

**OCEAN HIGHWAY & PORT AUTHORITY OF NASSAU COUNTY
REQUEST FOR PROPOSAL – PORT SECURITY SERVICES**

Section I INTRODUCTION

The Ocean Highway & Port Authority of Nassau County (OHPA/The Port) is seeking proposals from qualified Contractors to provide uniformed security service for the Port of Fernandina facilities located at 143-101 Dade Street, Fernandina Beach, Florida. This document is a Request for Proposal (RFP) for the services described below and does not obligate OHPA to accept responses from eligible Contractors. The RFP establishes minimum requirements a Contractor must meet in order 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.

The selection of the successful Contractor will be made based on OHPA's evaluation and determination of the relative ability of each Contractor to deliver quality service in a cost-effective manner.

The following specific criteria will be evaluated and must be addressed in the proposal:

- 1 Company History and Organization
- 2 Management Approach
- 3 Personnel Selection Process
- 4 Development and Retention of Personnel
- 5 Total Quality Management Program
- 6 Cost Proposal and Invoicing
- 7 Training Programs
- 8 Computer Management System
- 9 Value Added Features
- 10 Insurance
- 11 Benefits Program
- 12 Employee Recognition Programs
- 13 Transition Plan
- 14 References

In addition, OHPA's current Security Operational Procedures Manual is attached hereto as Exhibit "A" and should be used by all responsive bidders as a reference and guide to formulating a detailed submittal.

OHPA is not obligated to accept the lowest bid and reserves the right to reject any and all bids, amend the scope of the project or to cancel/terminate this RFP process. All Contractors must be duly licensed or otherwise have the ability to perform work in accordance with all governing local authorities and to the satisfaction of those authorities.

Section II SUBMISSION OF PROPOSALS

Responses to this RFP are due by 3:00 PM, EST on June 24, 2022. Late submittals will not be accepted or considered by OHPA. All proposals shall be delivered to OHPA via email: ohpanc@gmail.com. All questions regarding this RFP should also be delivered to the above email address.

All timely and responsive bidders and all timely and responsive bidder packages will be listed on OHPA’s website. On July 13, 2022, OHPA will hold a public meeting to review and consider all timely and responsive bids. At this meeting OHPA may choose to interview responsive bidders and/or otherwise consider timely submittals to this RFP and may choose to vote to award a Contractor the right to negotiate a services contract with OHPA. Such a contract shall encompass the terms and conditions of this RFP as well as additional terms and conditions, as required. OHPA will provide adequate notice and instructions for any public meetings related to this RFP and OHPA’s consideration of Contractor submittals.

Cone of Silence: Except as otherwise directed by this RFP, upon issuance of this RFP, Contractors may not contact individual OHPA Board members, the Port Operator, or Port staff (other than with questions as outlined above) regarding any and all aspects of this RFP until the entire submittal, evaluation and selection process are concluded.

Section III CONTRACT TERM

It is intended that the term of this contract shall be for a one (1) period unless terminated by either party with thirty (30) days written notice, with mutually agreeable extensions, subject to further contract negotiation.

Section IV SCOPE OF SERVICES

Please refer to Exhibit “A”, OHPA’s Security Operational Procedures Manual as a guide and reference to OHPA’s needs and current security services.

This project includes approximately hours of uniformed security service per week, allocated as follows:

Description of Site & Job Classification	H	Recommended
Site & Job Classification	0	\$0.00
Site & Job Classification	0	\$0.00
Site & Job Classification	0	\$0.00
Total	0	\$0.00

Contractor shall provide unarmed uniformed security services in and around the Port properties on a 24 hour-a-day, 7 day-a-week basis, or as otherwise indicated per site specifications. Contract security personnel will provide a variety of service, implementing OHPA’s security objectives according to policies and procedures which may include but is not limited to the following general tasks:

1. Entry and egress access control;
2. Roving patrols of interior and exterior building areas;

3. Visitor and building employee identification verification;
4. Incident and daily operating reports;
5. Monitoring and responding to base building intrusion detection systems, alarms and fire detection equipment;
6. Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.

Contractor shall provide appropriate and necessary management and supervision for all Contractor's employees, including any and all subcontractors, 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 OHPA within thirty (30) days from commencement of Contractor's services to OHPA. 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, annual 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 OHPA's standards.

