



REQUEST FOR PROPOSAL

Downtown Denver Private Security Contractor

The Downtown Denver Business Improvement District (BID), in partnership with the Downtown Denver Partnership (DDP) is leading the implementation of a comprehensive Security Action Plan for Downtown Denver, with the support of the private and public sectors. Statistics show that Denver is, by any measure, one of the safest cities in America, regardless, concerns remain about the safety and security of downtowns, both in action and in perception. We are working with the public and private sector to address concerns and created a comprehensive Security Action Plan with the goal of ensuring that Downtown Denver remains safe and secure.

We believe that the role of safety and security is both a private and public sector responsibility. We have an important role as property owners to address concerns about the downtown area that affect consumer confidence in the space which in turn affects the downtown environment.

The Downtown Denver Business Improvement District intends to contract for private security officers to greet downtown patrons and patrol the BID, a 120 block area of Downtown Denver. The purpose is to provide a uniformed presence supplementing the work of the Denver Police Department and toward ensuring the physical safety of district residents, workers, and visitors, as well as, create an inviting and friendly environment for all patrons.

The Downtown Denver Business Improvement District is seeking proposals from qualified Contractors to provide uniformed security service for the BID throughout the public realm of the Downtown Denver area within the BID boundaries (see map enclosed). This document is a Request for Proposal (RFP) for the services described below and does not obligate the BID to accept responses from eligible Contractors. The RFP establishes minimum requirements a bidder must meet to be eligible for consideration as well as information to be included in the Contractor's bid response. Carefully examine the specifications, conditions, and limitations.

CONFIDENTIALITY

The information contained in this RFP is confidential and proprietary. This RFP is provided for the exclusive use of the Respondent (potential "Contractor") and copies shall not be made available to any other party, without written consent from the BID. No other distribution of submissions or proposals is to be made by the Respondent. All proposals and supporting documentation shall become the property of the BID and will not be returned.

PROPOSAL SUBMISSION AND QUESTIONS

Contractors shall send via email or deliver five (5) copies (personally or through a courier) of their proposal to:

Contact name: Steve Shireman
Title: Senior Manager, Downtown Security
Company: Downtown Denver Business Improvement District
Address: 1515 Arapahoe Street Tower 3 Suite 100
City, State Zip: Denver, CO 80202
Phone: 303-571-8222
Email: sshireman@downtowndenver.com

Responses to this RFP are due by Friday, April 16, 2021, 5:00 p.m. Late submittals will be rejected.

QUESTIONS

Any questions regarding this RFP should be submitted via email to the above individual by Friday, April 2, 2021. Contractors may not contact other executives, managers, or employees of the BID or the Downtown Denver Partnership without permission of the manager of the RFP process.

EVALUATION CRITERIA

Award criteria may include, but is not necessarily limited to, Contractor's:

- Background and experience in performing requested services
- Capability to deliver integrated services in and across geographic regions
- Employee Benefits and recognition programs
- Availability of resources and how engagement will be sourced
- Track record of innovation and ability to drive continuous improvement
- Contractor clearly understands the mission and goals of the BID
- Best financial value

BID may at its sole discretion decline to make an award or award all or a part of the scope of work to one or more Contractors and is in no way bound to award the work to one Contractor or to the lowest price response, nor limits its right to negotiate in the BID's best interest. *BID reserves the right to retain any current staff. Additionally, the BID reserves the right to amend or withdraw the RFP in whole or in part, at any time prior to contract award. Failure to provide complete information as requested in this RFP may subject the proposal to disqualification. This contract period is for four months (September 2021 through December 2021) with a one-year renewal effective January 1, 2022 and shall be evaluated for renewal on a yearly basis. The purpose of the RFP is to demonstrate the background, qualifications, competence, and capability of the security company to undertake the public safety, greeting and hospitality services for this program.

Proposals will be valid for 90 days from the date of the submitted proposal.

ACTIVITY - DATE

This timeline is subject to change at the discretion of the BID

- Issue RFP 03 / 05 / 2021
- Receive consolidated list of Respondent questions 03 / 19 / 2021
- Responses to Bidders questions; set expectations 04 / 02 / 2021
- Receive RFP responses with concepts 04 / 16 / 2021
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- Interview Finalist Candidates Late April-May 2021
- Bid Review for selected candidates 05 / 28 / 2021
- Vendor Selection 06 / 03 / 2021

SCOPE OF WORK

The scope of this contract consists of providing all labor, supervision, and equipment (uniforms, equipment & iPhone's) necessary to perform all work required for the safety patrol of public spaces as specified as the BID, with special focus on the 16th Street Mall and adjacent areas. Security professionals will operate in 3 main capacities: Ambassador, Outreach, and Safety.

