

GENERAL

The Town of Palm Beach is seeking proposals from security guard service contractors for the purpose of providing services as follows:

- Protect Town Marina customer safety and their assets.
- Protect Town Property.
- Maintain access control of the four (4) dock gates.

The Contractor shall provide all necessary labor, management, supervision, trucks, gas, oil, safety equipment and any other materials and equipment necessary to complete the work as specified.

Requirements for performing these services are as follows:

- a. The Contractor shall notify the Contract Administrator in the event of scheduling delays, changes or comments/complaints received from the general public.
- b. Contractor's employees shall present a neat, clean, well groomed appearance and shall conduct themselves in a respectable manner while performing the duties of this RFP and while on Town Property.
- c. The Contractor shall issue an ID card to each individual performing services for the Town.
- d. Contractor's employees shall wear uniforms at all times while on the job. Name of contractor shall be on shirts. Uniforms are to be crisp/ pressed, free of holes and stains. Shirts are to be worn at all times while working in the Town of Palm Beach.
- e. Any questions regarding this service (SECURITY GUARD SERVICES) shall be directed to the Contract Coordinator.
- f. The Contract Coordinator shall formally communicate with contractor on a regular basis to review areas serviced by contractor's employees.
- g. The Contractor shall provide an electric golf cart type vehicle that shall be plainly marked with the company name and logo. This vehicle shall be on-site while a guard is on duty. The Town will provide a 24 hour/7 day a week parking space with charging hookup but at minimum, this vehicle shall remain on property while the guard is on duty.
- h. The Contractor shall have their personnel supervised by a qualified supervisor. As a fully authorized agent of the Contractor, the supervisor must be capable of making on-site decisions to perform the work in accordance with the specifications contained in this RFP.

- i. The Contractor is responsible for ensuring that all personnel performing guard services for the Town of Palm Beach is able to understand and communicate in English.
- j. Contractor shall provide a daily log of activities for each respective area after completion of a shift worked.
- k. Contractor personnel shall complete vessel inventory and follow any specific direction related to the Marina, vessels and guests related to safety/security, after hours arrival/departure, or situations that may present themselves.
- l. While on duty the guard shall have access only to the Australian Dock Captains Lounge for restroom and lunch breaks, for shelter during inclement weather, and completing required forms. The guard shall dispose of any waste material, food items or other scrap material in a provided waste basket or container. Other offices shall be entered only by permission of the Dockmaster or his/her designate.

DEDUCTIONS FOR NON-PERFORMANCE OF SERVICES:

The TOWN may reduce the invoice by the following amounts for noted infractions:

A.	Sleeping on duty	\$200.00
B.	Failing to follow post orders	\$100.00
C.	Abandoning Post	\$200.00
D.	Failing to complete guard incident report	\$100.00
E.	Improper or soiled uniform	\$100.00
F.	Late for duty	\$100.00
G.	Improper license	\$200.00
H.	Reassigning a guard to any post previously suspended	\$200.00
I.	Not properly equipped	\$100.00
J.	Incomplete or improper background investigation	\$300.00
K.	Untrained guard assigned to post	\$300.00
L.	Littering of Marina property	\$100.00

SCOPE OF WORK

Services:

The contractor's services shall include, but not be limited to:

- Armed Roving Guard Services/Foot Patrol of :
 - Marina
 - Buildings
 - Parking Lots
 - Adjacent Parks
- Maintain high visibility while on duty
- Monitor ingress and egress of Dock Gates

- Monitor ingress and egress of parking lots
- Insure gates are shut and locked at all times during shift
- Monitor security cameras between rounds
- Monitor parking lots and compactor areas
- Complete daily Slip occupancy report
- Complete daily activities and incident reports
- Complete dock rounds
- Notify Dockmaster/Assistant Dockmaster and Palm Beach Police Department of emergencies

Coverage Required:

365 days a year – 5PM to 8AM
15 hours per day; 105 hours per week

Special Events

Special events include but are not limited to Boat Shows, protest happening, unscheduled work hours, etc.

Additional shifts will be scheduled on an as-needed basis by the Contract Coordinator

OTHER REQUIREMENTS

All personnel performing guard duties shall possess:

Licenses:

- State of Florida Class "D" Security License
- State of Florida Class "G" Security License

Equipment:

- Cell Phone – provided by the Town to establish communication between the guard, the Town's dispatch, the vendor's dispatch and customers.
- Tablet – provided by the Town to monitor security cameras
- Working Flashlight
- Rounds recording wand and software – provided, installed and maintained by the contractor

Documents:

- Report Forms
- Incident Report Form

EMPLOYMENT REQUIREMENTS

Contractor shall be responsible for ensuring that all employees are in compliance at all times with the Terms, Conditions, and Specifications outlined in the RFP. The Contractor shall be

responsible for obtaining all necessary permits, licenses and/or registration cards, I-9 Form (Employment Eligibility Verification) in compliance with all applicable federal, state and local statutes pertaining to employees and services specified. Contractor shall be responsible for any federal, state or locally mandated tax withholding associated with wages of their employees.

QUALIFICATION OF PROPOSERS

This RFP shall be awarded only to a responsible proposer qualified to provide the work specified. The proposer shall submit the following information with the proposal:

- A. Verification of the number of years the firm has been in business.
- B. Experience record showing the bidder's training and experience in Marina Security. Provide a list and brief description of similar contracts of similar size, satisfactorily completed with location, dates of contracts, names, phone numbers, type of services requested and address of proprietor(s). A minimum of five (5) references shall be submitted with a contact name, address, and telephone number for each reference. Similar contracts as referenced above shall be defined as experience in servicing municipalities.
- C. Proof that sufficient staff is available to provide required services as specified, without the use of subcontractors, temporary help or overtime, including a list of anticipated staff members and titles to service the Town and a proposed schedule of their activities. Provide the average turnover rates for the security guard position for each of three past years.
- D. Complete listing of equipment and facilities available to do the work.
- E. Telephone number and a named contact person who can be reached during all normal working hours for emergencies and resolving problems.
- F. Supervisor's and project team's resumes.

COMPETENCY OF PROPOSERS

Pre-award inspection of the proposer's facility or of their customer's locations may be made prior to award of Contract. Proposals will be considered only from firms which are regularly engaged in the business of providing SECURITY GUARD SERVICES as described in this RFP and who can provide evidence that they have established a satisfactory record of performance and a sufficient delivery fleet to insure satisfactory execution of the services under the terms and conditions herein stated. The term "equipment and organization" as used herein shall be construed to mean a fully equipped and well-established company in line with the best business practices in the industry and as determined by the proper authorities of the Town.