



City of Mobile
Request for Qualifications
RFQ Number: 2016-004

MOBILE ALABAMA CRUISE TERMINAL
UNARMED GUARD SECURITY SERVICES

The City ("City") of Mobile is seeking qualification packages from appropriately licensed contract security companies for Unarmed Security Guard services for the Mobile Alabama Cruise Terminal (MACT).

Qualifications Due: Thursday, August 18, 2016.

Mailing address

City of Mobile
Procurement Department
PO Box 1827
Mobile, AL 36633

Delivery:

City of Mobile
Procurement Department
205 Government Street
4th Floor South Tower
Mobile, AL 36644

Phone (251)-208-7434

Submit Questions to: Purchasing@CityofMobile.org

Timeline for Award:	Qualifications due:	August 18, 2016
	Provider notification:	September 1, 2016
	Contract award	September 30, 2016
	Performance begin	November 1, 2016

BACKGROUND / PURPOSE

The Mobile Alabama Cruise Terminal (MACT), owned and operated by the City of Mobile, requires the services of unarmed, uniformed security guards for the security and protection of the MACT and passengers on days when MACT is "active". The active days at MACT that will require contract security services will include:

- Scheduled cruise "turnaround" days when passengers are offloaded after cruise termination and onloaded for the beginning of the next cruise,
- Scheduled vessel port call days, when cruise vessels visit Mobile for single day passenger excursions, and
- Emergency ship dockings for cruise vessels that may be diverted from other ports or make short-notice visits to MACT

The City intends to contract with the responsive and responsible low bidder ("Provider") for a one-year period from November 1st, 2016 to October 31st, 2017 with the option to



extend for two additional one (1) year periods with the mutual consent of both parties at the stated terms and conditions.

MISSION

Provider will protect the MACT and adjacent City property, and its occupants, from crime, fires, thefts, and damage or destruction by sabotage, riots, or other intentional acts of violence, and promote the safe and efficient use of the MACT by the City.

Provider will work closely with MACT staff, Cruise line staff, Mobile Police and Fire, and federal agencies operating in the MACT.

Provider's on site workforce will be required to perform the following security functions, including but not limited to:

- greet passengers,
- review cruise documentation,
- understand the security requirements for the cruise facility,
- direct traffic,
- screen large transfer trucks and automobiles,
- man security posts
- participate in required training and drills.
- patrol building interiors and exteriors and adjacent property,
- check employee identification badges
- maintain visitor logs
- perform other security services deemed necessary by the MACT to maintain safety and security at each facility.

To perform these tasks, Provider's employees must be able to stand for extended periods of time, bend, climb, lift 25 pounds, and read, write, and speak English. They must be able to work outdoors during periods of inclement weather. Guards must be able to properly and clearly communicate on and operate a portable, hand held radio.

Providers employees will serve as visible representatives of MACT and the City of Mobile and must positively and professionally interact with the general public, sworn law enforcement personnel, and other cruise terminal staff and contract employees. They must present a professional appearance and demeanor in uniform.

SPECIFICATIONS

Provider will accomplish this Mission with a professional security force on site at the MACT on specified days and for specified time periods when the MACT is "active" for passenger cruise vessel activity.

On days when MACT is active with a Carnival cruise vessel passenger turnaround (ending one cruise in the morning and beginning a new one in the afternoon, with the resultant passenger turnover), the Provider will provide 13 uniformed security guards ("guards") for the core hours of the evolution. Carnival has scheduled these turnaround



days for the coming year, with the first departure from Mobile on November 9th, 2016. For the period through September 30th, 2017, according to the attached schedule, the City expects 70 cruise turnaround days. Core hours requiring the presence of guards for turnaround days are 0700-1600 hours. The Provider must be able to flex hours on short notice on specific turnaround days to accommodate last minute changes to ship schedules.

MACT also expects to be active on other days for scheduled cruise vessel passenger excursion port calls, or emergency cruise vessel dockings. The Provider shall provide some lesser number of guards on these other active MACT days. The City will coordinate with the Provider on the right size security force for those other active days. It is estimated these other days will number less than 10 in a calendar year, and that the average workforce expected for such days will be one supervisor and five guards for the core hours of 0700-1600.

The Provider shall, in addition to the guards, and whenever guards are present, provide one uniformed security supervisor (“supervisor”) on active MACT days. The role of the supervisor will be to oversee and direct the work of the guards and interact with and take direction from the Cruise Terminal Director (“Director”) or Facility Security Officer (“FSO”), or their designated representatives.

The Provider shall also provide one supervisor on non-active days to MACT when required for meetings or training, upon 24-hour notice by the Director or FSO.

