



**REQUEST FOR PROPOSAL**  
**SAFETY/HOSPITALITY PERSONNEL PROGRAM**  
**The Uptown Whittier Community Benefit District**

**Issued May 23rd, 2018**  
**Due Friday, June 8<sup>th</sup>, 2018**

**Introduction and Background**

The Uptown Whittier Improvement Association (UWIA) is issuing a Request for Proposal ("RFP") for the hiring of safety personnel to patrol sidewalks and public spaces in Uptown Whittier District. The personnel assigned to those varied functions must come from a vendor that specializes in providing security ambassadors to the private and/or the public sector. This contract will commence on approximately June 15<sup>th</sup>, 2018 for a period of six months with a possible option for renewal for a total of three (3) years. The vendor must have demonstrated experience in working for a Business Improvement District, or self-managed assessment districts, preferably in the Los Angeles region.

This RFP addresses the need for a vendor to provide the personnel and basic services to operate the safety functions. The vendor will be expected to provide staffing and adjust staffing needs to fulfill existing and future contract needs. Staffing levels may increase or decrease as a result of organizational and contract requirements and the vendor is expected to readily adapt to our requirements.

We are seeking qualified professional security firms to provide public safety services within the District boundaries as outlined in the maps attached, utilizing bike patrols and unarmed security personnel who will survey the streets. The UWIA requires that the vendor provide sufficient personnel to staff a safety program who can interact with the public in a professional manner in addition to possessing the necessary skills to deal with the violent, mentally ill, drug addicted, and/or homeless population.

On a community level, environmental change can only come about as a result of focused personnel who have been designated to provide a service to the property and business owners who are funding the UWIA. The UWIA's mission is to improve the quality of life in patrolled areas. The vendor must clearly understand this dynamic and perform as a strong advocate for the UWIA and its goals. The Uptown Whittier Association is not a public agency; although, they do engage in public safety and community services and coordinate and cooperate with the City of Whittier.

The UWIA works closely with the Whittier Police Department, Whittier Public Works, and the City Manager's office. The vendor must support the UWIA in the event that major natural disaster or unexpected conditions were to occur. The UWIA personnel must meet a standard of professionalism and excellence to maintain a healthy relationship with the police department, the public, and the community. Vendors must maintain a professional code of conduct when partnering with the police. The vendor

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should be a forward-looking organization with executives, managers and supervisors who can think strategically and beyond the boundaries of traditional security industry service delivery.

### **Overall Objectives**

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

**Decrease the perception of disorder** - Achieve a measurable decrease in all crimes committed within the area, with emphasis on:

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

**Public Relations Program** - Provide information to businesses and the public within the District (e.g., providing directions, distributing flyers, and answering questions about the Uptown Whittier District and its activities.)

### **Scope of Services**

We ask that you provide us with your recommended schedule pertaining to the days and hours you believe the UWIA will require. Rotating shifts may be a deployment strategy for all safety workers. The deployment schedule authority will rest with Uptown Whittier management in consultation with the vendor management. Deployed personnel will wear distinctive collared shirt uniforms provided by the District. These personnel must stay within the boundaries of the Uptown Whittier District and not service any blocks outside of the Uptown Whittier District.

Security personnel are to observe and document only and will conduct their operations within the boundaries of the UWIA on bicycle or foot patrol. Vendor employees must be capable of pedaling a police-style, non-motorized mountain bicycle for a complete shift. Foot patrolling personnel must also meet a minimum level of fitness to make their rounds. The vendor must have digital cameras for each officer as well as use an automated time keeping system for this contract. The system must be a computerized program and not consist of manual inputting of time card information into a payroll system.

Security personnel must be capable of learning basic police patrol skills. Our goal is to be mobile, visible, and responsive. Security personnel shall not respond to felony police calls; however, they may find themselves assisting the local police with a felony crime scene investigation as witnesses on occasion. We expect security personnel to understand the basic philosophy of community-based security and possess exemplary customer service skills. The security personnel will interact daily with merchants, police, and the public and must possess the skills and ability to diffuse problems and negotiate with people.