Ambassador: Welcome to Denver How can we serve you mentality

- Wayfinding services i. e. Hotels, restaurants, public restrooms
- Offering assistance
- Business Check ins

Outreach:

- Connect people to outreach services
- Work with Street outreach teams to locate struggling individuals
- Support Point in Time Surveys

Safety:

- Education of City Ordinances
- Request voluntary compliance
- Contact the Denver Police Department (DPD)
- Partner with DPD on calls for service

General boundaries are below:



ROUTINE DUTIES

1. **Officers** - Security personnel to patrol on foot and/or on Bicycle the 16th Street Mall and adjacent areas, the alleyways, and other areas where individuals may be participating in unlawful or nuisance behavior.
2. Assist the Denver Police Department with addressing infrastructure and environmental issues, as well as quality of life issues.
3. Will report any emergent threats to the Denver Police Department for service.

4. Perform an Ambassador role aiding and directions to patrons downtown.
5. Work with Street Outreach teams to connect individuals to services.
6. **Account Manager** - Will work out of the BID office and coordinate with the Senior Manager, Downtown Security and DDP/BID team to ensure proper staffing per approved budget. Schedule personnel ensure all training requirements are met and up to date. Perform other duties as assigned.

PERSONNEL DEPLOYMENT

BID may request the vendor to provide a minimum of (13) thirteen officers up to (25) twenty-five officers according to the authorized event calendar, provided by the BID, outlining a manpower schedule.

“Regular Days” shall be considered seven-days a week (24 hours) with focus on the early morning (5:00am – 9:00am) and evening (6:00pm – 10:00pm) hours Sunday through Thursday and evening (5:00pm – 1:00am) on Friday and Saturday, subject to change at the discretion of BID. There may also be changes to this schedule based on seasonality and special events.

UNIFORM REQUIREMENTS

Provided by Contractor: Royal Blue Bike Patrol Uniform with matching jacket. Black BDU pants, black or white socks and solid black boots or shoes. Winter Season options. Black Coverall with Royal Blue Bike Patrol Jacket with company beanie cap. Summer Season Black BDU shorts optional with company baseball cap. Proper seasonal clothing for outdoor patrols. Uniform will be branded with BID Logo on Left Chest on Jackets and Shirts

The proposal should include options to ramp up security personnel for special events and specific issues.

CONTRACTOR SUPPLIED EQUIPMENT

OC Spray	CPR Mask	Bicycles
Handcuffs	Tourniquet	PPE for Bicycles
Flashlight	Duty belt	
iPhones	Basic First Aid Kit	

TRAINING REQUIREMENTS

Verbal Judo	American Red Cross First Aid/CPR	Bike patrol training
Use of Force	Tourniquet	
OC Spray	Post Order	
Handcuff	Homeless Outreach	

AMBASSADORIAL SERVICE/COMMUNITY ORIENTED POLICING - Officers will maintain routine interaction with District business owners and employees, other contract security officers in local businesses and office buildings, social service outreach workers, BID Clean Team, Park Rangers and Denver Police officers in the designated area. Officers will be expected to establish positive relationships with all other participants visiting, living, or working in the Downtown Denver community.

RECORDING & REPORTING – Daily activity logs and records for all activities will be submitted on an iPhone through third party vendor Eponic software.

EMERGENCY ASSISTANCE – Officers will be expected to perform basic first aid assistance and provide information and assistance to emergency personnel as needed.

FIRM QUALIFICATIONS

1. The company must be licensed through the State of Colorado, and City of Denver, and must have a Security Guard license and must be in good standing.
2. The company must have on file and be able to show DDP staff the training programs for the officers as well as the officers' training records, personnel qualifications, valid identification, and certifications.
3. The company must maintain an office within the Denver Metro area that is open during regular business hours with a full-time staff.
4. The company must have the ability to track and compile statistics relevant to calls for service and make these available on a continuing basis to the DDP.
5. The company must be able to provide downtown stakeholders a unique telephone number to be used for calls for service relevant to this program.
6. The company must have the capability to equip all on-duty officers with an iPhone.

