations committed by Selected Proposer(s)'s personnel may result in the suspension or removal from duty of said personnel at the discretion of the City's Municipal Security Manager or designee. Violations that may result in the assessment of Infraction Fees include, but are not limited to, the following;

#### **A) Personnel Violations**

- 1) Late for duty
- 2) Sleeping on duty
- 3) Failure to follow post orders
- 4) Abandoning post
- 5) Inappropriate Behavior
- 6) Improper or badly soiled uniform or failure to adhere to dress code
- 7) Failure to conspicuously display on person Security officer licenses (D & G), Company ID.
- 8) Failure to make report
- 9) Improper guard tour rounds
- 10) Improper State licensure (e.g. not on person, expired)
- 11) Improper records, reports or logbook
- 12) Improper reading materials other than work related (e.g., newspapers and magazines)
- 13) Improper audio/video devices other than work related
- 14) Unauthorized visitors on post



- 15) Not signing in or out in logbook
- 16) Vehicle irregularities
- 17) Post opened or closed late
- 18) Personal phone use
- 19) Failed to report for duty

**B) Administrative Violations**

- 1) Improperly or insufficiently equipped
- 2) No radio or inoperative radio
- 3) No vehicle or inoperative vehicle
- 4) No weapon or ammunition violation
- 5) Inadequate writing skills
- 6) Inadequate training
- 7) Lack of contract supervision.
- 8) Excessive hours on duty (not approved in advance by City's Municipal Security Manager)
- 9) Violations of local, State, or Federal laws, Regulations, or Ordinances
- 10) Failure to provide Security Officers for "special requests" assignment after making commitment
- 11) Criminal records check not complete
- 12) Contractor personnel with criminal records
- 13) Difficulty in speaking or understanding English, and/or being understood by others
- 14) Failure to have current Post orders on site
- 15) Invoicing Discrepancies or Inaccuracies
- 16) Contract Section Violations

**C) Special Violations**

- 1) Reassignment of any personnel previously suspended or removed from duty by the City
- 2) Assignment of personnel not properly qualified or approved for duty
- 3) Failure to notify the City of an arrest of personnel within the required time frame
- 4) False or Misleading Statements by personnel
- 5) Deducting money from an employee's paycheck as a result of Infraction Fees
- 6) Failure to immediately report the display or discharge of a Firearm.
- 7) Failure to staff a duty assignment (open post)
- 8) Failure to make proper notifications regarding open duty assignments (open post)

**Note:** The Selected Proposer(s) shall NOT pass along to its personnel any Infraction Fees assessed for infractions on any Contract issued as a result of this Solicitation. Such conduct constitutes a violation that may result in additional Infraction Fees to the selected proposer.

**1.6.14 Court Appearances**



Selected Proposer(s) personnel may be required to testify in various judicial proceedings on behalf of the City. These personnel shall coordinate all Contract-related court appearances with the City's Municipal Security Manager or designee when such appearances are required. Any Selected Proposer(s) personnel required to make a court appearance shall be remunerated by the Selected Proposer(s) at the same hourly rate as would be earned while on duty under any Contract issued as a result of this Solicitation and all extensions or renewals thereof, and the Selected Proposer(s) shall in turn be remunerated by the City at the stipulated billing rate. Selected Proposer(s) shall invoice for the actual hours the employee spent at court, of whether or not his/her testimony was used and/or provided (Court delays are common, and multiple appearances by the testifying employee may be required). A copy of the original subpoena shall be submitted with the corresponding invoice. Contract-related Court testimony on behalf of the City shall take priority over all other scheduled duties, and the Selected Proposer(s) shall coordinate with the City's Municipal Security Manager or designee to ensure that this is done with no impact to daily operations. Selected Proposer(s) personnel scheduled to testify on behalf of the City due to their Contract related duties shall appear for court testimony in full uniform however, without chemical weapons, batons, cuffs or firearms.

## **1.7 PROJECT COST ESTIMATE, TIMELINE & CONTRACT PERFORMANCE**

### **1.7.1 Project Cost Estimate and Burden Rate**

Staff estimates this project to cost approximately \$700,000 annually, which does not include owner's contingency.

### **1.7.2 Burden Rate**

In addition to proposing the hourly wages for each position included in the contract, the proposer will be required to submit their proposed burden rate for the employees.

The Contractor shall have sole responsibility for determining and providing benefits for Contractor employees. These costs will be included as part of the Contractor's proposed Burden Rate.

In addition to any applicable employee benefits and other payroll costs, including taxes, the Burden Rate shall also cover, but not be limited to the Contractor's applicable Overhead and Profit, Printing/Copying Costs, Insurance, Contractor's Technology Software Systems, Communications Systems, Firearms, Equipment, Internet Costs, Office Supplies, Logbooks, Tools, Uniforms, etc.

The Burden Rate shall be multiplied by the hourly wages of the employees, and then added to the hourly wage for the employees to determine the actual billable hourly rate for the employees.

For example, if the proposer proposes an hourly wage of \$15.00 and a burden rate of 35%, the total billable rate for that position would be \$20.25.