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

- Crime prevention tactics and practices via bicycle and foot patrols throughout the UWIA District

boundaries;

- Clear communications with local business, other security managers in various buildings, visitors and UWIA stakeholders
- Interviews of persons and witnesses
- Basic comprehensive report writing that documents safety personnel' actions and meets the UWIA's requirements
- Knowledge and discharge of basic self-defense techniques as directed by the UWIA's officials
- Response to specific plans and directions that are tied to crime reduction plans adopted by the UWIA's management
- Close and professional relationship with the Whittier Police Department, Whittier Fire Department, and local merchants in the District
- Evaluation of persons for the presence of mental illness or drug abuse and arrangement for the appropriate response from nearby service providers
- Ability to use a 2-way radio and basic computer word-processing programs for report writing
- Ability to use and/or learn how to use any technology the UWIA may incorporate in to report writing
- Ability to work in small teams on rotating shifts that include "swing" hours
- Maintain sensitivity to "quality of life" conditions such as graffiti, trash, human waste and arrange for appropriate action to be taken and the ability to work with other vendors to achieve the UWIA's maintenance goals
- Supervision to be provided by the vendor

Although the UWIA's management personnel will be closely monitoring and supervising the account, the vendor will be obligated to provide supervisory staff to oversee the contract. The personnel and managers will report to the management of the UWIA's.

**Shift Supervisor** - Supervises ambassadors and ensures compliance with company policy, District policies and incident reports. Shift supervisors must possess **Private Patrol Officer's (PPO)** qualifications/certifications and have demonstrated good judgment and leadership skills. Ideal supervisor will have worked in a local police agency. Supervisor will interact on a regular basis with local authorities, local business owners, security companies within the UWIA boundaries and the general public.

**Bike & Foot Patrol Ambassadors** - Must be energetic, have strong communications skills and in excellent physical condition to patrol. Daily contact and incident reports are required. Please advise us on how many bikes you will recommend for the District. Please explain the ratio of bike personnel versus foot patrol personnel that you would deploy.

#### **General Required Training of Ambassadors**

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

#### **Personnel working on this contract should come to the job with the following pre-existing Certifications:**

- Possession of a permanent guard card

- First-aid trained and certified
- CPR trained and certified
- Bike Safety trained and certified
- High school diploma or equivalent
- All personnel must satisfactorily pass the following background checks:
  - Narcotics- supervised urine checks
  - Verification of social security number
  - Criminal
  - Two years of employment references
  - Report writing test
  - Medical
  - Legal residence status

### **Reporting Requirements**

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

- Daily Activity Reports to include, but not limited to:
  - Provide number of public and merchant contacts
  - Document schedule and detailed descriptions of foot and bike patrol routes
  - Pass Down Instructions
  - Suspicious Activities not resulting in an incident
  - Status of equipment, i.e., radios, cell phones, bikes, etc.
  - Trash or hazardous conditions in the public rights of way
  
- Incident Reporting to be provided for any incidents which ambassadors respond to or are notified of occurring within the boundaries of the District. Incident Reports shall include all but not be limited to the following:
  - Medical Emergencies
  - Injuries
  - Robberies / Thefts
  - Violent Crimes
  - Trespassing
  - Removal of Transients
  - Communications with all Whittier enforcement agencies
  - Potential and Current Safety Hazards
  - Property Damage / Graffiti
  
- Site Inspection reports are to be completed by supervisors or managers of the contractor and shall be provided to the UWIA on a weekly basis or as otherwise requested by UWIA. The Site Inspection Reports are intended to be an evaluation of the security personnel by the contractor. Site Inspections shall include but not be limited to the following information:
  - knowledge of duties and patrols
  - clean uniform and appearance

- conduct and professionalism
- knowledge of pass down information
- maintenance of daily activity and incident reports
- development and training recommendations

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

Due to the unique nature of the job that security personnel will be needed to perform, we require our contract personnel to be in good physical condition. Safety personnel will be asked to pedal police styled mountain bicycles as their primary mode of transportation. When not pedaling their bicycles, personnel may walk on foot. Because of the physical exertion involved in this job, employees in poor physical shape are discouraged from applying for this program. Employees will periodically lift heavy objects that may include but not be limited to boxes of road flares and roadway direction cones. The UWIA's training programs for personal defense involve significant physical exertion as well.

**Contract Term:**

July 1<sup>st</sup>, - December 31<sup>st</sup>, 2018

**Due Date:**

All proposals, in electronic and hard copy form must be submitted by Friday, June 8<sup>th</sup>, 2018 by 5:00 p.m. at the address listed below.