There is no minimum guarantee as to the number of hours the City will employ guard and supervisor services. Cruise line schedule changes or emergency conditions may merit significant changes in actual service requirements. These numbers are estimates only; Provider may only bill and the City will only pay for guard services actually used.

Provider shall have its supervisor and guards attend up to 12 hours of startup training prior to assuming contract services. Training will be provided by the FSO and a location to be determined. Guards and supervisors will be expected to attend annual refresher training regarding MACT operations, and may be expected to attend other training as directed by the Director or FSO. City will pay Provider for these training attendance hours for supervisors and guards.

The Provider shall maintain a roster of at least 15 persons from which to fill the 13 guard positions. All persons on the roster will be pre-approved by the City.

The Provider shall coordinate the time, key access and other conditions for security with the MACT Facility Security Officer (FSO).

Provider shall additionally, independent of the supervisor, monitor the performance of the guards and shall, at unannounced intervals, call on the MACT to determine the manner in which guards and supervisor are discharging their duties. Reports of these



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inspections shall be provided to the MACT Facility Security Officer (FSO), along with monthly time sheets.

Provider shall have a local contact person with a local phone number. The phone is to be manned twenty-four hours a day. The phone is to be manned by a person with the company or an answering service, but not an answering machine. Provider shall respond to phone calls within thirty minutes of receipt by the answering service.

EQUIPMENT AND UNIFORMS

Provider is to provide uniforms for all supervisors and guards. Uniforms shall be distinctly different than those worn by City of Mobile Police. Uniforms must have the identifying company name and include non-slip, closed toe black shoes and standard outerwear applicable to the environmental conditions. The selection of the uniform must be agreeable to the MACT Terminal Director. Uniform appearance must be standard, professional in appearance, with all clothes in good repair, cleaned and pressed, and shoes clean and polished.

Provider will equip its guards with all necessary personal security and safety equipment. This will include sunglasses, safety traffic vests, bottled water, and guard houses. Guards will not carry law enforcement or personal self-defense equipment unless specifically authorized by the Director or FSO.

City will provide all equipment necessary for screening, first aid, and protective equipment for specific missions, including disposable rubber gloves. City will provide communications devices, parking, and restroom facilities.

COMPENSATION

The City will compensate the Provider on a monthly basis for the number of documented and approved hours worked by the guards and supervisors at the agreed-upon hourly rate for the previous month.

Provider will maintain weekly time sheets for all hours worked by supervisors and guards. Time sheets shall track time to the tenth of an hour, and shall include agreed upon break periods. Transit time will not be included.

There will be no differentiation in hourly cost to the City for holidays or for overtime.

In the event there is an increase in the minimum wage required to be paid by Provider, required by law or statute, during the term of this Agreement or any extension thereof, then the amount of the hourly rate bid shall be increased by the amount of the increase in the minimum wage, plus any increased costs of FICA and unemployment tax.

OTHER PROVISIONS

Insurance: Provider shall file certificates of insurance with the City of Mobile naming the City of Mobile as an additional insured. Insurance coverage shall include



Comprehensive General Liability Coverage for Bodily Injury (\$300,000/person, \$500,000/occurrence), and for Property damage (\$100,000/occurrence); Automobile Liability of \$500,000 bodily/property per occurrence), and Umbrella Liability of \$1,000,000/occurrence, issued by a company licensed to do business in Alabama, and naming the City of Mobile as an additional insured.

An insurance policy may not be modified or cancelled without 30 days' prior notice to the City of Mobile. The insurance company shall be licensed in this state, or in the state in which the insurance is purchased, with the name of a designated agent for service filed in the office of the Secretary of State.

E-Verify: Provider may not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. All Providers will be required to provide verification of Enrollment in the E-Verify program. Additional information may be found at <http://immigration.alabama.gov/>.

Business Licenses: Provider will be required to be an Alabama business, or have a Certificate of Authority to do Business in the State of Alabama from the Secretary of State, prior to contract award. Providers are solely responsible for consulting with the Secretary of State to determine whether a Certificate is required.

Provider will be required to hold and maintain a City of Mobile business license.

Upon notification by the City of intent to award, Provider will have 10 business days to provide the Alabama incorporation certificate or Certificate of Authority and the E-Verify numbers to the City before award can be completed.

Non-discrimination: Provider shall abide by provisions of the Mobile City Code, Section 14-1, which prohibits discrimination in employment by Providers and subcontractors performing work for the City.

Disadvantaged business enterprises: Provider shall make every reasonable effort in the use of subcontractors and major suppliers have at least fifteen (15) percent participation by socially and economically disadvantaged business enterprises (DBE). Provider shall indicate their intent to employ DBEs as subcontractors or suppliers in their qualification submission, and complete the City subcontracting and major supplier DBE form at the time of contract signing.

