

City of Fort Lauderdale Procurement Services Division
100 N. Andrews Avenue, #619,
Fort Lauderdale, FL 33301

RFP City Ambassador Program

12054-585

Bid End Date Nov 30, 2017 2:00pm

Submitted by

H & P Protective Services, Inc.

1560 Sawgrass Corporate Parkway

Sunrise, FL 33323

(888) 443-7005



29829 Greenfield Rd
Southfield, MI 48076
(248) 443-7000

City of Fort Lauderdale Procurement Services Division
100 N. Andrews Avenue, #619
Fort Lauderdale, FL 33301

November 28, 2017

It is my pleasure to submit this complete proposal to the City of Fort Lauderdale for ambassador/security guard services. As the president of H & P Protective Services, Inc. I am authorized to represent, negotiate and execute any agreement between H & P Protective Services, Inc. and the City of Fort Lauderdale.

H & P Protective Services, Inc. was founded in 1985 to primarily provide security services for a wide range of organizations. Our successful execution of services, our high standards set for guards and office staff and our "customization" of security services centered on customer needs demonstrate our desire to be the official security services provider for years to come.

If there are any concerns you may have regarding the accompanying proposal, please contact me at our business address or by telephone at your earliest convenience.

Respectfully,

Frederick E. Hall
H & P Protective Services, Inc.

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Executive Summary

Company: H & P Protective Services, Inc.

Background: H & P was founded in 1985 by police officers. We have provided security and patrol services since 1985 for several large and small professional organizations, special events and conferences, municipal, residential and commercial organizations.

Office: 1560 Sawgrass Corporate Parkway, Sunrise FL 33323

Officers: Frederick Hall, President

Supervisors: Dan Hampton, VP of Security Operations

Ernest Williams, Area Supervisor

Dedan Milton, Guard Supervisor

Project Summary: The City of Fort Lauderdale, Florida (City) is seeking one qualified, experienced and licensed firm to provide private safety and hospitality services (Ambassador Program) for three distinct Entities and respective areas: Beach Business Improvement District (BID) for the Central Beach area, the Northwest Progresso Flagler Height Community Redevelopment Agency (NPF-CRA) for the Northwest Progresso area, and the Downtown Development Authority (DDA) for the downtown area in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP). This includes class D licensed guards to be Ambassadors as well as supervisory staff.

Experience and Qualifications

Company: H & P Protective Services, Inc.
Address: 1560 Sawgrass Corporate Parkway, Sunrise FL
Phone: (888) 443-7005
Fax: (888) 409-4255
Contact: Frederick Hall
Email: fhall@hproserv.com
Web Site: www.hproserv.com
Years of Experience: H & P was founded in 1985
Business Organization: Corporation registered in the State of Florida
Minority Owned Business: Yes
Number of Employees including management: 124

Past projects include providing security/ambassador services for the North American International Auto Show, the city of Detroit Water Department, the City of Birmingham and numerous other conferences and public events. H & P also provides security services for construction projects, residential buildings and neighborhoods, retail stores, large and small corporations.

Approach to Scope of Work

H & P was established in 1985. Our approach to providing reliable, customer centered, security services are developed after many years of experience for a variety of clients.

H & P is full service security organization and we are fully capable of providing the administrative and staff personnel needed for this assignment. With an office location in Sawgrass we are also capable of providing extra personnel and patrol vehicles, when needed, and investigative services.

Based on the details of this proposal the city of Ft. Lauderdale is seeking ambassadors/security guards for the Central Beach area, Northwest Progresso area and downtown area. These areas are represented by different entities. The ambassadors interface with the visitors and residents of the area providing a welcoming environment by having a pleasant attitude, answering questions and providing general assistance when needed.

Providing services to the city of Ft. Lauderdale is a unique opportunity in that it is an ambassador program that requires Class D security personnel to primarily interface with the public. Based on this security guards must be prepared to handle a large variety of issues that can occur with providing service primarily to the public. This requires each guard to provide more than the standard level of guard service. The ambassador service is instrumental to promoting good will to visitors in a friendly, but businesslike manner.

Based on the requirements of the proposal a competent staff must also be placed permanently to handle issues such as, 1) monitoring the assigned area; 2) Disseminating the correct information when asked a question; 3) filing and distributing the numerous daily reports; and 4) Scheduling staff based on Ft. Lauderdale contact requests.