**Not to exceed amount:**

Respondents to this RFP should understand that the initial contract period of 6 months, will have maximum amount payable per month of \$5,000. After January 1<sup>st</sup>, 2019, that amount may increase, remain the same, or decrease based upon the status of the budget related to this service as well as the need for consistent, increased or reduced services. This \$5,000 maximum cost includes labor, vehicles (bikes, Segway), equipment and management fees. Note: All equipment and supplies provided by vendor, as outlined in subsequent section, are to be included in billable hourly rate.

**Program Costs and Pay Scale Information for Bidding**

Responses to this RFP should provide:

- Billing rates for each listed position, including supervisor;
- Officer/supervisor actual paid hourly rate associated with the billable hourly rate
- All benefits provided to personnel (health & welfare, holidays, vacation, sick pay, etc.) and when they receive payouts, when applicable. NOTE: bidders should include any projected changes that will be effective starting January 2018, given new health laws.

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

### **Insurance Requirement**

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

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

B. Commercial Liability insurance (and/or Excess Umbrella Liability): Written on an Each Occurrence limit for Bodily Injury, Personal Injury, and Property damage of not less than Ten Million Dollars (\$10,000,000). The policy must be written on CG 00 01 11/85 or newer occurrence form or broader, with no additional exclusions. The policy shall include coverage for Blanket Contractual Liability and Personal Injury endorsement, which also includes coverage for false arrest, false imprisonment, malicious prosecution, wrongful entry/eviction of a person from a premise, invasion of privacy defamation of character, libel of slander caused by any acts of the Contractor or the Contractor's employees, embarrassment, humiliation, harassment, and mental anguish. Contractor shall indemnify and hold UWIA harmless from and against any and all claims arising out of Contractor's activities, or from any activities, work or things done or permitted by Contractor in or about the boundaries and shall further indemnify and hold UWIA harmless from and against any and all claims arising from any breach or default in the performance of any obligation of Contractor hereunder, or arising from the negligence of Contractor or any of its agents, sub-contractors or employees, and from and against all costs, reasonable attorney's fees, expenses and liabilities incurred in the defense of any such claim or any action or proceeding brought thereon, and in case any action or proceeding is brought against UWIA by reason of any such claim, Contractor upon notice from UWIA, shall defend it at Contractor's expense by counsel reasonably satisfactory to UWIA.

C. Security Firm Professional/Errors & Omissions Liability with an Each Occurrence limit of Ten Million Dollars (\$10,000,000.)

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

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

### **Compliance with City of Whittier Requirements**

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

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

### **Conclusion**

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

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

## **SECURITY RFP INSTRUCTIONS TO BIDDERS**

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### **Purpose**

Sealed bids are invited for SECURITY Program for the Uptown Whittier Community Benefit District ("UWIA") (See attached Map) **Exhibit B**

### **Submittal of Proposals**

**Five** copies of all bids should be submitted in a sealed envelope marked Security Program- No later than 5:00pm on Friday, June 8<sup>th</sup>, 2018. Please ensure that all bids are addressed to:

Marco Li Mandri  
Interim Director, UWIA  
c/o New City America  
710 W. Ivy Street  
San Diego, CA 92101

Proposal may be e-mailed prior to receipt of hard copies to: [mail@newcityamerica.com](mailto:mail@newcityamerica.com)

### **Company Information**

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

- a. A brief history of the Company, to include names of directors, branch manager, account manager, and principle stockholders where applicable.
- b. Provide information on contracts that you possess with BIDS and within LA region.
- c. Professional references from past and present clients; at least three total professional references.
  
- d. A statement outlining the Company's ability to maintain and provide exceptional, high quality levels of service consistent with the requirements defined in the RFP and as specified by the UWIA.
- e. A summary of the Contractor's ability to maintain full service during possible emergencies and a

statement outlining how the priorities of the District's contract in relation to other existing contracts will be determined.

- f. Sufficient information to indicate the Contractor's ability to provide an adequate number of permanently staffed, suitably qualified personnel during the term of the agreement at all locations.
- g. A sample copy of Contractor's Forms and procedures for investigating and reporting all types of incidents.
- h. Complete description of personnel policies and practices, including employment requirements, protocols for pre-employment medical examinations, drug testing and selection procedures.
- i. Guidelines used for personnel background checks.
- j. The Contractor's license details and expiration dates where applicable.

### **Contractor's Representations**

The Contractor, by submitting a bid, represents that:

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

### **Insurance**

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

### **Award of Contract**

The anticipated award date of the contract will be no later than June 8<sup>th</sup>, 2018, providing for the commencement of services on July 1, 2018.

### **Modification to Exhibits**

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



# EXHIBIT B