### **1.7.3 Invoicing**

The Contractor will invoice the City each month for hourly services actually performed. The invoice shall include the employee names, positions, hourly wage, burden rate, and billable rate for the employees, the guard post locations, along with the times worked and number of hours they have worked for each specified day in the specified billing period.

The Contractor shall prepare verification data of any items questioned for the amount claimed and provide complete cooperation during such investigation of any areas in the invoice subject to question. The City will be responsible for paying the remainder of each month's invoice when individual invoice line-items are awaiting dispute resolution. Invoices shall include backup for all cost, including but not limited to logbook entries, printouts of electronic site check-ins through guard tour systems, etc.

### **1.7.4 Minimum Wage**

On November 3, 2020, Florida voters approved Florida Amendment 2, which amended Florida's constitution to gradually increase the state's minimum wage from \$8.56 an hour to \$15 an hour by the year 2026, according to the following schedule:

<b>Effective Date</b>	<b>Minimum Wage</b>	<b>Increase \$</b>	<b>Increase %</b>
Jan. 01, 2021	\$ 8.65	\$0.09	1.05%
Sep. 30, 2021	\$10.00	\$1.35	15.61%
Sep. 30, 2022	\$11.00	\$1.00	10.00%
Sep. 30, 2023	\$12.00	\$1.00	9.09%
Sep. 30, 2024	\$13.00	\$1.00	8.33%
Sep. 30, 2025	\$14.00	\$1.00	7.69%
Sep. 30, 2026	\$15.00	\$1.00	7.14%

As a result, the City recommends for the proposed contractors to propose hourly wages for the proposed positions under this contract to be at least \$15 per hour.

### **1.7.5 Annual Adjustments**

The hourly wages for the Contractor's employees shall be automatically adjusted annually according to the annual Consumers Price Index (CPI) for All Urban Consumers (CPI-U) Miami-Ft. Lauderdale, FL Area, Not Seasonally Adjusted as published by US Dept. of Labor for the month of April or 3%, whichever is less, but not less than 0%.

In the event that there is a drastic increase in CPI, and the Contractor feels that an increase in excess of the rate above is needed, the Contractor shall provide documentation to justify any additional increase, which must be approved by the City via a written amendment.



#### **1.7.6 Contract Length**

This contract shall be for an initial three-year period with two additional three-year renewal terms.

#### **1.7.7 Specimen Contract**

A Specimen contract is included herein for general information of bidder. Upon award of the proposal, the awarded contractor shall be required to sign and agree to the terms of the attached Specimen Contract.

#### **1.7.8 Manner of Performance**

The Contractor(s) shall perform all its obligations and functions under this Contract in accordance with the requirements and standards contained herein and in a professional and businesslike manner. The Contractor(s) shall use its best efforts to coordinate its activities with and adjust its activities to the needs and requirements of the City of Pembroke Pines.

#### **1.7.9 Poor Performance**

The City of Pembroke Pines reserves the right to terminate the agreement with Successful Contractor(s), including revocation of registration, for any reason that the City determines is in the best interests of its residents and citizens, including but not limited to:

- Excessive complaints.
- Failure to perform as required.
- Failure to provide necessary documentation
- Unethical business practices.
- Expiration or revocation of any required license or certification.
- Falsification of documents.
- Failure to pay fees, if required.

### **1.8 PROPOSAL SUBMISSION**

The <https://ppines.bonfirehub.com> website allows for vendors to complete, scan and upload their documents as part of the proposer's submittal on the website.

Prospective proposers interested in responding to this solicitation are requested to provide all of the information listed in this section. Submittals that do not respond completely to all of requirements specified herein may be considered non-responsive and eliminated from the process. Brevity and clarity are encouraged.





The Bonfire system utilizes “Questionnaires” to request the following information from prospective proposers.

### **1.8.1 Project Cost: Pricing Sheet / Bid Tables (25 points)**

1. The vendor must download the City’s Pricing Sheet (**Attachment D: Pricing Sheet / Proposed Shift Schedule**) and provide their pricing by updating the yellow highlighted cells and uploading the document in excel format under the Pricing Sheet / Bid Tables section on the Bonfire website.

### **1.8.2 Questionnaires**

#### **Tab 1 - Experience and Ability (25 points):**

The relative experience and qualification of each applicant’s proposed team, with respect to the project scope, will be judged and a relative rating assigned. This parameter expresses the general and specific project-related capability of the in-house staff and indicates the adequate depth and abilities of the organization which it can draw upon as needed. This will include management, technical, and support staff. Major consideration will be given to the successful completion of previous projects comparable in design, scope, and complexity.