In approaching this unique opportunity the most important aspect is the quality of ambassador that is assigned to the various locations around the city. These proposed

ambassadors will have the experience and qualities necessary to provide and exceed the level of service expected for the assignment. Once the proper personnel are assigned and trained scheduling is done by our administrative staff.

Ambassadors/security guards are assigned to areas where they are familiar with the facilities and people in the area. Whenever possible we will assign guards who live in the actual area to each designated location.

Based on our experience we believe it will take 3 weeks to identify, interview and train the ambassadors and supervisors for each location. Once trained each ambassador will work with an assigned supervisor for several days on-site before working alone at the location. Only when the supervisor is confident that the ambassador is fully ready will that ambassador be left alone to handle the area.

At the start of the contract the supervisory and administrative personnel assigned to the project will meet weekly to assess the progress of the assignment, evaluate the assigned ambassadors, make modifications in procedure, if necessary, and discuss improvements needed. Reports will also be prepared for city of Ft Lauderdale representatives.

Background/Recruiting

Many employees have been with H & P Protective Services, Inc. for several years and the majority of our guards have more than seven years' experience as security service providers. Our recruitment program utilizes traditional communications, such as newspaper and radio advertising; retired public servants and military, head hunter agencies; social media, including many employment centered websites such as Zip Recruiter, Indeed and Monster.com.

Each guard is interviewed and screened by a supervisor and manager. It is mandatory that every security guard pass a complete drug screen.

Assessing and Hiring

There are several qualities a guard is expected to have as a potential security employee. These qualities include, but are not limited to: 1) relevant prior experience; 2) ability to maintain confidentiality; 3) coolness, when under stress; 4) excellent communication skills; 5) written numerical, basic computer and literacy skills; 5) commitment to excellence in customer service, 6) and a high standard of accuracy in reporting and close attention to detail.

Training

We require all of our security guards to complete rigorous in-house and on-the-job shadow training. Also, based on the level of training required to provide service for this contract each guard will receive further in-depth customer service training and conflict resolutions training.

All potential security guards are required to complete a Pre-Assignment Training Course followed by 16 hours of on-the-job training and annual in-service training every year thereafter.

Certified first aid training is required for each guard. This training is performed in-house by a certified first aid training agency.

Special emphasis is given to on-the-job training. Every guard must complete a minimum of 16 hours of on-the-job training. On-the-job training presents live experiences in real-time, conducted at the guard's station. It is the primary method employed for broadening skills and increasing productivity. It is particularly appropriate for developing proficiency skills unique to working for this contract.

Each potential guard is required to watch videos produced by Security Guard Management and receive direct training from a supervisor. Each potential guard must study and be familiar with Ft. Lauderdale's policies and procedures and H & P's employee guideline manual. Based on the requirements of this contract our guards will also receive training on use of force, handcuff techniques and firearms.

Emphasis on written skills are given high priority to insure that Incident Reports are complete, thorough, detailed and comprehensive. Each supervisor and appropriate office personnel are required to complete a course in preparing Incident Reports, using the specific format required by H & P. In-service required workshops are conducted to introduce new procedures and reinforce existing ones.

In Depth Officer Training

H & P offers many courses that must be attended by guards based on their potential assignment. These classes are:

Customer Service Training

This class includes greeting the customer (either by phone or in person), questioning to understand the customer's need or problem, listening, confirming understanding, responding with value, using positive language, eliminating jargon, concluding the phone or face-to-face interaction, dealing with angry customers, and the importance of body language and tone of voice.

Crisis Prevention Training

This class has several teaching goals. This includes focusing on how to prevent challenging behaviors from starting, and to manage them (restraint) once they occur.

Control/Restraint Training

This class covers the very last resort option that can be used in extremely dangerous situations. The techniques taught are fully hands on, up close and personal approaches that include low, medium and high levels of control and restraint.

Sensitivity Training

This class has the goal of making people more aware of their own goals as well as their prejudices, and more sensitive to others and to the dynamics of group interaction. This is especially important for our guards located in public spaces.

First Air/CPR Training

Certified training is provided to all guards so that they are prepared to provide assistance to any person suffering a sudden illness or injury, with care provided to preserve life, prevent the condition from worsening, and/or promote recovery.

References

Company Name: Valeo North America
Contract Term: 2015 – present
Contact Person: Art McClellan, art.mcclellan@valeo.com
Revenue to Present: \$2,400,000

Provide security guard services for their many locations across the United States including corporate offices, plants, parking lot patrol services and warehouse areas.

