

REQUEST FOR PROPOSALS



The Recreation and Community Services Department is requesting proposals for:

CATERED ALCOHOL BEVERAGE SERVICES

RELEASE DATE: November 1, 2018

RESPONSE DUE: November 30, 2018

GENERAL INFORMATION

The City of San Fernando Recreation and Community Services Department (City) is interested in contracting with well-qualified business entities (Concessionaire) to provide and operate a Catered Alcohol Beverage Service to the public renting an indoor park facility or for a City sponsored special events where catered alcohol service has been permitted. The required services and performance conditions are described in the Scope of Work.

The City's goals are to provide the public with the best and most satisfactory service from a Concessionaire and ensure that the City receives adequate and appropriate compensation from the Concessionaire allowed to operate on park property.

BACKGROUND

The City of San Fernando was incorporated in 1911 and is currently organized according to the City Council/City Manager form of government with six departments, including a Police Department, Public Works Department, and Recreation and Community Services Department. The City employs approximately 125 full-time employees from a total Adopted Budget for the fiscal year 2018-2019 of \$42.4 million, which includes a General Fund budget of \$19.3 million. The City is a cost-conscious provider of outstanding public services to its citizens and local businesses.

The City believes that the open competition for services and products provides the City with the best results for its public dollars. The City is interested in receiving responsive and competitive proposals from experienced and qualified firms to provide catered alcohol beverage service. What follows is a description of the technical environment, contractor staffing, qualifications, and performance expectations.

INSTRUCTIONS TO SUBMITTING FIRMS

A. Examination of Proposal Documents

By submitting a proposal, the prospective firm represents that it has thoroughly examined and become familiar with the services required under this RFP and that it is capable of delivering quality services to the City in a creative, cost-effective & service-oriented manner.

B. Questions/Clarifications

Please direct any questions regarding this RFP to Julian Venegas, Director of Recreation and Community Services, via e-mail at jvenegas@sfcity.org. Questions must be received by

4:30 p.m. on Monday, November 19, 2018. All questions received prior to the deadline will be collected, and responses will be emailed by Monday, November 26, 2018.

C. Submission of Proposals

Two original copies must be submitted to the City Clerk Department in a sealed envelope at CITY HALL, 117 Macneil Street, San Fernando, California, 91340, not later than 4:30 p.m. on Friday, November 30, 2018. Bids must be clearly marked Proposal for Catered Alcohol Beverage Service.

One electronic copy of the Proposal shall be submitted via email to Julian Venegas at jvenegas@sfcity.org and the subject line of the email shall read, "City of San Fernando RFP – Catered Alcohol Beverage Service." Proposals must be received no later than **Friday, November 30, 2018, at 4:30 p.m.** All proposals received after that time will not be accepted.

D. Withdrawal of Proposals

A firm may withdraw its proposal at any time before the due date for submission of proposals as provided in the RFP by delivering a written request for withdrawal signed by, or on behalf of the prospective firm.

E. Rights of City of San Fernando

This RFP does not commit the City to enter into a Contract, nor does it obligate the City to pay for any costs incurred in the preparation and submission of proposals or in anticipation of a contract.

The City reserves the right to:

- 1) Make the selection based on its sole discretion;
- 2) Reject any and all proposals without prejudice;
- 3) Issue subsequent Requests for Proposal;
- 4) Postpone opening for its own convenience;
- 5) Remedy technical errors in the Request of Proposal process;
- 6) Approve or disapprove the use of particular sub-contractors;
- 7) Negotiate with any, all, or none of the prospective firms;
- 8) Solicit best and final offers from all or some of the prospective firms;
- 9) Accept other than the lowest offer; and
- 10) Waive informalities and irregularities in the proposal process.

F. Contract Type

It is anticipated that a standard form professional services agreement contract will be

executed after the City Council review and approval of the recommended Concessionaire.

G. Collusion

By submitting a proposal, each prospective firm represents and warrants that; its proposal is genuine and not a sham or collusive or made in the interest of or on behalf of any person not named therein; that the prospective firm has not directly, induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and, that the prospective firm has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

SCOPE OF SERVICE

The City is pleased to offer an opportunity for well-qualified business entities to provide and operate bar and beverage services at five (5) banquet hall rental facilities (Exhibit A.) The City reserves the right to add or remove facilities or venues for such bar and beverage services during the term of the agreement, depending on the needs of the public and of the City.

The Objective of this Request for Proposal (RFP) is to award a three-year Catered Alcohol Beverage Service Agreement (hereafter “Agreement”) with a one (1) three (3) year renewal option, at the sole discretion of the City. Up to five (5) Concessionaires will be selected and be placed on a pre-approved Department list of Catered Alcohol Beverage Service providers.

A. Required Services:

Concessionaires may be hired for multiple events or for none at all. Patrons that schedule events at the locations listed below and who desire to use a bar and beverage service will select the concessionaire from the pre-approved list which best meets the needs of their event. The City, entering into an Agreement with the selected Concessionaire, guarantees no minimum amount of business or compensation.

