



December 15, 2023

City of Lacey

Security Services for Opening and
Closing Parks
Request for Proposal
Parks Maintenance Public Works Department

The City of Lacey is seeking a qualified service provider to provide daily gate and restroom opening and closing services at various park locations. The service provider will be asked to lock and unlock park facilities daily and educate and communicate with park patrons, as needed, in a positive manner.

The City's needs are outlined in the following Request for Proposal ("RFP")

Proposals will be evaluated based on the company's experience providing services of this type, ability and capacity to perform work, qualifications of personnel available, and estimated services budget. Interested companies should submit a services approach and identify those individuals, along with their expertise, that will be assigned to the services. Examples of relevant work are required, and should showcase the quality, breadth, and approach used in prior services provided.

Proposals must be received by the email address below no later than 2:00 p.m. on **Friday, January 19, 2024**.

Jamie Oakland
Parks Maintenance Supervisor
Public Works Department
Email: joakland@ci.lacey.wa.us

The City of Lacey assumes no obligations of any kind for expenses incurred by any respondent to this solicitation.

All questions relating to this RFP should be addressed by email to Parks Maintenance Supervisor Jamie Oakland at joakland@ci.lacey.wa.us no later than 2:00 p.m. on January 5, 2024. All answers to questions, which in the opinion of the City warrant a written reply or RFP addendum, will be furnished to all parties receiving this RFP. The City will not respond to questions received after the deadline.

GENERAL INFORMATION

The City of Lacey operates one of the finest park systems in Washington State with 45 park properties totaling over 1200 acres. Twenty-six of the Parks are developed, 10 of which contain restrooms and/or gates that require locking and unlocking daily. One additional park is scheduled for development during the duration of this contract, which will require security services.

The City relies on various contracted services for the operation of the park system, and needs a company to provide the daily opening and closing of park gates and restrooms. Although the service provider does need to interact with local law enforcement agencies from time to time, the service provided is not to be interpreted as a formal police enforcement program.

The City has a high level of customer service standard, and since the company will be required to interact with park patrons on behalf of the City of Lacey, it is important that the employees of the companies evaluated have the experience and communication skills to interact with and educate members of the public in a positive and effective way.

In determining the best proposal, the City reserves the right to accept the proposal, which, in the judgment of the City, is in their best interest. In addition to the price, the listed requirements shall also be considered.

SCOPE OF WORK

Objective: To contract private security services for daily opening and closing of listed park facilities. Scope of services are not to be interpreted as a formal police enforcement program.

Expectations for Service provider

1) Daily Opening and Closing of Parks

GATES:

- All gates must be open by 7:00 a.m. and closed starting at dark, and as soon as possible after that.
- The City will notify the service provider if the gates at a particular site are to remain open or closed.
- Vehicles, including RVs, are not permitted to stay overnight in Lacey's parks. If a vehicle is in a parking lot at the time of closure and will be locked in the park overnight:
 - Notify the driver, if available, of posted park hours and ask to leave. Close and lock the gates once the vehicle has left the park.
 - If a driver is not with vehicle, perform a cursory search to locate the driver. If unable to locate the driver, place a WARNING slip (to be provided by the City) on the windshield and lock the vehicle in. The WARNING will include the wording "your abandoned vehicle can be retrieved during normal business hours. Vehicles left repeatedly may be towed at the owner's expense"
 - If a vehicle is locked in at a park, immediately email a photo and description of the vehicle, including a license plate number to the Park Maintenance Supervisor.

- If the service provider experiences issues getting patrons out of the park when trying to close, contact dispatch.