MINIMUM PUBLIC SAFETY OFFICER QUALIFICATIONS

The state of Colorado requires people employed as a security officer to apply and hold a valid security guard license during the duration of their employment. There are requirements that must be met to obtain a security guard license and will be applied for at the City Clerk's Office, the application will be accompanied with the proper documentation and fee.

Other minimum qualifications include:

- United States citizen
- Be in good physical condition
- Be able to walk, ride a bike, sit, or stand for extended periods of time
- Minimum 1-year security experience
- High school diploma or equivalent required, some college preferred
- No felony convictions, habitual misdemeanor convictions or a crime involving domestic violence
- Good moral character
- Professional appearance: All Hair must be well groomed, appropriate makeup, no excessive jewelry, No facial piercings or visible tattoos and well-fitting uniforms
- Must demonstrate the desire and ability to work with the public
- Must demonstrate the ability to follow instructions
- Must possess the ability to communicate; both written and oral
- CPR and First Aid Certification required

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Considerable knowledge of investigation report preparation, investigation interview practices and crime prevention procedures
- Ability to maintain amicable relations with co-workers and the public
- Ability to exercise judgment under stress
- Willingness to work 8 -10-hour shifts including nights, weekends, and legal holidays
- Willingness to assist outside agencies by reporting incidents and/or crimes
- Maintaining of daily activity logs and records for all activities performed by assigned officers
- Preparation of legible, accurate and complete crime and/or incident reports if needed
- Perform other duties as required

PERSONNEL AND CONTRACT MANAGEMENT

Contractor shall provide appropriate and necessary management and supervision for all Contractor's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Contractor's rules and regulations, as well as any other policy established by the contracting parties.

Contractor shall develop a comprehensive set of Post Orders documenting both general procedures as well as site-specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by BID management with thirty (30) days from commencement of Contractor's services to BID. All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be tested during the on-the-job training (OJT) period, annually or more frequently during site inspections. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and DDP's standards.

Contractor shall agree to remove from the site, whenever required to do so by BID, any employee considered by BID to be unsatisfactory or undesirable to BID, subject to any applicable laws.

Contractor shall administer all billing relative to this contract. Contractor shall respond as necessary to accommodate additional duty hours as may be requested by BID.

PROPOSAL REQUIREMENTS AND EVALUATION CRITERIA

To be considered as the security services provider for this program, the following information is required:

General Company History and Background

1. Provide a general overview of the firm, size of the firm and its full-time staff, "total personnel," names of licensed professionals, if any, including discipline of license.
2. Provide any service specialties, similar contract experience and other pertinent firm information.
3. Indicate current client commitments and available personnel capacity for this program.
4. A list of associations and/or security organizations to which the company belongs, e.g., ASIS.

**Additional information to be included in questionnaire, questions below.*

Project Team

1. Identify members of the management team who would be assigned to this program, along with a brief resume of each. The proposal should include the account manager's work experience and qualifications to perform the services outlined in the RFP.
2. Indicate approximate percentage of time which will be dedicated to the program for all key team members. Contractor will work with the Senior Manager of Downtown Security to select the Account Manager.
3. Indicate experience and background of personnel anticipated to be assigned to this contract. Detailed documentation of the company's current policy and procedures for officer screening, background checks (local, county, state, federal) and selection processes (i.e. company requirements/standards, name of company used for background checks, FBI check, fingerprint check, urinalysis).

Relevant Experience

1. List and describe representative contracts of similar scope completed in the last 3 years by your firm.
2. Indicate contract or other experience working in the Downtown Denver Partnership / Downtown Denver Business Improvement District.
3. Include copies of local and state licenses held by your company and copies of insurance certificates showing current liability coverage in the amount of \$1 million per incident / \$5 million aggregate. The successful company will be required to provide the DDP a certificate of insurance with the Downtown Denver Business Improvement District named as additional insured.
4. Include documentation of personnel qualifications, training, and certifications.

Program Plan: The proposal shall include a copy of the company's Standard Operating Procedures Manual including a tentative patrol schedule, monitoring procedures, reporting procedures, etc. A statement shall also be included confirming the firm's acceptance for assigned officers to attend additional law enforcement related training on firm's time prior to program initiation. (Training itself will be provided at no expense to the company). In addition, the proposal should include how the company will measure success, qualify effectiveness, and a plan to regularly evaluate success with the BID.