The Agreement requires Concessionaire to provide alcohol and non-alcohol beverage service to patrons renting the following facilities: Recreation Park, Las Palmas Park, Rudy Ortega Sr. Park, San Fernando’s Regional Pool, and the Lopez Adobe. Numerous events such as weddings, receptions, birthdays, gatherings, business training, and other private parties are held in these facilities. The Concessionaire must be able to accomplish the following:

- 1) Provide professional service to the public which enhances the event experience.
- 2) Offer and provide a full range of bar and beverage services at various cost options.
- 3) Assist and coordinate planning activities to ensure all bar and beverage services are executed to the satisfaction of the customer.
- 4) Provide high quality, friendly, and professional services at reasonable prices.

- 5) Provide all necessary furnishing and equipment to create an attractive and inviting concession.
- 6) Reach out to the community to increase the usage of the concession through the use of marketing and advertising.
- 7) Work in unison with the Department of Recreation and Community Services during the normal course of business and as unforeseen issues arise.

B. Experience and Qualifications

The proposer must demonstrate the ability to successfully operate a bar and beverage service and address the following items:

- 1) Years and quality of experience in similar and relevant businesses.
- 2) Whether bartenders, waiters, staff, supervisors have received alcohol awareness training, and other insurance company provided training.
- 3) All applicable licenses, permits, and certification are current at the time of proposal submittal.
- 4) Ability to obtain insurance with coverage values that meet minimum requirements evidenced by a letter from an underwriter confirming that the Firm can be insured for the amount required by the City.

C. Proposed Revenue Sharing

The minimum acceptable percentage for this RFP is 10% of gross receipts produced by all bar and beverage (alcoholic and non-alcoholic) sales. Each Concessionaire will be responsible for the management and operation of the bar and beverage concession to ensure adequate and appropriate compensation is paid. The shared revenue payment must be remitted no later than 14 days after the service date. Revenue sharing payment may be proposed at a higher percentage, as long as the higher percentage rate is a factor for the cost of doing business and not a means to pass on the cost to the patron.

A revenue fee calculation will be employed in the case a pre-sold, "drink ticket" method is used to purchase an alcoholic beverage. The payment due to the City shall be based on gross ticket sales. If a direct, "cash bar" method of sales is employed (customers pay bartender), concessionaire shall reimburse the City the revenue sharing bid rate, based on actual cash sales. For a hosted bar service, the revenue sharing fee will be based on total drinks served.

Each transaction, whether it be a "drink ticket," "cash bar" or "hosted bar" shall be run through a cash register with an internal and external tape that may be audited by the City at its discretion. The Concessionaire shall retain cash register tape summaries for each event and be made available upon request. The revenue payment must be stated as a percentage of gross receipts.

NOTE: ONLY NON-RESIDENT PATRONS RENTING A CITY FACILITY WILL TRIGGER THE REVENUE SHARING CLAUSE OF THIS RFP. PROPOSED ONLY ONE REVENUE SHARING RATE FOR ALL BEVERAGE SERVICE. MULTIPLE PROPOSED REVENUE SHARING PAYMENT OPTIONS CONTAINED IN A SINGLE PROPOSAL WILL BE CAUSE TO FIND THE SUBMITTED PROPOSAL NON-RESPONSIVE TO THE RFP.

D. Required Operating Responsibilities

The following are selected areas of operating responsibilities which will be required of the successful proposer(s). If selected as the winning proposal, the proposer must be willing and able to commit to the following Required Operating Responsibilities.

1. Hours of Operation

Concessionaire shall offer bar and beverage services to the public only during the hours that the patrons reserve the premises from the City for pre-arranged group events. Concessionaire must provide a minimum of two (2) hours of service (not exceeding the contracted rental hours of the hall), and must cease alcoholic service one (1) hour prior to the end of the event. Under no circumstances shall Concessionaire be allowed to serve alcohol for more than five (5) consecutive hours. Access to the premises for event set-up and clean-up must coincide with the pre-arranged group's rental. Additional time to enter the premises and set up for the event must be arranged through the Department's Park Services Office.

2. Record Keeping and Tracking of Sales

The concessionaire will be required to maintain a system of tracking sales, which may include at a minimum, utilizing a non-resettable cash register dedicated to this bar and beverage service on which it shall record all gross sales, including hosted bar sales. The cash register shall be sufficient to supply an accurate recording of all sales on tape. All cash registers shall have a price display which is and shall remain at all times visible to the public. Printed receipts shall be provided to the patron for all transactions.

3. Pricing

All prices charged for alcoholic and non-alcoholic beverages shall be prominently posted and shall be comparable to prices charged in similar establishments in the City of San Fernando. Concessionaire shall, upon execution of Agreement, provide the City with a list of prices for all bar and beverage services. This list shall be updated whenever prices are changed, and made available to patrons requesting service.