Contractor is responsible for the daily personal appearance of security personnel.

Security officers are prohibited from carrying weapons of any kind, including but not limited to: firearms, nightsticks, martial arts weapons or equipment, batons or any chemical agent spray or liquid.

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

Contractor shall administer all cost accounting and billing relative to this contract.

Contractor shall respond as necessary to accommodate additional duty hours as may be requested by OHPA.

Section V INSTRUCTIONS TO BIDDERS

Each Contractor is to address the following subjects in its response to this RFP. Reference any attachments made in response and include them in the complete response to this RFP:

1 Company History and Organization

Provide a brief company history, mission statement and organizational summary. Explain ownership (private or public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project. Please provide proof of corporate registration with the State of Florida, Department of State.

2 Management Approach

Describe detailed company organization and project management specific to this RFP and Scope of Services. Identify by position and title the person who will have the overall responsibility for OHPA account. Identify the support staff reporting to the Contractor project manager by function. Supply a complete Organization Chart depicting the structure of the local servicing office and regional support.

3 Personnel Selection Process

Describe methods of recruitment and selection of security officers. All Contractor personnel and supervision provided under this RFP must be thoroughly trained, experience and qualified to perform the work to which they are assigned. Contractor shall have a documented employment process which shall include application, interview, drug testing and background check phases. A written description of the Contractor's employment process and qualifications is to be included in the response.

4 Development and Retention of Personnel

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

5 Total Quality Management Program

Outline administrative controls, plans and processes to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.

6 Cost Proposal and Invoicing

Provide billing rates for each of the following:

- a. Security Officer
- b. Console Operator
- c. Shift Supervisor
- d. Account Manager

Include overtime policies, holiday policies and rates.

Propose invoicing frequency and procedures and applicable discounts. All invoices will clearly identify applicable job site coding in order to associate Contractor's actual costs with the Port's job site or job codes. Explain how discounts will be applied for different payment terms.

7 Training Programs

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

- a. Pre-Assignment Training
- b. Job and Task Specific Training (OJT)
- c. Formal Continuous Training
- d. Annual Retraining and Recertification
- e. Supervisory Development Training (Describe the program that your company utilizes that leads to a professional credential for supervisors.)
- f. Include the name, contract information (including email address) and qualifications of the local or regional trainer(s) who will conduct training and the manner in which the Contractor documents training, paper records, online, web-accessible, etc.

8 Computer Management System

Describe productivity and technology applications utilized to enhance and improve business processes, integration of scheduling, payroll and billing systems or other benefits of computerization. Summarize how such systems will benefit OHPA.

9 Value Added Features

Indicate features or programs not covered elsewhere in the response to this RFP which are offered to enhance the Contractor's ability to effectively manage the Scope of Services.

10 Insurance

The Contractor shall carry and maintain, with respect to any work or service to be performed at the Port facilities, insurance written by a licensed and responsible insurance company, to provide for the following:

- a. Workers' Compensation as required by applicable statute and Employer's Liability Insurance;
- b. Commercial General Liability Insurance;
- c. Automobile Liability Insurance;
- d. Excess-umbrella Insurance, including terrorism coverage;
- e. Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for thirty (30) days notification to OHPA in the event of cancellation, reduction in limits or changes in coverage.

11 Benefits Program

Describe in detail all benefits offered to employees. Include health care insurance, life insurance, holiday pay, vacations and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements (payroll deduction). Please include the following:

- a. Medical/health insurance (indicate costs for a PPO program including coverage options for employee, employee and spouse and employee and family);
- b. Dental (indicate monthly premium and annual limits);
- c. Life insurance (indicate amount provided at no cost to employee and any optional coverages available.)

12 Employee Recognition Programs

Outline any specific incentive and recognition programs made available to employees and explain how these programs are managed and if charges to OHPA will be incurred as a result of Contractor implementing these programs.

13 Transition Plan

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.

14 References

Provide at least three (3) client references whose facilities are comparable in size, profile and security service hours to OHPA. Include company name, address, contact person and contact number for each reference.

Attachments

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EXHIBIT A

OHPA SECURITY OPERATIONAL PROCEDURES MANUAL