Professional Fee

Provide a stipulated sum proposal for services as set out in the Scope of Services contract broken down by management fees, personnel salaries, equipment expenses, benefits, insurance, training costs, etc. All expenses associated with your providing the services described in the forgoing scope outline must be included in your fee. This includes but is not limited to overhead costs, insurance, mileage, radio or cell phone expenses, equipment, uniforms, etc., along with the officer's hourly rate and the mark up. The company shall further agree that any charges assessed for uniforms or parking fees shall not be applied as a deduction or set-off against the minimum hourly pay rate.

In addition, this RFP requires that contractors complete the questionnaire that begins on the following page.

QUESTIONNAIRE

In addition, the Contractor is to address the following subjects in the response. Please insert your text in the space following each section. Reference any attachments in the text and include printed copies of attachments at the back of this document.

1. Company Information

- a) Full Legal Name
- b) Address
- c) Telephone Number
- d) Website
- e) Name of person(s) authorized to negotiate
- f) Fiscal year end date
- g) Please provide annual revenues for 2018, 2019 (and 2020 if available) and attach a copy of the most recent financial report (in .pdf format) to your response.
- h) Please calculate and provide Altman's Z-Score based on your most recent year of financial activity. Information on the Z-Score can be found here: http://en.wikipedia.org/wiki/Altman_Z-score
- i) Location of Headquarters or primary place of business, if different from address location listed above
- j) Affiliations, partnerships, or joint ventures (include near/offshore relationships)

2. Company History and Organization

- a) Provide an overview of your company, including:
 - Years your company has been in business
 - A brief history of the organization
 - Your mission/vision statement and values
 - Indicators of the size of the company (past year revenue, number of offices, approximate number of accounts, etc.)
 - A list of office locations that could be potentially providing services to [Company]
 - Ownership Status/Certifications: Women owned, Minority (if yes, what type), Disabled Veteran
- b) Provide proof that Contractor is licensed to do business in all areas covered by this RFP.
- c) What is your customer retention rate for the last three years? Specify as a percentage of your total business.
- d) Does your company have any pending litigation regarding contract disputes? If yes, please provide details of dispute.

3. Management Approach

- a) Please describe your management structure as it relates to this project including all account support personnel, their functions, and responsibilities.

- b) Indicate by position or title the person who will have the overall responsibility for the DDP account. Please describe the skills and experience necessary for this role.
- c) Provide resumes or biographical information for management and the potential account manager.
- d) Submit an organizational chart depicting the structure of the local servicing office with all contact information including email addresses. Also include an organizational chart showing regional support, if any.

4. Personnel Selection Process

- a) Describe how recruitment and evaluation of potential security officers is accomplished. or How are potential employees screened to denote, technological aptitude, reading comprehension, incident report generation, etc.?
- b) Specify the methods used for applicant background screening and how background checks are conducted.
- c) List the qualifications security personnel must have and the minimum criteria applicants must meet before being hired.
- d) List any subsidiaries and/or parent companies that are involved/may need to be included in the fulfillment of the services outlined in the RFP.

5. Regulatory Services

- a) What measures do you have in place to ensure your company and every employee is currently in compliance with local, state, and federal/country regulations? How does the company respond when government regulations have not been met?
- b) How does your company stay aware of legislative changes and how do you maintain an updated program as new regulations are introduced?
 - Pursuant to ability to perform man guarding duties per the state security officer license, being able to maintain and provide a valid driver's license to help facilitate the operation of a motor vehicle – without any infractions, violations and/or accidents
 - Please disclose intervals, checks and documentation provided to the client to assure these certifications/licenses are maintained/valid and have been performed on a recurring basis.

6. Development and Retention of Personnel

- a) Describe your succession planning and development of officers, supervisors, and managers.
- b) Describe methods and initiatives designed to promote employee retention.

- c) Please provide information on security personnel turnover rates for the last three years. What techniques have been successful in reducing your turnover
- d) Please describe the process your company will use to guarantee adequate staffing levels to meet all scheduling requirements (i.e. Call Offs and Emergency Situations).
- e) By what means will your company ensure employee performance and how are deficiencies corrected? What measures will you employ to minimize compromised service quality?