The proposed services and products price list shall describe the services and products necessary to perform the services as described in the Scope of Services, an example of such a list is attached (Exhibit B). The information to be submitted must include:

- a. The type of liquor, wine, and beverages that will be provided;
- b. Set-up time and strike time information; and,
- c. Detailed description of services, including equipment and materials necessary for providing the services.

4. Equipment

All equipment, furnishings (utensils, appliances, stemware, beverage serving ware and other equipment necessary for alcohol and beverage service) and expendables required for the bar and beverage concession shall be provided by Concessionaire at its sole expense and shall remain its personal property. Concessionaire shall minimize the paper items (straw covers, serving cartons, etc.) distributed with products. Styrofoam products should not be used in accordance with the citywide eco-friendly policy.

Concessionaire shall, at all times and at its expense, provide all maintenance, repair, and service required on equipment, furnishings (utensils, appliances, stemware, beverage serving ware and other equipment necessary for alcohol and beverage service, including any beverage service carts and/or portable bar used in the Premises) and keep and maintain such equipment in good repair and in a clean, sanitary, and orderly condition and appearance.

5. Signage

The address and phone number of the Concessionaire's company will be prominently displayed along with the notation that all complaints regarding the change, service, or merchandise, should be referred directly to the company. However, reports in writing by patrons or anyone concerned on over-serving or failure to provide receipts for transactions shall be directed to the City of San Fernando Department of Recreation and Community Services at fax number (818) 898-1255.

6. Receipts

Concessionaire shall offer receipts to the customers for every transaction. Concessionaire shall at all times place a sign within twelve (12) inches of cash register, in clear view to the public, and in minimum one-inch lettering, which states: "If a receipt for this transaction is not provided, please contact the Department of Recreation and Parks – Concessions Unit at (818) 898-1255."

Contractual Provisions

The following are selected contractual provisions which will be required of the successful proposer(s). If selected as the winning proposal, the proposer must be willing and able to commit to the following Contractual Provisions

1. Concessionaire shall be prohibited from selling merchandise in non-returnable or glass bottles and from selling or distributing alcoholic beverages from open containers or carafes on serving or dining tables.
2. Concessionaire shall not sell any tobacco products, food products, lottery tickets or similar type merchandise, or sell or use containers manufactured in a process using chlorofluorocarbons (e.g., Styrofoam products).
3. The term of the concession agreement shall be Three (3) years, effective on the date of execution, with one (1) three-year option to renew, at the sole discretion of the City.
4. The selected Concessionaire(s) shall pay all taxes of whatever character which may be levied or charged upon the Concessionaire(s) for the operation of bar and beverage service.
5. The selected Concessionaire(s) will be required to demonstrate compliance with the City's business tax laws by acquiring and maintaining a Business Tax Registration Certificate or Certificate of Exemption. This certificate must be in force during the entire period of the agreement.
6. The selected Concessionaire(s) will be required to obtain and maintain appropriate licenses from the California Department of Alcoholic Beverage Control. This licenses must be in force during the entire period of the agreement.
7. Before the Event (Pre Event) - Provide and maintain a reservation phone service during normal business hours for answering inquiries and taking reservations from prospective patrons. In cases where voicemail service is in use, patrons' telephone call must be returned within twenty-four (24) hours from the time the messages from prospective patrons are received. The Concessionaire must be able to accomplish the following:
 - a. Coordinate, schedule, and confirm each reserved event, and the type of bar service requested, with the patrons and with the Department no less than fourteen (14) days prior to the day of the event.
 - b. Have printed brochures detailing service plans and cost options to be made available at each of the rental halls.
 - c. Include information about deposit, cancellation and refund policy in brochures and provide the brochures to the patron(s) after completing the necessary service agreements with the patrons.
 - d. Provide for all bar service staffing, including all hiring, training, and supervision.
 - e. Set-up or prepare venue within one (1) hour before the start of the event.

8. During the Event- Provide an Events Manager and Events Coordinator onsite during hours of the events to respond to clients' needs. Including but not limited to:
 - a. Provide alcoholic and non-alcoholic beverage service to patrons renting the premises for group events.
 - b. Provide all necessary supplies and equipment, including a portable bar.
 - c. Keep the service area of the premises clean and uncluttered during the event.
 - d. Provide for all bar service staffing, including all hiring, training, and supervision.
 - e. Discontinue the dispensing of alcoholic beverages to persons deemed disorderly or intoxicated.
 - f. Inform patrons at the beginning of the event, at two hours before the end of the event, and at ninety minutes before the end of the event that alcohol will not be served during the last hour of the event.
 - g. Take reasonable steps to exercise due diligence in assisting patrons deemed intoxicated by providing the necessary assistance to prevent injury to themselves and others and report all incidences promptly to the Department's Facility Manager or Supervisor.
 - h. Be responsible for the conduct of activities during the event, and ensure compliance with established local, state and federal policies and regulations.
 - i. Be present during any activity at premises where liquor is sold or dispensed, including champagne toast only events.
 - j. Ensure the service area of the premises is kept clean and uncluttered.
9. After the Event - Remove all products and operator equipment from premises within an hour after each event and ensure the event area authorized for the bar and beverage service is in as good as order and condition as before the event.
10. Dispose of all trash

INSURANCE

The selected Concessionaire(s) shall acquire and maintain the established insurance and liability limits for this Concession. The coverage and limits listed in Exhibit C, "Insurance Requirements," reflect those who would be required for a Concession operation similar to the current Concession operation.