1. Explain your firm’s interest in working on this project, a positive commitment to perform the required work and a description of the firm.
2. Describe the size of your firm.
3. Describe your firm’s financial history, strength and stability.
4. Describe your firm’s range of activities.
5. Describe the specialized experience and technical competence of the firm or persons with respect to working on similar projects
6. Do you have a minimum of two (2) years’ experience? Please provide proof of such experience.
7. The firm must provide information on their proximity to and familiarity with the area in which the project is located.
8. Explain the availability and access to the firm’s top level management personnel.
9. Please describe the past record of performance of the firm or person with respect to accessibility to clients, ability to meet schedules, communication and coordination skills.
10. Identify the contact person and supervisory personnel who will work on the various projects, including the relative experience of all professionals proposed for use on the team.
11. Provide summaries of key persons and on-site staff to be assigned to the project with emphasis on their experience with similar work.
12. Explain the ability and experience of the field staff with specific attention to project related experience.





13. Contractor should list any applicable qualification, including education, experience, honors and awards received, and professional associations of which the firm and/or its personnel are members.
14. Provide the recent, current, and projected workload of the firm.
15. What is your reputation compared to your peers in the market?
16. What is your reputation like among customers and how have you developed it?
17. How does your service differ from similar competitors'? How do you win and retain business?
18. A brief statement must be included which explains why your proposal would be the most effective and beneficial to the City of Pembroke Pines.

**Tab 2 - Previous Experience / References Form (15 points):**

Provide specific examples of similar contracts delivered by the proposed team members. Provide details on related projects (preferably where the team was the same). References should be from the last five years and should be capable of explaining and confirming your firm's capacity to successfully complete the scope of work outlined herein. As part of the proposal evaluation process, the City may conduct an investigation of references, including a record check or consumer affairs complaints. Proposers' submission of a proposal constitutes acknowledgment of the process and consent to investigate. The City is the sole judge in determining Proposers qualifications.

In regards to the References Form portion, you will have the ability to enter information for 5 different references including the Reference Contact Information and the specific Project Information.

In addition, **do not provide references for City of Pembroke Pines projects.**

1. **Previous Experience:**
  - a. How many clients have you provided Services for?
  - b. What similar or related projects have you worked on within the past three years?
  - c. What challenges did you face and how did you overcome them?
  - d. How many of your clients are repeat clients?
  - e. How much of your revenue is derived from managing projects similar to ours?
2. **References Form:** Please provide references for your Services.
  - a. **References Contact Information**
    - i. Name of Firm, City, County or Agency
    - ii. Address
    - iii. Contact Name
    - iv. Contact Title
    - v. Contact E-mail Address



vi. Contact Telephone #

**b. Project Information**

- i. Name of Contractor Performing the work
- ii. Name and location of the project
- iii. Nature of the firm's responsibility on the project
- iv. Project duration
- v. Completion (Anticipated) Date
- vi. Size of project
- vii. Cost of project
- viii. Work for which staff was responsible
- ix. The results/deliverables of the project

**Tab 3 - Firm's Understanding and Approach to the Work (30 points):**

**1. Statement of Understanding:**

- a. Provide a narrative statement demonstrating an understanding of the overall intent of this RFP, as well as the methods used to complete assigned tasks.
- b. Please clearly describe all aspects of the project proposed.

**2. Approach:**

- a. Describe Proposer's approach, identifying specific key tasks, in performing the services described in the Scope of Services, including Proposer's specific policies, plans, procedures or techniques to be used in providing the services. The Proposer shall describe the responsibilities of Proposer's management and key staff personnel that will perform work in this project.
- b. Describe Proposer's plan to remediate performance deficiencies as it relates to the services in this project.
- c. Describe the Proposer's approach as it relates to using force or a situation in which an individual possesses, displays, or attacks with a deadly weapon.
- d. Describe the Proposer's response experience and proposed approach in handling the discovery of an unattended package at a customer's facility.
- e. Describe in detail the critical elements of success in providing the highest level of security to the City.

**3. Proactive Management Plan:**

- a. Describe the Proposer's proactive management plan which will aid in reducing the felony and misdemeanor crimes at City facilities. The plan should include the following details:
  - i. Proposer's policy on response to resistance, the use of force, detention of subjects suspected of perpetrating a criminal offense.
  - ii. Proposer's experience in enforcing dedicated laws at customer facilities whether on a federal, state or local level.
  - iii. Proposer's experience in dealing with violent crimes such as robbery, battery, assault, sexual battery/assault, and homicide.