RESTROOMS:

- Restrooms must be open by 7:00 a.m. and closed starting at dark, and as soon as possible after that. From October 1st to March 1st, many restrooms will be winterized and remain locked for the season. When all restrooms are open, there are 66 restrooms that require daily locking and unlocking. The service provider will be provided with a current list of the restroom status at each park.
- The City will notify the service provider if the restrooms at a particular site are to remain locked or unlocked outside of the general schedule.
- Procedures for locking restrooms.
 - Check to see if anyone is inside. If so, please inform them of the posted Park hours and ask them to leave. Once each bathroom is empty, lock the deadbolt.
 - If bathroom occupants refuse to leave, call dispatch ASAP.
 - If a restroom is vandalized, not operational (plugged toilet, etc.) or tagged with graffiti the service provider will document with pictures and email to the Parks Maintenance Supervisor within 24 hours.
 - Service provider will leave vandalized or un-operational bathrooms locked the following morning. Bathrooms with offensive, obscene or vulgar graffiti will also remain locked until the graffiti is removed. Bathrooms with graffiti that is not offensive, obscene or vulgar (for example someone's name) may be re-opened the following morning.

EMERGENCY SITUATIONS:

- It is expected that the service provider will try to open and close park gates and restrooms every day. There will be circumstances that warrant leaving a park site locked or unlocked due to inclement weather or other types of emergencies. City staff or the service provider must use their best judgment and any situation that warrants a change in standard daily services will be communicated to the Park Maintenance Supervisor ASAP.

SITE SPECIFIC INSTRUCTIONS:

- **Wonderwood Park, 5304 32nd Ave SE:** Check all 3 entrances and open/close all four gates. Lock/unlock the restrooms, up to 12 total, at the Stikes, Brentwood, and the Sunset entrances.
- **Long Lake Park, 2790 Carpenter Rd SE:** Open/close the entrance gate, check parking lots and unlock/lock up to 4 restrooms.
- **Homann Park, 1301 Carpenter Rd SE:** Open/close the entrance gate, check parking lot and unlock/lock up to 4 restrooms.
- **Woodland Creek Community Park, 6729 Pacific Ave SE:** Open/close the gate, check parking lot and unlock/lock both restroom buildings, up to 12 restrooms.
- **Wanschers Community Park: 2606 Hicks Lake Rd SE:** Open/close the entrance gate and check the parking lot.
- **Meridian Park, 8855 Campus Glen Dr NE:** Open/close entrance gate, check the parking lot and unlock/lockup to 4 restrooms.

- **Depot Trail Amenity, 5555 Pacific Ave SE:** Unlock/lock 2 restrooms (on West side of building) and gate at Clearbrook Dr year-round. Open/close 2 sets of sliding barn doors (one set on North side, one set on South side of building) when seasonally open (typically April through October).
- **Rainier Vista Community Park, 5475 45th Ave SE:** Open/close both entrance/exit gates, check parking lot, unlock/lock up to 8 restrooms, and verify gates at Maintenance shop are secure.
- **Regional Athletic Complex (RAC), 8345 Steilacoom Rd SE:** Open/close both entrance/exit gates, check parking lots, unlock/lock restroom buildings located adjacent to the parking lot (up to 14 restrooms), and verify Maintenance gate and area are secure.
 - Fields at the RAC contain field lighting so park use is regularly scheduled past dark. The City will provide the service provider with a preferred closing time for weeknights. The time varies, but is normally around 11:30 p.m.
 - Weekend closing staff will contact the security company once games are actually over.
 - Overnight RV parking is not permitted at the RAC. If that policy changes, security will be notified of the policy change and clear expectations will be provided.
- **Greg Cuoio Park, 2720 Carpenter Rd NE:** The City plans to begin construction of Phase 1A of the Greg Cuoio Park in 2024. The Park is anticipated to open in 2025. Once open, there will be one gate that the service provider will be asked to open/close daily and one parking lot to check.

SCHEDULE CHANGES:

- The City reserves the right to make changes in the schedule as outlined to accommodate use of park and recreation facilities. With exception of emergencies, the City must provide an 8-hour notice of the schedule change.