PROPOSED TERM OF CONTRACT

The proposed term of the contract is **three years, with option for one three-year extension at the City's discretion.**

SCHEDULE FOR SELECTION

RFP Available:	November 1, 2018
Deadline for submittal of Questions:	November 19, 2018
Response to Questions:	November 26, 2018
Deadline for submittal of Proposal:	November 30, 2018
Interviews (if necessary)	Early December
Agreement Presented to Council for Review & Approval:	December 17, 2018

METHOD OF SELECTION AND NOTICES

The Director of Recreation and Community Services will evaluate the information provided in the submitted proposals using the following criteria as a guideline:

- Completeness and Comprehensiveness.
- Responsiveness to City's issues.
- Potential to benefit the City.
- Experience of the firm providing similar services to other municipalities.
- Cost-effectiveness.
- Quality of proposed staff.

No single factor listed above shall, by itself, be determinative as to whether or not the City will award a contract to a proposer.

INFORMATION TO BE SUBMITTED

1. Prospective Firms must submit one digital copy of their proposal via email to jvenegas@sfcity.org.
2. Include a *Proposal Summary* Section

This section shall discuss the highlights, key features, and distinguishing points of the Proposal. A separate sheet shall include all the contact people on the Proposal and how to communicate with them.

3. Include a *Profile of the Proposing Firm(s)* Section

This section shall include a brief description of the Firm, including size, location of office(s), number of years providing service, the organizational structure of the responsible division, etc.

Additionally, this section shall include a listing of any lawsuit and the result of that action resulting from (a) any public project undertaken by the Firm where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the Firm or its insurers within the last five years.

4. Include a Qualifications of the Firm Section

This section shall include a brief description of the Firm's qualifications and previous experience on similar or related projects. Provide a description of pertinent project experience with other public municipalities (maximum of four) that includes a summary of the work performed, the total project cost, the period over which the work was completed, and the name, title, and phone number of clients to be contacted for references. Give a brief statement of the Firm's adherence to the schedule and budget for each project.

5. Include a Work Plan Section

In this section, present a well-conceived service plan. This section of the proposal shall establish the Firm's understanding of the City's objectives and work requirements and the Firm's ability to satisfy those objectives and requirements. Describe the proposed approach for addressing the scope of service, outlining the approach that would be undertaken in providing the requested services. Include a timetable for providing the service. Describe related service experience by the Firm in similar work. Please describe the role, extent of services (number of people used, engagement duration, and contract value).

6. Include a Project Staffing Section

In this section, discuss how the Firm would propose to staff this project. Firm's key project team members shall be identified by name, specific responsibilities on the project and their qualifications. An organizational chart for the project team and resumes for key Firm personnel shall be included. Key Firm personnel will be an important factor considered by the Finance Director. **There can be no change of key personnel once the proposal is submitted, without prior approval of the City.**

7. Include a Proposal Costs Sheet and Rates Section

In this section, include the proposed costs to provide the services desired. Include any other cost and price information that would be contained in a potential agreement with the City.

In addition, include the costs for any other services that are considered optional additions.



EXHIBIT "A"

RECREATION AND COMMUNITY SERVICES

INDOOR FACILITIES					
Location	Facility	Capacity	Amenities	Tables	Chairs
Recreation Park 208 Park Avenue San Fernando, CA 91340	Multipurpose Room	99	Kitchen Access -Sink (Dispose of liquids only) -Refrigerator - Counter Tops	√	√
	Club Room	49	Kitchen Access -Sink (Dispose of liquids only) -Refrigerator - Counter Tops	√	√
Las Palmas Park 505 S Huntington Street San Fernando, CA 91340	Banquet Room	149	Kitchen Access -Sink (Dispose of liquids only) -Refrigerator - Counter Tops	√	√
	Arts & Crafts	49	Sink (Dispose of liquids only) - Counter Tops	√	√
	Gym	299	Kitchenette Access -Sink (Dispose of liquids only) -Counter Tops	√	√
	Learning Center	30		√	√
Rudy Ortega Sr. Park 2025 Fourth Street San Fernando, CA 91340	Tea House	30	-Sink (Dispose of liquids only) -Counter Tops	√	√
Regional Pool 300 Park Avenue San Fernando, CA 91340	Banquet Room	170	Kitchenette Access -Sink (Dispose of liquids only) -Counter Tops	√	√
	Classroom	20		√	√
Casa de Lopez Adobe 1100 Pico Street San Fernando, CA 91340	Courtyard	75			

