



REQUEST FOR PROPOSAL

SECURITY PATROL SERVICES

NOTICE: March 13, 2017

DEADLINE: March 31, 2017 at 5 p.m.

CONTACT: Heather Whitworth, Finance Officer
Heather@DowntownCS.com or (719)886-0088

I. Introduction

The Greater Downtown Colorado Springs Business Improvement District (BID) seeks on-street security patrol services primarily during the months of June through September. The selected vendor will provide services to include (but not limited to):

- Walking patrols to deter illegal behavior and serving as “eyes on the street”
- Checking in with business owners on safety needs
- Reporting to Colorado Springs Police Department any quality of life violations involving illegal, threatening or possibly escalating aggressive behavior
- Directing those in need to appropriate social services and resources
- Serving as hosts, and welcoming visitors to the district, by sharing information, directions, etc.

An additional contract may be offered for similar services during the holiday season and/or extended hours/dates during summer, if District funding allows.

II. Background Information

The BID was organized in 2001 and encompasses approximately 31 blocks; see Appendix A for a boundary map. The services, facilities and improvements provided by the BID are not intended to duplicate or supplant those provided by the City of Colorado Springs within the boundaries of the BID, but rather to enhance the Downtown experience in a pedestrian-oriented environment.

Since the inception of the district, the objectives of the BID have been, and continue to be, revitalization of Downtown by attracting residents, merchants, businesses, office users, entrepreneurs, corporate headquarters, entertainment, culture and the arts; all will increase the customer experience and traffic downtown, better enabling the Downtown to compete for customers and tenants and to position it as a destination point. Key focus areas of the BID are public space management, consumer marketing, and mobility/parking.

III. Services Required

The following qualifications are required for those persons to be employed by the successful Contractor for performance of work pursuant to this RFP:

Security Staff shall refer to one or more of the on-street uniformed personnel and their supervisor(s).

Basic Qualifications: The successful Contractor shall ensure the following general employment standards are complied with and enforced throughout the term of the contract.

1. Security Staff will have United States of America citizenship or verified legal alien status.
2. Staff shall be at least (18) years of age.
3. Staff shall have excellent oral and written communication skills with the ability to positively communicate with all members of the public.
4. Demonstrated ability to work safely and constructively with persons who are experiencing homelessness, mentally ill, affected by drugs and/or alcohol, and/or who may be unpredictable, dangerous, and or service resistant.
5. Demonstrated passing of a criminal background investigation on every employee; no known criminal background or record of conviction for other than minor vehicle code/traffic violations.
6. Ability to perform normal or emergency duties requiring moderate to arduous physical exertion.
7. Staff shall not smoke or vape while on duty or in uniform.

Additionally, security staff must be:

1. Highly competent with experience in visitor and crowd management, street level interactions and problem solving and serving the public in a downtown urban environment.
2. Staff must be skilled in preventing and defusing potentially volatile situations, knowing when to report concerns to Colorado Springs Police Department.
3. Conduct themselves as goodwill ambassadors by providing information and assistance to downtown visitors.
4. Skilled at writing incident reports and tracking/reporting activities, suitable for inclusion in police reports and presentation in court proceedings.
5. Able to work safely and competently with law enforcement officers during routine patrol and emergencies.
6. Training and familiarity with laws and codes regarding public right of ways.

Security Staff shall patrol the areas within the District to achieve the following:

1. Provide a presence of authority on the street, sidewalks and other public areas within the District by walking foot beats to observe, report and prevent street disorder;
2. Report criminal activity to Colorado Springs Police Department, avoiding participation in arrests or criminal investigations except in an emergency;

3. In partnership with CSPD, engage in problem solving to reduce the fear of crime and reduce street disorder;
4. Apply community policing and crime prevention strategies to identify stakeholders and focus efforts to reduce street disorder;
5. Maintain a daily log and file incident reports;
6. Be uniformed and equipped to communicate with supervisor(s), CSPD and other service agencies;
7. Shall not wear or use firearms;
8. Provide information and wayfinding services to downtown users; and
9. Maintain communications with businesses and organizations in the District.

Operations of the Security Staff shall be determined upon engagement with Contractor, based on pricing and resources of the BID. Likely operations schedule may be: Day and evening shifts will be scheduled daily except Tuesdays 11 a.m.-7 p.m. Contractor will ensure that each shift be staffed with two Security Staff.