2) Communication

- The security company should call 911 if there are significant disturbances or vandalism in progress.
- The service provider will request keys from the City as needed to provide services, and will inform the City if keys are stolen or missing.
- Call the Park Maintenance Supervisor or Parks and Parks Culture and Recreation Director if:
 - You can't physically get to the site to lock or unlock.
 - Public access will be difficult or hazardous (for example, snow or wind event).
 - High potential for property damage, accident or injury.

3) Personnel

- All Security personnel must have completed and passed all state and local requirements pertaining to private security work and have current certifications.
- All company personnel working on City property must be at least 18 years of age

and have completed and passed a City of Lacey background check.

- All Security personnel must be in uniform when on duty and be in clearly marked vehicles.
- All Security personnel must have a set of park rules and regulations immediately available.

OTHER REQUIREMENTS

- **INSURANCE:** the awardee must carry at a minimum, the following insurance, in such forms and with such carriers who have a rating, which is satisfactory to the City:
 - Workers' compensation and employer's liability insurance in amounts sufficient pursuant to the laws of the State of Washington;
 - Commercial general liability insurance with sponsors and property owners listed as additional insured of \$1,000,000 (per occurrence) general liability.
 - Automobile liability insurance with combined single limits of liability not less than \$1,000,000 for bodily injury, including personal injury or death and property damage to cover transportation.
 - The City shall be named as additional insured on all such insurance policies, with the exception of workers' compensation coverage(s). Contractor shall provide a certificate of insurance and a copy of additional insured endorsement concurrent with the execution of a contract with the City, evidence such coverage and, at City's request, furnish the City with copies of all insurance policies and with evidence of payment of premiums or fees of such policies.
- A Lacey Business License and Current W-9 must be submitted before initiating the project

ANTICIPATED TIMELINE

- Service provider will begin services as soon as practicable after the contract is awarded, no later than March 1, 2024. Service provider will commit to services through December 31, 2026.

INTENDED SELECTION SCHEDULE

Questions due	2:00 p.m. Friday, January 5 2024
Proposals due	2:00 p.m. Friday, January 19, 2024
Interviews (if needed)	Thursday, January 25, 2024
Negotiations with finalist	Friday, January 26, 2024
Final Review of Contract	Friday, February 9, 2024
Finalize Contract	Friday, February 16, 2024

PROPOSAL FORMAT

Service providers are asked to express their interest in this work by offering a proposal which demonstrates their ability and capacity to provide the services described.

- 1) **Due Date:** Interested applicants shall submit one (1) electronic copy of their proposal to joakland@ci.lacey.wa.us no later than 2:00 p.m. on Friday, January 19, 2024.
 - Attach the proposal files for review as part of the RFP.
 - Proposals received after the deadline will not be reviewed.

- **Format:** Each proposal will be limited to no more than 10 pages including the cover and cover letter. A printed side constitutes one page. Submit information in Adobe Reader-compatible PDF format.
- 2) **Cover Letter:** A cover letter, which will be included in the 10-page count, should establish the service provider's interest in this contract and may not exceed one page. The letter must be signed by an individual capable of committing the resources of the proposing company.
 - 3) **References:** Provide 3 or more references regarding your work including: Company/organization, contact person, address, phone number and e-mail. This is not included in the 10-page limit.
 - 4) **Proof of liability insurance:** licenses, and certifications and ability to secure necessary permits wherever applicable. (Naming City of Lacey as additional insured).

PROPOSAL CONTENT

Proposed Overview of Operation:

- Describe how your company will meet the City of Lacey's needs using elements listed in the "Scope of Work" as guidance.

Ability and Capacity:

- Please describe your company's ability and capacity to perform the work.
- Please describe your company's experience with municipal, state and federal government clients.
- Provide a description of your previous experiences in performing similar work, addressing the elements listed under "Scope of Work".

Qualifications:

- Identify and describe the relevant experience and qualifications of the pertinent individuals who would serve as the business owner or manager for this agreement.
- Identify other staff members that will contribute to the work, and their relevant experience.