ALCOHOL BEVERAGE CONCESSION SERVICE
 PROPOSER'S NAME
 PROPOSED SERVICES AND PRODUCTS WITH PRICE LIST

SAMPLE

<u>Description – Variation of Services:</u>	<u>Price</u>
Services Offered	
Host Bar (client pays for guest drinks):	
\$250.00 Total Minimum Bar Sales or \$100.00 Set-Up fee	
\$20.00/hr. per Bartender fee	
Domestic Beer	\$ 2.00
Import Beer	\$ 4.00
House Wine	\$ 26.00 /
bottle	
Mixed Drinks	\$ 4.00
Wine Coolers	\$ 2.75
Soda	\$ 0.75
Bottled Water	\$ 1.00
Cash Bar (guest pays for own drinks):	
\$250.00 Total Minimum Bar Sales or \$100.00 Set-Up fee	
\$20.00/hr. per Bartender fee	
Domestic Beer	\$ 3.00
Import Beer	\$ 4.00
House Wine	\$ 26.00 /
bottle	
Mixed Drinks	\$ 4.75
Wine Coolers	\$ 3.00
Soda	\$ 1.00
Bottled Water	\$ 1.50

Will promptly set up our bar stations according to your plan. Service includes portable bars, bar equipment, mixer soft drinks ice and garnishes

Packages:

Packages include beverages, one bartender, bar, cups, napkins, straws, stirrers, credit card terminal, \$1,000,000 liability insurance, liquor license and permit(s). Price includes 10% Sales tax.

Beer, Wine & Soda Package

\$12.00 per guest - Choice of one domestic beer, one imported beer, house Cabernet, Chardonnay, a variety of soft drinks, and bottled water.

Spirits Package

\$20.00 per guest – includes all of above plus Absolut Vodka, Tanqueray Gin, Bacardi Rum, Cuervo Gold Tequila, Jim Beam Whiskey, Chivas Regal Scotch, and a variety of mixers.

Ale Cart

\$2.00 per person, per bottle – Korbel Brandy, Amaretto, Frangelico, Kahlua, Grand Marnier, Bailey's, and other specialty drinks.

Champagne Toast

\$6.00 per person, per bottle – Corbel Burt and champagne flutes

Additional Labor:

Bartender \$25.00 per hour

Server \$15.00 per hour

Bar back \$25.00 per hour

Note

- We recommend one bartender for every 50 guest
- Minimum guest count is 30
- Bar set up will follow your plan whenever possible
- Minimum two (2) hour service required
- Service will stop one (1) hour before the end of the event
- Will not provide service more than five (5) consecutive hours.

INSURANCE REQUIREMENTS

- A Ability to obtain insurance with coverage values that meet minimum requirements evidenced by a letter from an underwriter confirming that the PROPOSER can be insured for the amount required by the City.
- B PROPOSER agrees to obtain, maintain and pay the premiums for the following types and amounts of insurance coverage for the entire term of the contract to insure against liabilities, claims, losses, or damages resulting from work required by the contract documents:
- a. Workers' Compensation Insurance as required by the State of California and endorsed to include Broad Form All States Coverage, which shall cover all proposer employees engaged in the performance of the work; and Employer's Liability with limits of not less than \$1,000,000 each accident; \$1,000,000 each employee by disease and \$1,000,000 policy limit by disease;
 - b. Business Automobile Liability Insurance covering claims for Bodily Injury or Property Damage, including onsite and off-site operations, and including owned, non-owned and hired vehicles with at least a \$1,000,000 combined single limit of liability;
 - c. Commercial General Liability Insurance covering claims that the PROPOSER or any of its employees, agents or sub-proposers become legally obligated to pay as damages due to Bodily Injury or Property Damage with limits of \$1,000,000 each occurrence and \$2,000,000 general aggregate. The policy shall include Products/Completed Operations; Contractual Liability; Personal Injury Liability and Broad Form Property Damage. If insurance is written on a claims-made form, coverage shall continue for a period of not less than 3 years following termination of this contract. Coverage shall also provide for a retroactive date of placement prior to the effective date of the contract.
 - d. Umbrella Liability Insurance for an amount of not less than \$5,000,000 per occurrence and in the aggregate that follows form and applies excess of the primary coverage stated in a, b & c above.
 1. The PROPOSER shall require its sub-proposers, if any, to obtain an amount of insurance coverage which is deemed adequate by the PROPOSER. The sub-proposers, prior to commencing any of the work, shall submit certificates evidencing such insurance coverage to the PROPOSER.
 2. The certificates of insurance will specify that the insurer will endeavor to provide a 30 day written notice to the City of cancellation of such insurance. Coverage provided is primary and is not in excess of or contributing with any insurance or self-insurance maintained by the City.
 3. The policies listed in (a) and (b) above will name the City as an Additional Insured. Proposer will supply proper certificates of insurance to the City prior to the commencement of the agreement and will furnish to the City certificates of insurance annually thereafter for the term of the agreement.

