



BAY AREA
AIR QUALITY
MANAGEMENT
DISTRICT

August 18, 2011

Request for Proposals 2011-008

Building Security Services

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SECTION I – SUMMARY

The Bay Area Air Quality Management District seeks a company to provide 24-hour front desk security services at our headquarters in San Francisco. The company shall be required to provide a variety of other services including front desk public relations, deterrence of crime, prevention of property damage, monitoring of fire alarm systems, and receiving some incoming telephone calls.

To respond to this RFP, an interested company should submit two hard (2) copies and one (1) electronic copy (in Microsoft Office or Adobe format) of its proposal to:

Matt Serier, Administrative Analyst, mserier@baaqmd.gov
Bay Area Air Quality Management District
939 Ellis Street San Francisco, CA 94109

**Proposals must be received at the Air District offices at
939 Ellis Street, San Francisco, California, 94109 by 4:30 p.m. September 12, 2011
Late proposals will not be considered.**

Proposals must address all information requested in this RFP. A proposal may add information not requested in this RFP, but the information should be in addition to, not instead of, the requested information and format. Minority business enterprises, women's business enterprises, veteran's business enterprises, and Certified Green Businesses are encouraged to submit proposals. **Any questions regarding this RFP should be directed to Matt Serier at: mserier@baaqmd.gov.**

SECTION II – BACKGROUND

A. Air District Overview

The Bay Area Air Quality Management District (Air District) was created by the California Legislature in 1955 as the first regional agency to deal with air pollution in California. The Air District jurisdiction includes Alameda, Contra Costa, Marin, Napa, Santa Clara, San Francisco, San Mateo, southwestern Solano, and southern Sonoma counties.

The State Legislature originally gave the Air District the authority to regulate stationary sources of air pollution, such as factories, oil refineries, chemical plants, gasoline stations, and agricultural burning. With more recent legislation, the Air District was granted authority to enact certain transportation and mobile source measures.

The Air District is governed by a twenty-three member Board of Directors, consisting of elected officials, including county supervisors, mayors, and city council members. The chief executive officer of the Air District is the Air Pollution Control Officer (APCO), a position currently held by Jack Broadbent.

The Air District operates a headquarters office at 939 Ellis Street in San Francisco. The building is a seven-story office building with a small lobby and lobby desk. Although other Air District employees work out of office spaces elsewhere within the nine-county Bay Area, this RFP seeks bids for security services only at the 939 Ellis Street headquarters building.

SECTION III – INSTRUCTIONS TO BIDDERS

A. General

1. All proposals must be made in accordance with the conditions of this RFP. Failure to address any of the requirements is grounds for rejection of this proposal.
2. All information should be complete, specific, and as concise as possible.
3. The District will hold a mandatory walkthrough on September 6, 2011 and will answer any questions regarding this project at that time. Please RSVP to Matt Serier at mserier@baaqmd.gov at least one day prior.
4. Proposals should include any additional information that the respondent deems pertinent to the understanding and evaluation of the bid.
5. The District may modify the RFP or issue supplementary information or guidelines during the proposal preparation period prior to the due date. Please check our website for updates.
6. Proposals shall constitute firm offers. Once submitted, proposals cannot be altered without the written consent of the District, but proposals may be withdrawn.

7. The District reserves the right to reject any and all proposals.
8. All questions must be in written form and directed to Mary Ann Okpalaugo and arrive no later than one week prior to RFP due date. All questions will be answered in writing and posted on the BAAQMD RFP webpage at least one week prior to the due date.
9. The cost for developing the proposal is the responsibility of the bidder, and shall not be chargeable to the Air District.

B. Submittal of Proposals

All proposals must be submitted according to the specifications set forth in Section V (A) – Contents of Proposal, and this section. Failure to adhere to these specifications may be cause for the rejection of the proposal.

1. Due Date – All proposals are due no later than 4:30 p.m., on September 12, 2011 and should be directed to:

Matt Serier, Administrative Analyst, mseir@baaqmd.gov
Bay Area Air Quality Management District
939 Ellis Street
San Francisco, CA 94109

2. Proposals received after the time and date provided previously specified will not be considered.
3. Signature – All proposals should be signed by an authorized representative of the bidder.
4. Submittal – Submit two hard (2) copies and one (1) electronic copy (in Microsoft Office or Adobe format) of the proposal in a sealed envelope. Electronic submissions will be acknowledged with a return email. Plainly mark the upper, left-hand corner with the name and address of the bidder and the RFP number. Late proposals will not be accepted. Any correction or re-submission of proposals will not extended the submittal due date.
5. Grounds for Rejection – A proposal may be immediately rejected at any time if it arrives after the deadline; is not in the prescribed format; or is not signed by an individual not authorized to represent the firm.
6. Disposition of the Proposals – All responses to this RFP become property of the Air District.
7. Modification – Once submitted, proposals, including the composition of the contracting team, cannot be altered without prior written consent of the Air District. All proposals shall constitute firm offers valid for ninety (90) days from the due date.