7. Total Quality Management

- a) Explain how you will ensure the BID security management and your assigned personnel have an adequate connection with your executive management team and how will you ensure your executive management team appropriately participates in this program. Describe what this participation will look like from a contribution perspective as well as who from your executive management team will actively participate in the program.
- b) Outline administrative controls, plans and processes to monitor and assure contract compliance of security services.
- c) What performance metrics, quality standards, and quality assurance measures does the Contractor have in place to monitor service?
- d) What means are used to assess customer satisfaction?

8. Invoicing

- a) Do you agree to Monthly Billing at payment terms of Net 30
- b) Describe how quickly you can credit and rebill invoices with errors.
- c) Do you currently have a relationship with a financial institution that supports an electronic vendor payment service (i.e. EFT payments)?

9. Training Programs

Describe in detail the training programs in place to support this project. Include the following:

- Pre-assignment/orientation training
- On-the-job, facility-specific, or industry-specific training
- Annual retraining and recertification
- How training is delivered, for example, classroom, books, videos, eLearning, etc.
- Advanced, personal development and/or continuing education
- Promotional opportunities for officers
- How you measure the success of your training program

10. Business Continuity

- a) Explain how your company leverages your software technology and how these technologies can benefit the BID. Provide any information on the current Information Systems deployed in your company that would be helpful for us in making a positive decision on working with your company.
- b) Describe your ongoing business continuity/disaster plan.
- c) Describe in detail your implementation plan for this program and deployment of resources, to continue to support customers when your operations are impacted.
- d) Indicate time needed for full implementation.
- e) Describe your procedure to ensure 24/7/365 communication.
- f) Indicate if special rates would apply.

11. Insurance

- a) The successful bidder shall carry and maintain, with respect to any work or service to be performed at [Company] facilities, insurance written by a responsible insurance company, to provide for the following:
 - Workers' Compensation as required by applicable statute and Employer's Liability Insurance.
 - Commercial General Liability Insurance
 - Automobile Liability
 - Excess-umbrella Insurance, including terrorism coverage.
- b) Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for 30 days notification to [Company] in the event of cancellation, reduction in limits or changes in coverage.

12. Benefits Program

- a) Describe in detail all benefits offered to employees. Include holiday pay, vacations and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements. Please specify the following:
 - Medical / health insurance - indicate cost to the employee and coverage options for employee, employee and spouse and employee and family. Indicate any waiting periods and coverage levels and annual limits.
 - Dental - Indicate coverage waiting periods, monthly premiums, and annual limits.
 - Vision - Indicate coverage waiting periods, monthly premiums, and annual limits.

- Life insurance - Indicate amount provided at no cost to employee and any optional coverages available.
 - Time Off - Describe your company's policy for paid time off, how long after start of employment is paid time off available to employees and how paid time off is accrued, include paid sick leave if considered separate from scheduled paid time off. List any other paid time off your employees are eligible for including holidays
 - Other benefits are part of Contractor's standard benefits package.
- b) Outline any specific incentive and recognition programs made available to employees and explain how these programs are managed and if charges to DDP will be incurred as a result of the Contractor implementing these programs.

13. Transition Plan

- a) Submit a projected transition plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers and email addresses.
- b) Describe your proposed approach for communicating and obtaining needed cooperation from key stakeholders for the transition process.
- c) How would you determine which current employees would be retained versus which would be replaced?
- d) What are problems or issues that typically arise during a transition and how do you plan to avoid them?

14. References

- a) Provide at least three client references whose facilities are comparable in industry, size and scope to DDP. Include client name, address, contact person and contact number and email.
- b) Provide one former client reference of similar industry, size and scope. Include client name, address, contact person and contact number and email.

15. Quarterly Business Review and Service Levels

- a) Can your company organize and chair Quarterly Business Reviews (QBR)? We would be open to senior management and regional participation in person or via videoconference. Can your company provide local management staff to visit Grifols locations for these reviews? Provide an example of the type of reporting/KPIs that could be presented at a QBR.
- b) Describe the processes/agreements necessary to deliver additional emergency staffing with eight hours' notice.
- c) Can you provide continuous coverage if during the regular patrol or response process, we determine that our facility is unsecured or otherwise requires a security officer to remain on site until an issue is resolved? If so, what is the process for ensuring that this requirement is met? List the circumstances and any additional costs (in addition to the

response and/or patrol costs listed in the pricing matrix) Grifols will incur for this extended coverage.

16. Additional Capabilities

Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.