- iv. Proposer's experience in providing detailed crime statistics and their activities resulting from observed, rising trends in criminal activities.
4. **Emergency Plan:**
  - a. Provide a summary explanation of your Emergency Plan addressing the proposer's disaster preparedness, emergency operations, and continuity of operations plan that ensures coverage of posts at all times, including shift changes during times of hurricanes, civil unrest or disorder, or other unplanned event that may require the relocation of the Proposer's employees. Note – Please upload a copy of the plan (**See section 1.8.4 for additional information**).
  - b. Describe the Proposer's past participation and proposed approach in emergency drills.
5. **Communication and Dispatching System:**
  - a. Please identify the location of the Central Dispatch Office.
  - b. Is the Central Dispatch Office independently operated by the Contractor? If not, please advise who operates the Central Dispatch Office.
  - c. Explain whether or not the proposer will utilize two-way handheld radios, or an alternative method. If using an alternative method, please advise why the proposer believes that the alternative method is the best solution.
  - d. Describe Proposer's communication and dispatching systems and practices. Provide overview of the systems equipment and any related software. Describe how and to what degree systems and procedures will aid Proposer in providing superior control and distribution of field personnel.
  - e. How would the contractor ensure that the speed and quality of communications (radio or otherwise) is maintained throughout the contract between the Contractor's staff, Central Dispatch Office, and City.
  - f. How will the Contractor ensure that the security officers are actively performing their required duties. This may include use of guard tour systems or similar, radio calls, or GPS. The City may, at its discretion, request a real-time demonstration of the Contractor's proposed system, as part of the oral presentations or visits to the Contractor's other existing sites prior to contract award.
6. **Quality Assurance Plan:**
  - a. Describe Proposer's process and role of Proposer's key staff in developing, implementing and maintaining the Proposer's Quality Assurance Plan. Outline Proposer's plan to remediate performance deficiencies.
  - b. Describe Proposer's process when amending Operational Procedures, providing for and conducting training on new or revised procedures, improved or enhanced technology, amended legislative changes, or changes in, or new procedures adopted by the City.
7. **Personnel:**
  - a. Describe Proposer's ability to satisfy all of the personnel qualifications. If Proposer cannot currently meet the requirements, explain how Proposer



will attain the required key personnel. Key personnel includes all partners, project manager, and other key professional staff, such as a dispatcher, that will perform work and/or services in this project.

- b. Include Proposer's assurance that the key personnel described in its proposal shall be available to perform the services described, and that the Proposer has sufficient reserve personnel to adequately perform the services described in the event of illness, accident, or other unforeseeable events of a similar nature. Describe Proposer's approach to ensure the availability of personnel at all times, including Proposer's contingency plan, if any.
- c. Describe how the proposer staff's the necessary amount of employees to reduces the likelihood of staff members having to work overtime hours.
- d. State Proposer's recruitment policy, procedures, methods and resources utilized for recruiting personnel, including conducting background investigations, verification of applicant's employment history, criminal and civil background checks, etc.
- e. Describe the proposer's ability to recruit personnel and manage a security operation which requires constant, and often prolonged, verbal interaction with the public and avoiding misconduct associated with these verbal interactions.
- f. Describe in detail the personnel development plan and professional opportunities for the Proposer's personnel, turnover rate and retention procedures implemented by the Proposer.
- g. Describe the proposer's employee benefit plan, including what health benefits, insurance, retirement plans, paid time off, etc. that the proposer provides to their employees covered under this contract. Note – Please upload a copy of the plan (**See section 1.8.4 for additional information**).

**8. Training Program:**

- a. Describe and the current and proposed training program implemented by the Proposer to train its personnel. Note – Please upload a copy of the proposer's current training manual describing (**See section 1.8.4 for additional information**) describing Proposer's process for providing and conducting training on new and revised procedures, improved or enhanced technology, amended or legislative changes, or changes in or new procedures adopted by the City. The information shall include but not limited to the following elements:
  - i. Training program: number of hours and training curriculum
  - ii. Training of newly hired security officers
  - iii. Orientation of newly hired security officers
  - iv. Continuing education/training
  - v. In-service training/on the job training
  - vi. Training resources
  - vii. Training instructors

**9. Readiness and Timeline:**

- a. Describe Proposer's ability and readiness to begin providing services as requested herein, assuming a start date of **June 1st, 2023**.



- b. Identify if the proposer anticipates a need to hire additional staff, implement new training schedule, purchase of equipment, etc., to provide services under this contract. Proposer should include a time-line to get this accomplished.
- 10. Concerns:**
  - a. Identify any issues or concerns of significance that may be appropriate.

### **1.8.3 Other Completed Questionnaires**

1. Contact Information Form
2. Proposer's Background Information
3. Vendor Registration Checklist

### **1.8.4 Other Completed Documents**

1. Attachment A: Non-Collusive Affidavit
2. Licenses:
  - a. Provide a copy of the Proposer's Class "B", Security Agency License, or Class "BB" Security Agency Branch Office License, issued by the State of Florida, Division of Licensing. Failure to provide this documentation may result in the proposer being deemed non-responsive.
3. Emergency Plan
  - a. Provide your Emergency Plan addressing the proposer's disaster preparedness, emergency operations, and continuity of operations plan that ensures coverage of posts at all times, including shift changes during times of hurricanes, civil unrest or disorder, or other unplanned event that may require the relocation of the Proposer's employees.
4. Employee Benefit Plan
  - a. Provide a copy of your employee benefit plan, including what health benefits, insurance, retirement plans, paid time off, etc. that the proposer provides to their employees covered under this contract.
5. Current Training Program Manual
  - a. Provide a copy of the proposer's current training manual describing Proposer's process for providing and conducting training on new and revised procedures, improved or enhanced technology, amended or legislative changes, or changes in or new procedures adopted by the City.