4. All such insurance as indicated above shall be provided by insurance companies having a Best's rating of not less than AVIII.

REQUEST FOR QUALIFICATIONS



The Recreation and Community Services Department is requesting proposals for:

SECURITY GUARD SERVICES

RELEASE DATE: November 1, 2018

RESPONSE DUE: November 30, 2018

GENERAL INFORMATION

The City of San Fernando Recreation and Community Services Department (City) is interested in contracting with well-qualified business entities (Firm) to provide Security Guard Services for private events that are being held in a park facility and where an Alcohol Use Permit has been issued for the event. Security guard services may also be requested for City sponsored special events where a catered alcohol service had been permitted. The required services and performance conditions are described in the Scope of Service.

The goal of this RFQ is to compile a list of the most reputable and reliable Firms that will enhance service, efficiency and minimize costs and risk for the public.

BACKGROUND

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The City believes that the open competition for services and products provides the City with the best results for its public dollars. The City is interested in receiving responsive and competitive proposals from experienced and qualified firms to provide security guard service at City facilities when alcohol beverages are being served. What follows is a description of the technical environment, contractor staffing, qualifications, and performance expectations.

INSTRUCTIONS TO SUBMITTING FIRMS

A. Examination of Proposal Documents

By submitting a proposal, the prospective firm represents that it has thoroughly examined and become familiar with the services required under this RFQ and that it is capable of delivering quality services to City patrons in a creative, cost-effective & service-oriented manner.

B. Questions/Clarifications

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One electronic copy of the Proposal shall be submitted via email to Julian Venegas at jvenegas@sfcity.org, and the subject line of the email shall read, "City of San Fernando RFQ – Security Guard Services." Proposals must be received no later than **Friday, November 30, 2018, at 4:30 p.m.** All proposals received after that time will not be accepted.

D. Withdrawal of Proposals

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E. Rights of City of San Fernando

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- 9) Accept other than the lowest offer; and
- 10) Waive informalities and irregularities in the proposal process.

F. Contract Type

It is anticipated that a standard professional services agreement contract will be executed between park patrons and the recommended Firms listed on the City's pre-approved security guard service provides.

G. Collusion

By submitting a proposal, each prospective firm represents and warrants that; its proposal is genuine and not a sham or collusive or made in the interest of or on behalf of any person not named therein; that the prospective firm has not directly, induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and, that the prospective firm has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

SCOPE OF SERVICE

1.0 General Information

- 1.1** This Request for Qualifications (“RFQ”) is intended to solicit information from well-qualified businesses (Firm) that demonstrate their capability to provide Unarmed Security Guard Services for patrons that have rented a park facility.
- 1.2** The firm must demonstrate significant expertise in monitoring events/venues where alcohol beverages are being served. Have all required licenses, certificates and training requirements needed to perform services outlined in this RFQ. Including the capacity to provide innovative solutions to issues that may arise with park patron.
- 1.3** The City desires to enhance service efficiency and minimize costs and risk while providing ample opportunities for successful Firms to provide a needed security guard service to the public.
- 1.4** The contractual arrangement for service shall be between a park patron and the Firm. The City acts only as the intermediary for both parties. The formal written agreement documenting the parties’ contractual relationship shall be based upon the pricing submitted in this proposal.

2.0 Park Patron Definition

- 2.1** The City rents five (5) banquet halls (Exhibit A) for numerous events such as weddings, receptions, birthdays, gatherings, business training, and other private events.
- 2.2** A park patron is a member of the public who has been issued a permit to use an indoor park facility and who has been issued an Alcohol Use Permit.

3.0 Required Services

- 3.1** Firms are to provide unarmed security guard services at a park facility rental, and where the park patron has been issued an Alcohol Use Permit. The park facilities available for rental are listed and detailed in Exhibit A.

- 3.2** A Firm may be hired for multiple events or for none at all. Patrons that schedule events at an indoor park facility and who are issued an Alcohol Use Permit will select a Firm from the pre-approved list which best meets the needs of their event. The City guarantees no minimum amount of business or compensation by placing the Firm on its Security Guard Service Providers list.
- 3.3** The Firm must provide professional service which enhances the event experience. Offer and provide a full range of security services at various cost options. Assist coordination of security guard services so the service is executed to the satisfaction of the patron and the City.
- 3.4** Provide high quality, friendly, and professional services at reasonable prices. Work in unison with the City staff during the normal course of business and especially when unforeseen issues arise.

