

CITY OF NEW PORT RICHEY

REQUEST FOR PROPOSAL

RFP 25-009

UNARMED UNIFORMED LICENSED CLASS D SECURITY GUARD SERVICES FOR CITY PARKING GARAGE

I. Introduction

The City of New Port Richey is requesting proposals from qualified and experienced unarmed security service providers to deliver security services at our four-story parking garage located at 6218 U.S. Highway 19, New Port Richey, FL 34652. This RFP aims to identify a professional and reliable security company to ensure the safety and security of the parking facility, its users, and the property.

II. Scope of Services

The successful bidder will be required to provide unarmed uniformed security services with a company marked vehicle for the parking garage. The primary responsibilities include, but are not limited to:

1. General Security Presence:

- Provide consistent, professional, and visible security patrols (in company uniform and with a professionally marked company vehicle) in and around the city's parking garage as detailed in section 6. shift coverage.
- Ensure security personnel are present during contracted times.
- Maintain a proactive presence to deter criminal activity and help users of the garage when necessary.
- The professionally marked security vehicle will be of the SUV class. The city would prefer a Ford Explorer SUV due to the high volume of these vehicles in our fleet; however, other SUV class types would be acceptable.

2. Monitoring & Surveillance:

- Monitor CCTV systems (if applicable) and report any suspicious activity or safety concerns to the New Port Richey Police Department, 911 system if emergency/EMS related, or via police radio, if issued.
- Conduct regular inspections of the facility to ensure doors, gates, lights, and security equipment are functioning properly.

3. Access Control:

- Monitor and control access to the parking garage (if applicable), ensuring only authorized individuals or vehicles are allowed entry by the city.

4. Incident Response & Reporting:

- Respond to and report security-related incidents and emergency situations, such as loitering, theft, disturbances, fire alarms, vehicle accidents, and medical incidents to the New Port Richey Police Department, 911 system if emergency/EMS related, or via police radio, if issued.

- Prepare and submit written reports for all security and emergency related incidents, providing detailed accounts for management.

5. Customer Service:

- Assist customers with general inquiries and provide directions or guidance when requested.
- Offer a courteous and approachable demeanor while maintaining a professional presence.

6. Shift Coverage:

- Provide consistent, professional, and visible security patrols (in company uniform and with a professionally marked company vehicle) in and around the parking garage from:
 - Sunday from 12:00 p.m. to 8:00 p.m. all year to include holidays.
 - Monday, Tuesday, Wednesday, Thursday from 3:30 p.m. to 11:30 p.m. all year to include holidays.
 - Friday and Saturday from 4:00 p.m. to 2:00 a.m. all year to include holidays.
 - Hours may be adjusted based on need with advance notice.
- Ensure security staff are properly trained and well-equipped to handle various security-related scenarios.

III. Proposal Requirements

To be considered, proposers must submit the following information:

1. Company Profile:

- Overview of the company, including years of experience in the security industry and specialization in unarmed security services.
- A list of any licenses, certifications, and industry affiliations.

2. Experience:

- Demonstrated experience in providing unarmed security services for parking facilities or similar environments.
- Relevant case studies or examples of previous clients (including contact information for references).

3. Security Personnel:

- A description of the training and qualifications of security officers.
- Staffing plan for the contract period, including the number of officers, their roles, and shift assignments.

4. Operational Plan:

- Detailed description of the methods to be employed to carry out the scope of services outlined above.
- Overview of patrol and monitoring procedures, including any reporting processes.
- Explanation of response protocols for emergency situations.

5. Pricing:

- Clear breakdown of pricing, including the hourly rate per security officer, expected overtime costs, and any additional charges.
- The costs for the professionally marked SUV security vehicle will be detailed as a separate line item in the bid.
- A proposed payment schedule.

6. Insurance and Bonding:

- Proof of general liability insurance, workers' compensation, and any other required bonding or coverage.

7. References:

- At least three references from previous or current clients with similar requirements.

IV. Proposal Submission Guidelines

Sealed proposals will be received until 2:00 P.M. on March 5, 2025, in the City Clerk's Office, Second Floor, City Hall, 5919 Main Street, New Port Richey, Florida, 34652. Each submission shall contain one (1) original and four (4) copies and must be clearly marked on the outside of the envelope with the firm's name and address along with "RFP25-009 – UNARMED LICENSED CLASS D SECURITY SERVICES FOR CITY PARKING GARAGE." Any proposals received after the above-mentioned time will not be accepted under any circumstances. Any questions regarding this Request for Proposal shall be submitted in writing to Deputy Chief Lauren Letona at letonal@cityofnewportrichey.org.

V. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Experience and qualifications of the security company and personnel.
- Approach to security service delivery and operational plan.
- Competitive pricing and value offered.
- Quality and relevance of references.
- Insurance, licensing, and bonding compliance.

VI. Contract Terms

The selected security company will be required to sign a contract outlining the terms of the services provided, including:

- Duration of the contract (initial term and any renewal options).
- Detailed service level agreements (SLAs).
- Termination conditions and penalties for non-performance.
- Confidentiality and liability clauses.

- Requirements for all security assigned personnel to have a Florida Class D Security Officer License.

VII. Conclusion

We look forward to receiving your proposal and selecting a security partner that can meet our needs for an unarmed uniform security presence at our parking garage. Please feel free to contact Deputy Chief Lauren Letona via email at letonal@cityofnewportrichey.org with any questions.