Note – The information shall include but not limited to the following elements:

- i. Training program: number of hours and training curriculum
- ii. Training of newly hired security officers
- iii. Orientation of newly hired security officers
- iv. Continuing education/training
- v. In-service training/on the job training
- vi. Training resources
- vii. Training instructors

### **1.8.5 Optional Documentation**

#### **1. Trade Secrets:**

- a. The Proposer's response to this solicitation is a public record pursuant to Florida law, which is subject to disclosure by the City under the State of Florida Public Records Law, Florida Statutes Chapter 119.07 ("Public Records Law"). The City shall permit public access to all documents, papers, letters or other material submitted in connection with this solicitation and the Contract to be executed for this solicitation, subject to the provisions of Chapter 119.07 of the Florida Statutes.
- b. Any language contained in the Proposer's response to the solicitation purporting to require confidentiality of any portion of the Proposer's response to the solicitation, except to the extent that certain information is in the City's opinion a Trade Secret pursuant to Florida law, shall be void. If a Proposer submits any documents or other information to the City which the Proposer claims is Trade Secret information and exempt from Florida Statutes Chapter 119.07 ("Public Records Laws"), the Proposer shall clearly designate that it is a Trade Secret and that it is asserting that the document or information is exempt. The Proposer must specifically identify the exemption being claimed under Florida Statutes 119.07. The City shall be the final arbiter of whether any information contained in the Proposer's response to the solicitation constitutes a Trade Secret.
- c. EXCEPT FOR CLEARLY MARKED PORTIONS THAT ARE BONA FIDE TRADE SECRETS PURSUANT TO FLORIDA LAW, DO NOT MARK YOUR RESPONSE TO THE SOLICITATION AS PROPRIETARY OR CONFIDENTIAL. DO NOT MARK YOUR RESPONSE TO THE SOLICITATION OR ANY PART THEREOF AS COPYRIGHTED. ALL DOCUMENTS THAT THE FIRM PURPORTS TO BE CONFIDENTIAL, PROPRIETARY OR A TRADE SECRET SHALL BE UPLOADED TO THE BONFIRE WEBSITE AS A SEPARATE ATTACHMENT, IN THIS SECTION, CLEARLY IDENTIFYING THE EXEMPTION BEING CLAIMED UNDER FLORIDA STATUTES 119.07.



- d. The city's determination of whether an exemption applies shall be final, and the proposer agrees to defend, indemnify, and hold harmless the city and the city's officers, employees, and agent, against any loss or damages incurred by any person or entity as a result of the city's treatment of records as public records.

## 2. Financial Statements:

- a. The City is **not** requesting the vendor to submit any financial statements for this project and prefers if the vendor does not submit financial statements. In addition, if the City needs a copy of the vendor's financial statements, the City can contact the vendor after the bid due date to request those documents. However, if the vendor does submit the financial statements, they should be uploaded in this section.
- b. Any claim of confidentiality on financial statements must be asserted at the time of submittal. The firm must identify the specific statute that authorizes the exemption from the Public Records Law. Please note that the financial statement exemption provided for in Section 119.071(1)c, Florida Statutes only applies to submittals in response to a solicitation for a "public works" project.

## 3. Additional Information:

- a. Please provide any additional information that you deem necessary to complete your proposal in this section, if it has not been requested in another section.

### **1.9 VENDOR REGISTRATION DOCUMENTS**

The <https://ppines.bonfirehub.com/> website will allow vendors to update their information and documents on an as-needed basis. This process is intended to make the bidding process easier for vendors that bid on multiple City projects. This process will allow vendors to complete and submit the following standard forms and documents at any time prior to bidding on a project. In addition, the vendors will be able to utilize these same forms without the need to re-fill and re-submit the forms each time they bid on a City project. In the event that the City does not have one of the forms or documents listed below for your company, the City may reach out to your company after the bid has closed to obtain the document(s).

**Furthermore, please make sure to update this information on an as-needed basis so that all pertinent information is accurate, such as local business tax receipts, and any other relevant information.**





The following documents can be completed prior to the bidding process through the <https://ppines.bonfirehub.com/> website and do not need to be attached to your submittal as the Bonfire website will automatically include it.

**1.9.1 Vendor Information Form**

**1.9.2 Form W-9 (Rev. October 2018)**

- a. Previously dated versions of this form will delay the processing of any payments to the selected vendor.

**1.9.3 Company Profile Form**

**1.9.4 Sworn Statement on Public Entity Crimes Form**

**1.9.5 Equal Benefits Certification Form**

**1.9.6 Vendor Drug-Free Workplace Certification Form**

**1.9.7 Scrutinized Company Certification**

**1.9.8 E-Verify System Certification Statement**

- a. Effective January 1, 2021, pursuant to Section 448.095, Florida Statutes, the City may not enter into a contract with a vendor/contractor/subcontractor unless that vendor/contractor/subcontractor is registered with and uses the E-Verify system administered by the U.S. Department of Homeland Security (“DHS”).
- b. Contractor shall also require all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. The Contractor shall maintain a copy of such affidavit for the duration of the contract.