4.0 Experience and Qualifications

Interested and qualified Proposers that can demonstrate their ability to provide the required service in this RFQ successfully are invited to submit a proposal(s) provided that they meet the following requirements:

- 4.1** The firm must have a minimum of five (5) years' experience providing security guard services equivalent to or similar to the service requested in this RFQ.
- 4.2** Firm must be licensed as a private patrol/security operated in good standing with the State of California; a copy of the license must be submitted with the proposal.
- 4.3** Security guards shall communicate effectively in English and be capable of communicating with the public and City staff (bilingual Spanish preferred). Guards shall possess written communication skills for note taking and completing report forms.
- 4.4** Licenses – the Firm shall maintain the following licenses in effect:
 - 4.4.1** California Department of Consumer Affairs Private Security Service License;
 - 4.4.2** Federal Communications Commission Radio Equipment Operation License, if required for the operations of Firms communication system.
 - 4.4.3** A City business license.
- 4.5** Security Guards shall have satisfactorily completed the State of California Security Training requirements for security guards. The guards shall possess at all times while on duty the current, valid licenses and certification as follows:
 - 4.5.1** California Department of Consumer Affairs security guard registration card;
 - 4.5.2** California Department of Consumer Affairs Bureau of Security and Investigative Services baton permit, or proof of active peace guard status;

- 4.5.3** License to carry oleoresin capsicum (O.C.) spray;
- 4.5.4** P.O.S.T. certification inside handle, PR24 baton or ASP collapsible baton training;
- 4.5.5** Cardiopulmonary Resuscitation (CPR) certification approved by the American Red Cross or equivalent; and
- 4.5.6** First Aid certificate/Card.

5.0 Operational Responsibilities

- 5.1** The firm shall furnish all security guards assigned to perform work uniforms in a style and color acceptable by industry standards.
- 5.2** Security guards shall be equipped with all the necessary tools and equipment needed to perform the work.
- 5.3** Security guards must be on the premises at the beginning of the catered alcohol beverage service becomes operational, and remain on the premises until the end of alcohol service.
- 5.4** A two (2) hour minimum of security guard service is required (not to exceed the rental hours).
- 5.5** Security guards shall enforce that the catered alcohol beverage service ends one (1) hour before the end of the event. Under no circumstances shall alcohol be served for more than five (5) consecutive hours.
- 5.6** Security guards shall monitor the venue to prevent any underage drinking and to prevent inebriated guest from being severed. Monitoring will include checking guest ID's and effective crowd control.
- 5.7** Security guards shall possess hand-held radios or equivalent wireless communication devices satisfactory to the City with a range of ten miles.
- 5.8** Security guards shall contact the San Fernando Police Department if the health and safety of event participants are endanger or in the matter that City property is at risk of damage.

6.0 Pricing

All fees charged for Security Guard services shall be prominently posted and made available to Park Patrons referred to the Firm by the City. Patrons are free to look for comparable pricing from similar companies placed on the City's Security Guards Provides list. It is to the Firms advantage to have completeive pricing.

The proposed services prices list describes the services being provided (number of guards, equipment, and material) necessary to perform the needed services to keep the event participants and venue safe and secure.

7.0 INSURANCE

Firms placed on the City's Security Guard Service providers are required to maintain the established insurance and liability limits for this security guard services. The coverage and limits listed in Exhibit B, "Insurance Requirements," reflect those who would be required for a security guard service similar to the current operation.

LIST TERMS

A firm will be placed on the City's Security Guard Providers list for up to three (3) years. The City will review such list every year to ensure those listed maintain the qualifications to provide security guard services to the public.

SCHEDULE FOR SELECTION

RFQ Available:	November 1, 2018
Deadline for submittal of Questions:	November 19, 2018
Response to Questions:	November 26, 2018
Deadline for submittal of Proposal:	November 30, 2018
Interviews (if necessary)	Early December
List Presented to Council for Review & Approval:	December 17, 2018

METHOD OF SELECTION AND NOTICES

The Director of Recreation and Community Services and the Chief of Police will evaluate the information provided in the submitted proposals using the following criteria as a guideline:

- Completeness and Comprehensiveness.
- Responsiveness to City's issues.
- Potential to benefit the City.
- Experience of the firm providing similar services to other municipalities.
- Cost-effectiveness.
- Quality of proposed staff.

No single factor listed above shall, by itself, be determinative as to whether or not the City will award a contract to a proposer.

INFORMATION TO BE SUBMITTED

1. Prospective Firms must submit one digital copy of their proposal via email to jvenegas@sfcity.org.

2. Include a *Proposal Summary* Section

This section shall discuss the highlights, key features, and distinguishing points of the Proposal. A separate sheet shall include all the contact people on the Proposal and how to communicate with them.

3. Include a *Profile of the Proposing Firm(s)* Section

This section shall include a brief description of the Firm, including size, location of office(s), number of years providing service, the organizational structure of the responsible division, etc.

Additionally, this section shall include a listing of any lawsuit and the result of that action resulting from (a) any public project undertaken by the Firm where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the Firm or its insurers within the last five years.

4. Include a *Qualifications of the Firm* Section

This section shall include a brief description of the Firm's qualifications and previous experience on similar or related projects. Provide a description of pertinent project experience with other public municipalities (maximum of four) that includes a summary of the work performed, the total project cost, the period over which the work was completed, and the name, title, and phone number of park patron to be contacted for references. Give a brief statement of the Firm's adherence to the schedule and budget for each project.