C. Interviews

1. The Air District, at its option, may interview bidders. The interviews will be for the purpose of clarifying the proposals.
2. Submittal of new proposal material at an interview will not be permitted.
3. Interviews may involve a presentation or a question-and-answer format or any combination of these.

SECTION IV – SCOPE OF WORK

CONTRACTOR will provide security services at DISTRICT headquarters located at 939 Ellis Street, San Francisco, CA 94109, twenty-four hours a day as described below:

A. Minimum Qualifications for Guards:

- All guards assigned must be licensed in the State of California (www.dca.ca.gov/bsis)
- All guards assigned must have completed a screening that includes a 5-panel drug screening, a 5-year employment and residential verification, a complete criminal history, an educational history, and a physical exam
- All guards assigned must have completed basic security officer training

B. Training of Guards:

1. Initial classroom training must include:
 - a. Training and testing on:
 1. Powers of arrest and right to restrain
 2. Fire protection and how to react in the event of fire
 3. Occupational hazards to maintain safety for employees
 4. Proper report writing
 5. Live saving first aid and CPR
 6. Self defense
 - b. Training programs must be designed, administered and monitored for effectiveness by a full-time degreed specialist
 - c. Initial training program shall be available for review at the District's discretion
2. Initial post training must include a minimum of four to eight hours training on each new assignment with supervisor personnel in attendance.

Documents verifying training shall be submitted with bid application.

C. General Responsibilities:

- Guards are responsible for public relations, deterrence of crime, prevention of property damage, monitoring fire alarm systems, receiving incoming

telephone calls and performing other administrative duties associated with commercial building protection operations.

- Guards shall utilize a designated tour system while performing routine foot patrols of the building.
- CONTRACTOR shall provide 24 hours of security coverage at straight time. CONTRACTOR will be paid overtime on holidays. DISTRICT project manager will set the weekly shift hours.

D. Coverage Requirements (Monday through Friday):

Guard shall:

- Upon arrival assume regular -shift duties, .
- At 6 am open Ellis Street garage.
- Be stationed at main lobby to screen access into building, and shall challenge suspicious persons.
- Issue temporary visitor badges.
- Conduct periodic checks of Ellis Street garages and parking lot.
- Starting at 5:30 pm after Front doors auto lock, guard shall lock outside parking lot, and rear stairwell door
- Once front doors auto lock all persons requiring access must have prior approval if access badges do not unlock the front doors, questions call the Facilities Manager or Supervisor
- By 6pm guards station at front desk until 10pm, sign in janitorial staff and inspect janitorial trash removal at 10pm sign out janitorial staff,
- Proceed to roof and take down flag.
- Perform building security checks through out the remainder of the shift
- Leave the building at the end of shift (Time to be determined by DISTRICT program manager)

E. Coverage Requirements (Saturday and Sunday):

Guard shall:

- Be stationed at the front lobby area to allow DISTRICT employees into the building. Employees who do not have access credentials and are scheduled to work on weekends will make prior arrangements with the Facilities Manager to get into the building.
- During the course of their shift guard shall do a routine patrol of building.
- No flag raising on the weekend.
- Check lockdown of the building and garages at end of shift,

F. Supervision:

- Operation Instructions and Special Orders:

Supervision shall include a thorough written review of all operational and emergency procedures compiled by a security professional custom designed for each individual post. These instructions shall be reviewed and updated continually.

- Reporting procedures shall include:
 - a. Daily reports* from each guard containing all checkpoints concerning security and safety
 - b. A special unusual incident report* shall be filed in the event of uncommon occurrences
 - c. Weekly time record*
 - d. Operation outline*
 - e. A warning tag* system shall be utilized whereby guards can alert clients to hazardous or unsafe conditions in the facility

*Samples of all above documents shall be submitted with bid application.

- Supervisory personnel:
 - a. All supervisory personnel shall be trained in procedures of recruiting, hiring, selection and training of guard personnel
 - b. A supervisory field officer specially trained in operational procedures shall be assigned to the account

G. Inspections:

- Conduct regular, unannounced inspections by an independent corporate division to ensure guards' compliance with all company regulations
- Have frequent, unannounced inspections (at least bi-weekly) day and night by management personnel, including monthly inspections by managers in charge, and periodic inspections by regional managers and corporate executives
- Submit documented reports on all inspections to corporate headquarters to ensure supervision
- Utilize inspections as time for further training, testing, and review

Samples of all inspection forms shall be submitted with bid application

SECTION V – PROPOSAL FORMAT, CONTENT, AND SUBMITTAL

A. Contents of Proposal

Submitted proposals must follow the format outlined below and include all requested information. Failure to submit proposals in the required format can result in the proposal being eliminated from evaluation and consideration.