**1.9.9 Veteran Owned Small Business Preference Certification**

- a. If claiming Veteran Owned Small Business Preference Certification, business must attach the “Determination Letter” from the United States Department of Veteran Affairs Center for Verification and Evaluation notifying the business that they have been approved as a Veteran Owned Small Business (VOSB).
- b. The Veteran Owned Small Business Preference Certification form must be completed by/for the proposer; the proposer **WILL NOT** qualify for Veteran Owned Small Business Preference based on their sub-contractors’ qualifications.





### **1.9.10 Local Business Tax Receipts**

### **1.9.11 Local Vendor Preference Certification**

## **1.10 EVALUATION OF PROPOSALS & PROCESS OF SELECTION**

- A. Staff will evaluate all responsive proposals received from proposers who meet or exceed the bid requirements contained in the solicitation. Evaluations shall be based upon the information and references contained in the proposals as submitted. **As such, the Proposal should be as comprehensive as possible; clearly describing the details of services that the Proposer intends to provide.**
- B. The City will convene an Evaluation Committee and brief its members on the scope of the project and the services required. The Evaluation Committee will evaluate proposals based on the following criteria

<b>Criteria</b>	<b>Points</b>
Project Cost	25 points
Experience and Ability	25 points
Previous Experience / References Form	15 points
Firm's Understanding and Approach to the Work	30 points
Local Vendor Preference/ Veteran Owned Small Business Preference*	5 points
<b>Total Points</b>	<b>100 points</b>

*\*Please note that the Local Vendor Preference is used to evaluate the submittals received from proposers and are assigned point totals, a preference of five (5) points of the total evaluation point shall be given to the Local Pembroke Pines Vendor(s); a preference of two and a half (2.5) points of the total evaluation point shall be given to the Local Broward County Vendor(s), all other vendors shall receive zero (0) points. Vendors must submit the attached Local Vendor Preference Certification Form in order to qualify for these evaluation points.*

*Veteran Owned Small Business (VOSB) is also used to evaluate the submittals received from proposers and are assigned point totals, a preference of two and a half (2.5) points of the total evaluation point shall be given to the Veteran Owned Small Businesses. Vendors must submit the attached Veteran Owned Small Business Preference Certification Form in order to qualify for these evaluation points.*

*All other vendors shall receive zero (0) points.*

- C. The Evaluation Committee shall have the option to short-list the proposers based on the criteria listed above. In addition, the Evaluation Committee may schedule a meeting for the firms to make presentations and answer questions of clarification as part of its evaluation. As part of this process, the firms shall have officials of the appropriate



management level present and representing the firm. The project manager should be available. The firm shall be prepared to present an overall briefing regarding the manner in which the contractual obligations will be accomplished.

- D. The Evaluation Committee will make a recommendation to the City Commission for award of contract. The contract shall be awarded to the most responsive/responsible proposer(s) whose proposal(s) is/are determined to be the most advantageous to the City taking into consideration the evaluation criteria. The City intends to award a primary, secondary and tertiary firm to ensure that the City has coverage during the term of the contract(s).

### **1.10.1 SCORING FOR PROJECT COST CRITERIA**

The Evaluation Committee will utilize the following when calculating the weighted score of each vendor related to the **Project Cost** criteria.

The **Project Cost** for each proposer will be multiplied against the City's estimated amounts, to determine the Proposal amounts for each proposer.

Then the **Lowest Proposal** will be divided by **Proposer "X" Cost Proposal** times the **Maximum Available Points for the Pricing Criteria** = **Proposer "X" Cost Score**.

**Example:**

Firm "A" cost proposal is \$10,000 and is the lowest cost proposal

Firm "B" cost proposal is \$15,000

Firm "C" cost proposal is \$20,000

Maximum Points Available for the "Project Cost" criteria: 25

Calculation:

Firm "A": Lowest price and receives 25 points

Firm "B":  $\$10,000/\$15,000 \times 25$  points = 16.67 points

Firm "C":  $\$10,000/\$20,000 \times 25$  points = 12.50 points

### **1.11 TENTATIVE SCHEDULE OF EVENTS**

<b>Event</b>	<b>Time &amp;/or Date</b>
Issuance of Solicitation (Posting Date)	<b>February 7, 2023</b>
Non-Mandatory Pre-Bid Meeting	<b>February 16, 2023 at 10:00 a.m.</b>
Question Due Date	<b>February 20, 2023</b>
Anticipated Date of Issuance for the Addenda with Questions and Answers	<b>February 22, 2023</b>
Proposals will be accepted until	<b>2:00 p.m. on February 28, 2023</b>
Proposals will be opened at	<b>2:30 p.m. on February 28, 2023</b>



Evaluation of Proposals by Evaluation Committee	<b>March 2023</b>
Recommendation of Contractor to City Commission award	<b>April 2023</b>
Anticipated Contract Commencement Date	<b>June 1, 2023</b>

### **1.11.1 NON-MANDATORY VIRTUAL PRE-BID MEETING**

There will be a non-mandatory virtual pre-bid meeting on **February 16, 2023 at 10:00 a.m.** livestreamed from the Public Services Building, Large Conference Room, located at 8300 S. Palm Drive, Pembroke Pines, FL 33025.