5. Include a *Work Plan* Section

In this section, present a well-conceived service plan. This section of the proposal shall establish the Firm's understanding of the City's objectives and work requirements and the Firm's ability to satisfy those objectives and requirements. Describe the proposed approach for addressing the scope of service, outlining the approach that would be undertaken in providing the requested services. Include a timetable for providing the service. Describe related service experience by the Firm in similar work. Please describe the role, extent of services (number of people used, engagement duration, and contract value).

6. Include a *Project Staffing* Section

In this section, discuss how the Firm would propose to staff this project. Firm's key project team members shall be identified by name, specific responsibilities on the project and their qualifications. An organizational chart for the project team and resumes for key Firm personnel shall be included. Key Firm personnel will be an important factor considered by the Finance Director. **There can be no change of key personnel once the proposal is submitted, without prior approval of the City.**

7. Include a Proposal Costs Sheet and Rates Section

In this section, include the proposed costs to provide the services desired. Include any other cost and price information that would be contained in a potential agreement with the City.

In addition, include the costs for any other services that are considered optional additions.



RECREATION AND COMMUNITY SERVICES

INDOOR FACILITIES					
Location	Facility	Capacity	Amenities	Tables	Chairs
Recreation Park 208 Park Avenue San Fernando, CA 91340	Multipurpose Room	99	Kitchen Access -Sink (Dispose of liquids only) -Refrigerator - Counter Tops	✓	✓
	Club Room	49	Kitchen Access -Sink (Dispose of liquids only) -Refrigerator - Counter Tops	✓	✓
Las Palmas Park 505 S Huntington Street San Fernando, CA 91340	Banquet Room	149	Kitchen Access -Sink (Dispose of liquids only) -Refrigerator - Counter Tops	✓	✓
	Arts & Crafts	49	Sink (Dispose of liquids only) - Counter Tops	✓	✓
	Gym	299	Kitchenette Access -Sink (Dispose of liquids only) -Counter Tops	✓	✓
	Learning Center	30		✓	✓
Rudy Ortega Sr. Park 2025 Fourth Street San Fernando, CA 91340	Tea House	30	-Sink (Dispose of liquids only) -Counter Tops	✓	✓
Regional Pool 300 Park Avenue San Fernando, CA 91340	Banquet Room	170	Kitchenette Access -Sink (Dispose of liquids only) -Counter Tops	✓	✓
	Classroom	20		✓	✓
Casa de Lopez Adobe 1100 Pico Street San Fernando, CA 91340	Courtyard	75			

INSURANCE REQUIREMENTS

- A Ability to obtain insurance with coverage values that meet minimum requirements evidenced by a letter from an underwriter confirming that the PROPOSER can be insured for the amount required by the City.
- B PROPOSER agrees to obtain, maintain and pay the premiums for the following types and amounts of insurance coverage for the entire term of the contract to insure against liabilities, claims, losses, or damages resulting from work required by the contract documents:
- a. Workers' Compensation Insurance as required by the State of California and endorsed to include Broad Form All States Coverage, which shall cover all proposer employees engaged in the performance of the work; and Employer's Liability with limits of not less than \$1,000,000 each accident; \$1,000,000 each employee by disease and \$1,000,000 policy limit by disease;
 - b. Business Automobile Liability Insurance covering claims for Bodily Injury or Property Damage, including onsite and off-site operations, and including owned, non-owned and hired vehicles with at least a \$1,000,000 combined single limit of liability;
 - c. Commercial General Liability Insurance covering claims that the PROPOSER or any of its employees, agents or sub-proposers become legally obligated to pay as damages due to Bodily Injury or Property Damage with limits of \$1,000,000 each occurrence and \$2,000,000 general aggregate. The policy shall include Products/Completed Operations; Contractual Liability; Personal Injury Liability and Broad Form Property Damage. If insurance is written on a claims-made form, coverage shall continue for a period of not less than 3 years following termination of this contract. Coverage shall also provide for a retroactive date of placement prior to the effective date of the contract.
 - d. Umbrella Liability Insurance for an amount of not less than \$5,000,000 per occurrence and in the aggregate that follows form and applies excess of the primary coverage stated in a, b & c above.
 1. The PROPOSER shall require its sub-proposers, if any, to obtain an amount of insurance coverage which is deemed adequate by the PROPOSER. The sub-proposers, prior to commencing any of the work, shall submit certificates evidencing such insurance coverage to the PROPOSER.
 2. The certificates of insurance will specify that the insurer will endeavor to provide a 30 day written notice to the City of cancellation of such insurance. Coverage provided is primary and is not in excess of or contributing with any insurance or self-insurance maintained by the City.
 3. The policies listed in (a) and (b) above will name the City as an Additional Insured. Proposer will supply proper certificates of insurance to the City prior to the commencement of the agreement and will furnish to the City certificates of insurance annually thereafter for the term of the agreement.

4. All such insurance as indicated above shall be provided by insurance companies having a Best's rating of not less than AVIII.