Patrol routes should be configured for more frequent coverage in areas of high pedestrian activity with varied deployment strategies.

Contractor will attend monthly planning meetings with BID personnel, CSPD representatives and other stakeholders, and/or other meetings as necessary.

Contractor shall maintain a procedure for timely preparation, in a format mutually agreed upon by the Contractor and BID, of reports of all security incidents observed by security staff and monthly activity summaries.

IV. Submittal Requirements

The following information shall be required in the RFP submittal:

- 1) Letter of Transmittal. The letter is not intended to be a summary of the proposal itself. The letter must contain the following statements and information:
 - a. Name, address, telephone number and email of the office which would be providing the service to the BID as well as the location of the firm's home office, if other than the above.
 - b. Name, title, address, email address and telephone number of the person(s) to contact who are authorized to represent the firm and to whom correspondence should be directed.
 - c. Taxpayer identification numbers of the firm.
 - d. Insurance coverage. Provide a statement indicating that the firm has in effect or can obtain the insurance required by the BID (do not provide insurance certificates with the proposal). Insurance coverage includes the following:
 - Comprehensive general liability

- Professional liability
 - Automotive liability
 - Workers' compensation
- e. An acknowledgement of C.R.S. § 8-17.5-102, prohibiting the BID from approving a contract for services with a contractor who knowingly employs or contracts with illegal aliens, and expression of intent to comply with the statute if the contract falls within its scope.
 - f. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - g. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
 - h. Statement which indicates "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the Greater Downtown Colorado Springs Business Improvement District."
- 2) General Vendor Information. Please provide the following information:
 - a. Length of time in business providing proposed services.
 - b. Total number of clients.
 - c. Number of full-time personnel in security services and administrative support.
 - 3) Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services, particularly as relates to an urban outdoor environment and public spaces.
 - 4) Provide the name, title, address, and telephone number of three references, preferably within the state of Colorado, to whom you have provided similar services. Please provide information referencing the actual services provided, customer size, and the length of tenure providing services to this client.
 - 5) Staff Resources - Identify names of principal and key personnel who will actually provide the services. Summarize the experience and expertise of these staff. Describe the role and responsibilities that each of these individuals will have.
 - 6) If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. The BID will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of this vendor.
 - 7) Proposal Summary – Summarize your proposal and your firm's qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps the BID determine your overall qualifications. Your proposal summary should not exceed two pages.

- 8) Imagery of proposed uniform of Security Staff.
- 9) Cost of Services
 - a. The proposal must contain a fee schedule that includes hourly rates and/or pricing structure for proposed services.
 - b. Date that the cost schedule is valid (example: January 1, 2017 to Dec. 31, 2017).
 - c. Describe how your services are priced, and any specific pricing you are able to provide (e.g. multiplier/overhead).
 - d. Define any additional charges (e.g. travel expenses, printing, etc.).

V. Evaluation Criteria

PROPOSAL CONTENT AND EVALUATION CRITERIA		MAXIMUM SCORE
Introductory letter		Pass/Fail
Similar experience		30
Information about qualifications		20
References		20
Cost schedule/value		30
Total Possible Points	100	

The proposals will be evaluated upon the following general criteria:

- Experience and expertise of candidate(s)
- History of previous experience with similar work
- Understanding of services to be provided
- Consultant’s record for providing services asked and on time
- Compatibility with BID staff/interview
- Satisfaction of clients (reference checks)
- Perception of value of the proposal

VII. Deadline for Submission of Proposals.

The proposal must be received by the BID electronically at Heather@DowntownCS.com prior to 5 p.m. on March 31, 2017. Please note "Security Proposal" in the subject line.

Any questions regarding this proposal may be submitted to:
Heather Whitworth, Finance Officer
(719) 886-0088
Heather@DowntownCS.com

VIII. General Requirements.

The successful candidate or firm shall:

- a. Enter into a contract with the BID.
- b. Maintain insurance coverage for the duration of the contract period as outlined in the contract.
- c. Operate as an independent contractor and will not be considered employees(s) of the Greater Downtown Colorado Springs Business Improvement District.

IX. Miscellaneous

The BID reserves the right to reject any and all proposals for failure to meet the requirements herein, to waive any technicalities, and to select the proposal which, in the BID's sole judgment, best meets the requirements of the project.

The RFP creates no obligation on the part of the BID to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation or oral interviews (if held). The BID reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.

The BID further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as the BID may request.

Appendix A – Boundary Map