While recognizing the importance of public accessibility to the meeting, and considering public health concerns, in the abundance of caution, the City is requesting that interested parties utilize live streaming as a safe way for vendors and the public to participate in the meeting in lieu of attending the meeting in person.

The public is invited to attend the meeting virtually via the Cisco Webex Meetings platform.

- WebEx Meeting Link: <https://ppines.webex.com/meet/purchasing>
- Cisco Webex Meeting Number: 717 019 586
- Join by Phone Number: +1-408-418-9388

The public may download the **Cisco Webex Meetings app** from <https://www.webex.com/downloads.html/>, to view, listen and participate in the meeting.

If any member of the public requires additional information about this meeting or has any questions about how to access the meeting, please contact:

Danny Bedit, Procurement Department  
 City of Pembroke Pines  
 8300 South Palm Drive,  
 Pembroke Pines, FL 33025  
 954-518-9022  
[purchasing@ppines.com](mailto:purchasing@ppines.com)

### **1.12 SUBMISSION REQUIREMENTS**

Bids/proposals **must be submitted electronically** at <https://ppines.bonfirehub.com/> on or before 2:00 p.m. on February 28, 2023.



Please note vendors should be registered on Bonfire under the name of the organization that they are operating as and it should match the organization name on the documents that they are submitting and utilizing when responding to the solicitation.

In addition, the vendor must complete any questionnaires on the <https://ppines.bonfirehub.com/> website and provide any additional information requested throughout this solicitation. Any additional information requested in the solicitation should be scanned and uploaded.

The City recommends for proposers to submit their proposals as soon as they are ready to do so. Please allow ample time to submit your proposals on the <https://ppines.bonfirehub.com/> website. Proposals may be modified or withdrawn prior to the deadline for submitting Proposals. Bonfire Support is happy to help you with submitting your proposal and to ensure that you are submitting your proposals correctly, but we ask that you contact [Support@GoBonfire.com](mailto:Support@GoBonfire.com) with ample time before the bid closing date and time.

**PLEASE DO NOT SUBMIT ANY PROPOSALS VIA MAIL, E-MAIL OR FAX.**

### **1.13 FREQUENTLY ASKED QUESTIONS (FAQs)**

#### **1.13.1 CURRENT CONTRACT**

Question # 1	Who is the current incumbent?
Answer	The City is currently using FPI Security Services, Inc.

Question # 2	What is the current annual contract amount?
Answer	\$705,037.12

Question # 3	Has the city enforced Liquidated Damages or Infraction Fees during the current contract term? If so, please provide the total amount of damages enforced.
Answer	No.

#### **1.13.2 CURRENT STAFFING AND RATES**

Question # 1	How many security officers do you currently have and is current provider operating under a collective bargaining agreement?
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Answer	The current contractor provides approximately 23 guards throughout the City's various locations and these guards are not under a collective bargaining agreement.
Question # 2	Please provide the current provider billing rates and employee wages?
Answer	<p>Below are the current regular hourly billable rates (not the hourly wages that the guard receives):</p> <p>\$16.85 - Unarmed Security Officer  \$16.85 - Armed Security Officer  \$27.00 - Class G Armed Security Officer with Guardian Program Training  \$31.67 - City Center Armed Security Officer  \$0.45 - Marked/Lighted Security Golf Cart Patrol  \$2.25 - Marked/Lighted Security Car Patrol</p> <p>The City is not currently aware of what the hourly wages are for the employees provided by the current contractor.</p>
Question # 3	Is there a prevailing wage?
Answer	No, the City does not have a living wage ordinance and does not have a required minimum wage to be paid to the contractor's officers/staff.
Question # 4	Will annual billing rate adjustments be allowed based upon wage increases?
Answer	See Section 1.7.5.
Question # 5	Do you require onsite superior?
Answer	No.
Question # 6	Is the project manager position part of the estimated total hours listed or are these in addition to those listed hours? Is the position billable or non-billable?



Answer	No. In regards to the “Selected Proposer’s Project Manager”, per Section 1.5.5 (E), “[...] This position shall be at no direct cost to the City[...]”
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Question # 7	How many hours of on-the-job training are new officers required to complete?
Answer	Training shall be determined by proposer based on regulatory requirements and certifications, along with best practices.

Question # 8	Can you please describe the post duties at the City Center Armed Security Officer position?
Answer	The primary mission of the City Center Armed Security Officer is to stop any lethal threats. The secondary mission requires the officer to interact with City employees and visitors, sign-in and sign-out visitors, and monitor the City’s Video Management System for the City Center facility. The officer also opens and secures the building daily for the 4-day work week, from Monday through Thursday. A key attribute for any officer filling this position would be to have effective communication skills and proficient report writing.

### **1.13.3 EQUIPMENT**

Question # 1	What type of security surveillance equipment exists?
Answer	Cameras and checkpoint scanners at the Health Park and Academic Village. The City Center facility also has a Video Management System.