MINIMUM QUALIFICATIONS

The purpose of this solicitation is to solicit the submission of qualification packages to allow the City to determine the Provider whose qualifications, experience, and performance history is best suited to perform the work in this specification. Below are minimum desired qualifications for the provider and site personnel.



- The Provider shall be licensed by the Alabama Security Regulatory Board (“ASRB”) to provide the service described in the below specifications. Evidence of such certification shall be included in the qualifications submission.
- The Provider shall have at least 3 years of experience in successfully providing contract security guard operations involving at least 10 on-duty guard positions. Evidence of such experience shall be included in the qualifications submission.
- Provider’s supervisors, guards, and other staff working at the MACT will be required to have a TWIC (Transportation Worker Identification Credential) before being allowed access to work in the terminal in accordance with the MACT Facility Security Plan. All Provider staff members must have their TWIC card on their person at all times when performing duties at the MACT. There will be no exceptions to this requirement. Vendors shall take into account the up to 30-day application time in acquiring the TWIC credentials for their staffs and plan accordingly so as to have staff ready to assume their duties no later than 1 November 2016.
- Provider’s service covered by this agreement shall be performed by qualified, careful and efficient employees in strict conformity with Alabama Code Title 34, Chapter 27C, relating to the ASRB, and regulations prescribed by the ASRB. Any violations or non-compliance of Section 34-27C may be grounds for immediate dismissal of a particular guard or guards or termination of contract. All supervisors and guards must be currently proficient as required by ASRB standards.
- Guards shall be at least 21 years of age, shall have a high school diploma or G.E.D., and be capable of maintaining order in stressful, confrontational or dangerous situations and of removing from the area, disruptive, unruly persons. No guard shall be employed by Provider until his or her character, reputation as to honesty, sobriety, and reliability have been verified by Provider. All guards shall have successfully passed a criminal background check before placement at the MACT (i.e., no felony or misdemeanor convictions).
- Supervisors must have the same qualifications as guards, and in addition will have at least five years experience in commercial security or law enforcement leadership.
- No supervisor or guard shall be employed at the MACT who is objectionable to the City, for any reason whatsoever. Applications and other records of Provider related to this paragraph shall be open to inspection, copying, and reproduction by the City. Supervisors and guards shall be promptly replaced, at the City’s request, upon notice to Provider.



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QUALIFICATIONS SUBMISSIONS

Submit qualifications packages to be received by the City of Mobile Procurement Department by Thursday, August 18, 2016 in a sealed package or envelope marked:

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Cruise Terminal Security
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Packages may be mailed to
City of Mobile Procurement Department,
P.O. Box 1827,
Mobile AL 36633,

Packages may be delivered to
City of Mobile Procurement Department,
205 Government Street,
4th Floor, South Tower,
Mobile, AL 36644.



QUALIFICATIONS SUBMISSION

Business Name (as on W-9): _____

QUALIFICATION PACKAGE – Please include the following:

1. Current ASRB Certificate (s)
2. Experience History in the last 3 years (see following template)
3. Resumes and Qualifications of Company President/CEO, and key personnel who would be involved in this contract.
4. Description of your training protocol.
5. Experience of your current workforce and the workforce you would intend to apply to this project.
6. Please indicate whether you would intend to subcontract any of the work and identify the intended subcontractors.
7. Photograph of the uniform you would intend to use for this operation
8. Any other information you believe will assist the City to determine your qualifications.
9. IRS Form W9

OFFER AMOUNT

Please submit an offer of the price for which you intend to be able to provide this service. This price is not a binding amount, but if you are determined to be best qualified, this submission will be the basis for determining an appropriate price for services.

Supervisor – hourly rate _____ per hour x 0.2 = _____

Guard – hourly rate _____ per hour x 0.8 = _____

Total weighted offer rate: _____ /hour



SIGNATURE

I certify that the enclosed representations are true and accurate, I am authorized to act on behalf of the indicated proposer, that on behalf of the proposer, I understand and am willing to be bound by the performance specifications of this proposal and the responsive submissions accompanying this document, with the follow exceptions as noted: (if None, write "None" below).

Provider Name : _____

By Authorized Agent (PRINTED): _____

Signature: _____

Title: _____

Address: _____

Phone: _____ Email _____

Point of contact (if other than above):

Name: _____

Title: _____

Phone: _____ Email _____



Experience History (Include with Qualifications)

Bidder: _____ Person Competing Form _____

Contact Phone: _____ Contact Email: _____

	Contract 1	Contract 2	Contract 3
Customer Name			
Location & Venue Type			
Contract Begin and End Date			
Brief Description of Security Services Performed			
Number of Guards Simultaneously on Duty			
Reason for End of Contract			
Customer Reference POC: Name			
Phone			
Email			