1. Technical Proposal
 - a. Cover Letter (Section I) – Must include the name, address, and telephone number of the company, and must be signed by the person(s) authorized to represent the firm.
 - b. Firm Contact Information – Provide the following information about the

firm:

- Address and telephone number of office nearest to San Francisco, California and the address and phone number of the office that each of the proposed staff members are based out of if different.
 - Name of firm's representative designated as the contact
 - Name of project manager, if different from the individual designated as the contact
- c. Table of Contents – Clearly identify material contained in the proposal by section
- d. Summary (Section II) – State overall approach to building security, including the objectives and scope of work.
- e. Program Schedule (Section III) – Provide projected milestones or benchmarks for completing the project within the total time allowed.
- f. Firm Organization (Section IV) – Provide a statement of your firm's background and related experience in providing similar services to governmental organizations. Describe the technical capabilities of the firm and, in particular, the firm's exposure with working with environmental regulations, if any. Provide references of other, similar projects including contact name, title, and telephone number for all references listed.
- g. Project Organization (Section V) – Describe the proposed management structure, program monitoring procedures, and organization of the engagement team. Provide a statement detailing your approach to the project, specifically address the firm's ability and willingness to commit and maintain staffing to successfully conclude the project on the proposed schedule.
- h. Assigned Personnel (Section VI) – Provide the following information about the staff to be assigned to the project:
- List all key personnel assigned to the project by level and name. Provide a description of their background, along with a summary of their experience in providing similar services for governmental agencies, and any specialized expertise they may have. Background descriptions can be a resume, CV, or summary sheet. Substitution of project manager or staff will not be permitted without prior written approval of the Air District's assigned program manager.
 - Provide a statement of the availability of staff in any local office with requisite qualifications and experience to conduct the requested project.
 - Provide a statement of education and training programs provided to, or required of, the staff identified for participation in the project. Make particular mention of with reference to experience dealing with governmental agencies, procedures, and environmental regulations.

- i. Retention of Working Papers (Section VII) – All working papers are the property of the Air District. Include a statement acknowledging that if your firm is awarded the contract, you will retain project related papers and related reports for a minimum of five (5) years.
 - j. Subcontractors (Section VIII) – List any subcontractors that will be used, the work to be performed by them, and the total number of hours or percentage of time they will spend on the contract.
 - k. Conflict of Interest (Section IX) – Address possible conflicts of interest with other clients affected by contractors’ actions performed by the firm on behalf of the Air District. The Air District recognizes that prospective bidders may have contracts to perform similar services for other clients. Include a complete list of such clients for the past three (3) years with the type of work performed and the total number of years performing such tasks for each client. The Air District reserves the right to consider the nature and extent of such work in evaluating the proposal.
 - l. Additional Data (Section XI) – Provide other essential data that may assist in the evaluation of the proposal (e.g. green business certification, etc).
2. Cost Proposal
- a. Name and Address – The Cost Proposal must have the name and complete address of the bidder in the upper, left hand corner.
 - b. Cost Proposal – The cost proposal must list the fully-burdened hourly rates and the total number of hours estimated for each level of professional and administrative staff to be used to perform the tasks required by this RFP. In addition, costs should be estimated for each of the components of the Scope of Work.
 - c. The Cost Proposal does not need to be a separate, sealed document.

SECTION VI – PROPOSAL EVALUATION

A panel of Air District staff will evaluate all proposals. The panel will recommend the selection of the contractor to the Air Pollution Control Officer (APCO), who will, in turn, make a recommendation to the Air District Board of Directors. The Air District Board of Directors must approve the contract to carry out the work described in this RFP. An example of a typical contract for professional services used by the Air District is included in Section VII.

Proposals will be evaluated on the following criteria:

Technical expertise, size and structure of the firm and personnel assigned to RFP tasks; firm’s ability to perform and complete the work in a professional and timely manner.*	30%
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Past experience of the firm and, in particular, experience of the team providing security of similar scope for other governmental agencies.	20%
Responsiveness of the proposal, based upon a clear understanding of the work to be performed.	20%
Cost	20%
References of the firm, local business/Green Business**	10%

- * “Size and structure of firm” refers to the ability of a firm’s size to meet the needs of the District. It does not give absolute preference to larger or smaller firms.
- ** The District gives preferences to local businesses and those that are certified as green businesses by a government agency or independent private rating organization.

The Air District reserves the right to reject any and all proposals submitted and/or request additional information. During the selection process, the Air District’s evaluation panel may interview bidders. The interviews will be for clarification only. The submittal of new material will not be permitted at that time. Interviews may involve a presentation or a question-and-answer format or any combination of these.

If two or more proposals receive the same number of points, the Air District will accept the lower cost offer.

SECTION VII – SAMPLE CONTRACT

A sample contract to carry out the work described in this RFP is available upon request.