Project Budget:

- Provide an estimated monthly and annual cost for services that meet the scope and justification for how the cost was calculated. Cost proposals should take into consideration that the initial contract year will not cover all 12 months. Also include an additional hourly rate for any work outside of the normal work covered in the scope of this contract as there may be situations where the City would need to temporarily extend services.

Compensation:

- Provide your anticipated payment schedule.

References:

- Provide descriptions and references for 3 or more comparable jobs that your company has previously performed. Include contact names, addresses, and telephone numbers for each.

SELECTION PROCESS

Staff in the Public Works Department will review all proposals. Each staff member on the evaluation panel will rate the criteria on a scale from 1 to 5 (Poor, Below Average, Average, Above Average, and Excellent), and scores will be added to help determine the most qualified service providers.

Proposals will be independently evaluated and rated based on the following criteria:

Factor	Weight Given
1. Responsiveness: The City will consider the materials submitted by the proposer to determine whether the proposer complies with the RFP	10%
2. Ability and capacity to perform work, including relevant experience	45%
3. Qualifications of key personnel	25%
4. Proposed cost	20%
TOTAL CRITERIA WEIGHT	100%

EQUAL OPPORTUNITY

The City of Lacey is an equal opportunity employer. The city does not discriminate against any employee or contractor, or applicant for employment or contracting, on the grounds of race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability, or the use of a trained dog guide or service animal by a person with a disability; provided that the prohibition against discrimination in employment or contracting because of handicap shall not apply if the particular disability prevents the proper performance of the particular worker or contractor involved.

Such nondiscrimination practice includes, but is not limited to: employment, upgrading, demotion or transfers, recruitment or advertising, layoff or termination, rates of pay or other forms of compensation, and programs for training including apprenticeships. The city shall take such action as may be required to ensure full compliance with Chapter 49.60 of the Revised Code of Washington: Law Against Discrimination.

REASONABLE ACCOMMODATIONS

The City of Lacey offers reasonable accommodations to persons with disabilities. We invite any person with special needs to contact the City Clerk at (360) 491-3214 to discuss any necessary accommodations. Citizens with hearing impairment may call the TDD line at (800) 833-6388.

VETERAN-OWNED BUSINESS ENTERPRISE

The City of Lacey strongly encourages participation of veteran-owned businesses enterprises.

MINORITY AND WOMEN'S BUSINESS ENTERPRISES (MWBE)

The City of Lacey strongly encourages participation of minority- and women-owned business enterprises.

TERMS AND CONDITIONS

The City reserves the right to reject any and all submissions; to negotiate with any respondent to this Request for Statements of Qualifications; to extend the submission deadline; to amend the terms of this Request for Statements of Qualifications through circulation of addenda; or to cancel this Request for Statements of Qualifications in part or in entirety. The City reserves the right to request clarification of information submitted, and to request additional information from any respondent.

PUBLIC INFORMATION

All proposals and information included therein or attached thereto submitted in response to this RFP shall become public record upon receipt by the city and will be available for review upon request. The City will disclose those parts of records the proposal has marked "proprietary information" only to authorized persons unless: (a) the City discloses the records in response to a public disclosure request or (b) the proposer has given the City express advance written permission to disclose the records. "Authorized persons" means those City officers and employees for whom the proprietary information is necessary to evaluate proposal and to perform their duties or obligations to the City. If the City receives a public disclosure request for records that the proposer has marked "proprietary information", the City may promptly notify the proposer of the request. The City may postpone disclosing these records for thirty (30) business days after it has sent notification to the proposer, in order to allow the proposer to file a lawsuit to enjoin disclosure. If the City has notified the proposer of a public disclosure request, and the proposer has not obtained an injunction and served the City with notice of that injunction by the close of business on the tenth business day after the City sent notice, the City will then disclose the record.