Company Name: St. John – Providence Conner Creek Hospital
Contract Term: 2011 – present
Contact Person: Ray McLemore Cole, rmclmore@a-mac.com
Revenue to Present: \$1,260,000

Provide ambassador/security services for hospital by interfacing with patients and family as well providing security services for parking facilities and inside the hospital

Company Name: Church of God In Christ
Contract Term: 2009 – present
Contact Person: Karen Shedrick, kshedrick@geicogic.org
Revenue to Present: \$950,000

Provide ambassador/security services within church facilities and conferences and conventions, provide security services for parking facilities

Minority Certification

H & P is certified by the National Minority Supplier Development Council

THIS CERTIFIES THAT

H & P Protective Services, Inc.


NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **MICHIGAN MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 561612

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

<hr/> <p>09/13/2017</p> <p>Issued Date</p>	<hr/> <p>MI01934</p> <p>Certificate Number</p>
<hr/> <p>10/01/2018</p> <p>Expiration Date</p>	<hr/> <p> Louis Green</p> <hr/> <p> Michelle Sourie Robinson, President & CEO</p>

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

Subcontractors

No subcontractors will be used for this contract.

BID/PROPOSAL CERTIFICATION

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) H & P Protective Services, Inc. EIN (Optional): 73-1726785

Address: 1560 Sawgrass Corporate Parkway

City: Sunrise State: FL Zip: 33323

Telephone No. (888) 443-7005 FAX No. (888) 409-4255 Email: fhall@hproserv.com

Delivery: Calendar days after receipt of Purchase Order (**section 1.02 of General Conditions**): 15

Total Bid Discount (**section 1.05 of General Conditions**): _____

Does your firm qualify for MBE or WBE status (**section 1.09 of General Conditions**): MBE WBE _____

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>
<u>1</u>	<u>Oct 5, 2017</u>	<u>2</u>	<u>Oct 12, 2017</u>	<u>3</u>	<u>Nov 1, 2017</u>
_____	_____	_____	_____	_____	_____

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDSYNC you must also click the "Take Exception" button.**

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Frederick Hall
Name (printed)

Signature

November 28, 2017
Date:

President
Title

SECTION VI - COST PROPOSAL PAGE

Proposer Name: H & P Protective Services, Inc.

6.1 Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

6.2 Cost to each Entity: Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

6.3 Contractor shall factor all cost associated with providing ambassador services in the final price for each entity, including requested items listed under sub-section 3.1. General Information/Intent.

6.4 Ambassador Cost by Entity: ESTIMATED ANNUAL HOURS

6.4.1 BID Area/Zones

- Ambassador, Regular Hours 2,268hrs X\$ 13.91 /hr = \$31,547.88 annually
- Supervisor, (non-shared) Hours 1,320hrs X\$ 15.65 /hr = \$20,658.00 annually

6.4.2 The NPF-CRA Area/Zones:

- Ambassador, Regular Hours 3,172hrs X\$ 13.91 /hr = \$44,122.52 annually
- Supervisor, (non-shared) Hours 2,224hrs X\$ 15.65 /hr = \$34,805.60 annually

6.4.3 DDA Areas/Zones:

- Ambassador, Regular Hours 11,024hrs X\$ 13.91 /hr = \$153,343.84 annually
- Supervisor, Regular Hours 2,080hrs X\$ 15.65 /hr = \$32,552.00 annually

6.5 Shared Services between the BID and NPF-CRA:

6.5.1 Shared Supervisor, Regular Hours 948hrs X\$ 15.65 /hr = \$14,836.20 annually

6.5.2 Shared Vehicle

- BID Portion 42% \$ 84.00/week
- NPF-CRA Portion 58% \$ 116.00/week Cost \$ 10,400.00 annually

TOTAL COST \$ \$342,265.84 ANNUALLY

Submitted by:

Frederick Hall
Name (printed)

November 28, 2017
Date

Signature

President
Title

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME

RELATIONSHIPS

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

(1) _____ is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt **and** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
Business Name

(2) _____ is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt **or** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
Business Name

(3) _____ is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.
Business Name

(4) _____ requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
Business Name

(5) _____ requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
Business Name

(6) _____ is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.
Business Name

BIDDER'S COMPANY: H & P Protective Services, Inc.

AUTHORIZED COMPANY PERSON: Frederick Hall Nov 28, 2017
NAME SIGNATURE DATE

CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

_____ Master Card

 x Visa Card

Company Name: H & P Protective Services, Inc.

 Frederick Hall
Name (printed)

Signature

 November 28,2017
Date:

 President
Title