Question # 2	Do you require portable 2-way radios?
Answer	No.

Question # 3	Does the contractor need to provide radio repeaters or are these already in place?
Answer	The City does not anticipate that the contractor would need to provide any radio repeaters.



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**1.13.4 VEHICLES**

Question # 1	Does the City have a preference for the Marked/Lighted Patrol Vehicle? Sedan, SUV, Compact, Electric, etc.?
Answer	No. However all vehicles must be in good working order, must be of good professional appearance, and approved by the City before use.

Question # 2	What is the average annual mileage or weekly mileage for patrol vehicles?
Answer	<p>The City cannot confirm the current weekly miles, however the number of miles used is very minimal.</p> <p>A Marked/Lighted Golf Cart is currently needed at the Pembroke Road Storage Lot and the Wastewater Treatment Plant.</p> <p>While a Marked/Lighted Patrol Vehicle is currently needed at the Howard C. Forman Human Services Campus.</p> <p>The City currently provides a golf cart at the Academic Village campus for the security guard to use at no cost to the contractor. The City intends to keep providing the golf cart to the awarded contractor, however the City may require a Marked/Lighted golf cart to be provided by the contractor at this location at the unit price submitted by the contractor. The average mileage is unknown to the City.</p>

Question # 3	Can fuel for the vehicles be direct billed?
Answer	No, fuel cannot be billed to the City.

**1.13.5 OTHER**

Question # 1	Does the central dispatch center need to be locally operated?
Answer	Per Section 1.5.2 (B) Central Dispatch Center: “[...]Central Dispatch Center may be located out of the state but shall be independently operated by the Contractor. This Center shall not be





	outsourced to another company unless approved in writing by the City.”
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# DRAFT DOCUMENT FOR COMMISSION REVIEW

Attachment D

Vendor Name:

## Security Guard Services - Pricing Sheet / Proposed Shift Schedule

		Overtime			Billable	Estimated	Estimated	
Description	Hourly Wages	Wages	Burden Rate	Billable Hourly Rates	Overtime Rates	Regular Hours Per Year	Overtime Hours Per Year	Total Estimated Annual Cost
Unarmed Officer		\$ -		\$ -	\$ -	31,824		\$ -
Armed Officer		\$ -		\$ -	\$ -	2,392		\$ -
Class G Armed Officer w/ Guardian Program Training		\$ -		\$ -	\$ -	720	360	\$ -
City Center Armed Officer		\$ -		\$ -	\$ -	2,080	312	\$ -
Golf Cart - Marked / Lighted	N/A	N/A	N/A		N/A	13,104		\$ -
Patrol Vehicle - Marked / Lighted	N/A	N/A	N/A		N/A	4,368		\$ -
\$ -								

# DRAFT DOCUMENT FOR COMMISSION REVIEW

## Attachment D

Description
Unarmed Officer
Armed Officer
Class G Armed Officer w/ Guardian Program Training
City Center Armed Officer
Golf Cart - Marked / Lighted
Patrol Vehicle - Marked / Lighted

Location	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Number of Hours per week
Academic Village (Pool & Water Tank) 17189 Sheridan Street, Pembroke Pines, FL 33331	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 11:59pm	12am - 11:59pm	108
Storage Lot 10801 Pembroke Road, Pembroke Pines, FL 33025	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	84
Pines Place Guardhouse 8210 Florida Drive, Pembroke Pines, FL 33025	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	84
Howard C. Forman Human Services Campus 8300 S. Palm Drive, Pembroke Pines, FL 33025 (Various Other Locations)	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	168
Utilities Customer Services 8300 S. Palm Drive, Pembroke Pines, FL 33025	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	12am - 7am 7pm - 11:59pm	84
WasteWater Treatment Plant 13955 Pembroke Road, Pembroke Pines, FL 33027	6:30am - 6pm	6:30am - 6pm	6:30am - 6pm	6:30am - 6pm	N/A	N/A	N/A	46
City Hall 601 City Center Way, Pembroke Pines, FL 33025	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	168
Central EDC (Summer Session) 12200 Sheridan Street, Building P Pembroke Pines, FL 33026	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	12am - 11:59pm	168
West EDC (Summer Session) 1600 SW 184 Avenue, Pembroke Pines, FL 33029	7:00am - 6:30pm	7:00am - 6:30pm	7:00am - 6:30pm	7:00am - 12:30pm	N/A	N/A	N/A	40
	N/A	N/A	N/A	12:30pm - 6:30pm	N/A	N/A	N/A	6
	6:30am - 6:30pm	6:30am - 6:30pm	6:30am - 6:30pm	6:30am - 10:30am	N/A	N/A	N/A	40
	N/A	N/A	N/A	10:30am - 6:30pm	6:30am - 6:30pm	N/A	N/A	20
	6:30am - 6:30pm	6:30am - 6:30pm	6:30am - 6:30pm	6:30am - 10:30am	N/A	N/A	N/A	40
	N/A	N/A	N/A	10:30am - 6:30pm	6:30am - 6:30pm	N/A	N/A	20

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