

DISTRICT  
**WHARF**

# Request for Proposal for Contract Security Services

at

## The Wharf – SW Washington, DC



**Request for Proposal for Contract Security Services at The Wharf (page 2):**

Hoffman-Madison Waterfront invites your firm to provide a proposal to perform contract security services for the new mixed-use waterfront neighborhood, The WHARF.

Proposers are asked to submit items listed in this document and further detailed in the Exhibit to the Request for Proposal (“RFP”).

Deadline for submission is **Wednesday, July 10, 2017 at Noon**

Site tours will occur on **Friday, June 30<sup>th</sup> at Noon** for 2 reps (maximum) per company

Finalist Presentations to be scheduled beginning on **July 18, 2017 at 10 am**

Contract to be awarded on **August 1, 2017 before 5pm**

Contract to begin on **August 7, 2017**

**The Wharf:**

The Wharf is reestablishing Washington, DC as a true waterfront city. This remarkable mile-long neighborhood along the Washington Channel stretches across 24 acres of land and more than 50 acres of riparian rights in the Potomac River—from the Municipal Fish Market to Fort McNair. Hoffman-Madison Waterfront is transforming The Wharf into a vibrant, amenity-rich, 24-hour neighborhood for District residents and international visitors alike, featuring 3.2 million square feet of new residential, office, hotel, retail, cultural, marina and public uses including waterfront parks, piers and docks. Phase 1 of the development is set to have its Grand Opening on October 12, 2017.

**Project Description:**

The Wharf as stated above will be an unduplicated mixed-use destination and entertainment venue for millions of people and host to hundreds of special events and major celebrations throughout the year. The Wharf Community Association has the responsibility to ensure that a strong security framework is put into place to keep all residents, businesses, and visitors safe; to maintain an orderly neighborhood; prevent crime and disorder; as well as thwart terrorism.

Currently, The Wharf remains under construction.

The security framework will be focused on the common public areas located in The Wharf neighborhood to include: the sidewalks, promenade, parks, walkways, streets, alleys, piers and docks. The Wharf Association is seeking a contract company that will focus on being an extraordinary customer service provider. This provider must have a professional, highly trained and managed security team. This team will provide (at a minimum) and must be able to professionally perform the following:

**Request for Proposal for Contract Security Services at The Wharf (page 3):**

- Patrols that are high visibility and proactive
- Intuitive staff for a high-tech command center
- Monitoring camera activity via the Kastle System
- Crowd and traffic control 24-hours-a-day
- A special concentration of awareness during late night hours
- Thorough understanding of a neighborhood with a robust nightlife
- Officers that can meet the demands of special event calendar
- Supervisors who are fully trained and educated in community policing

In August of 2017, a preview opening of The Wharf will occur. It will include residential move-ins (Incanto and Channel Apartments) and the opening of the public parking garage. Additionally, in September and prior to the October Grand Opening, additional residential tenants will move in as well as some of retailers and restaurateurs.

The Wharf Community Association is actively requesting proposals for a security company provider to execute a program detailed below:

Security Service: The Wharf will need professional contract uniformed guards that provide exceptional customer service via proactive patrols and at times maintaining a fixed post, high visibility, use of technology (hand held radios, Kastle camera monitoring system, smartphone), as well as able to handle both traffic and crowd control duties; to include barrier placements and posting signage when directed. The service will be needed 24 hours a day for a calendar year to include holidays; with emphasis on evening and late night hours as well as weekends due to the robust nightlife and special events that will exist. The guards should be able to communicate proficiently in English in both written and verbal form; and able to document incidents. The guards shall be in good general physical and mental health to include proficiency in swimming skills. This contract will not require armed guards for common areas; however, this may be required during special events or when emergencies arise. Insurance shall be kept current.

Security Management and Competence: The Wharf requires a guard company that possesses a management/supervisory team that is hands on and leads by example. This team will need to be able to schedule and deploy highly trained and professional guards as required and ensure that all deployment areas are covered each day. This team must be able to work late night hours and weekends due to the robust nightlife and special events that will be held throughout the year. This team shall conduct inspections of both their guards and the equipment. They also shall conduct audits of their guards' performance; address both deficiencies as well as reward good performance. This team must be able to write reports, analyze data and provide summaries as required. This team shall attend designated meetings both internal and external to the Wharf as

**Request for Proposal for Contract Security Services at The Wharf (page 4):**

well as participate in scheduled drills. A tour of duty and monthly report will be completed for the security director by said members.

*Note:* a primary account manager shall be required; this key incumbent will be the immediate focal point for the contract Security officer program in the interactions with the Wharf's Director of Security

Training: All members of the contract shall possess the basic training required by SOMB (Security Officers Management Branch), and be certified as licensed security officers and/or special police officers. There shall be additional training held specific to The Wharf and its standard operating procedures once contract awarded at no cost to the Wharf. Orientation to The Wharf must be held prior to deployment to a post or patrol. It is expected that the contractor's management team will also host a series of in-service training to keep members up to date with best security practices. Members shall possess certificates/licenses of specialized training if they carry handcuffs, batons, mace and for use of electronic or motorized vehicles. All members shall participate in scheduled drills and offered training that is relevant to the overall safety of the Wharf. Contractor will supply updates and documentation of training to the Wharf monthly.

Technology: All members of said team shall be or become proficient in the use of Wharf security technology to include: Kastle camera monitoring systems, Motorola handheld radios, smartphone, Code Blue duress alarm system; dispatch and the incident reporting tool and analytics.

Transportation: Guards will be required to spend their patrols on foot; however, seeking a contract company that offers the versatility of bicycles and an identifiable electrical T3 vehicle (for emergency use and supervisory use).

Equipment: The contractor would need to supply Wharf-branded uniforms, visibility vests, flashlights, handcuffs, mace, smartphones, and transportation equipment to their guards.

Schedule: This site shall have guard coverage 24 hours a day and the command center staffed. The schedule shall be posted by the contractor 30 days in advance and the contractor is held responsible to fill any open posts or will be subject to liquidated damages. The Wharf may request additional services up to 48 hours in advance without additional costs.

Invoicing/Payment: Invoices will be due monthly and payment will occur after verification of work. All hours outside of the normal eight (8) hour tour will need approval by the Wharf Association and be contingent upon emergency situations.

**Request for Proposal for Contract Security Services at The Wharf (page 5):**

The Wharf will not provide payment to contractor for overtime costs due to lack of staffing.

Duration of Contract: This contract shall be from August 7, 2017 to December 31, 2018, and contract services shall be billed monthly.

**Submission of Proposal:**

The following information should be included in the Proposal:

- Synopsis of Qualifications
- Provide A Recommended Manpower Summation Necessary to Fulfill Scope  
*(to include certified, licensed staff that are in good physical health, able to communicate proficiently in English—in both written and oral form—and can comply with orders and directives; and must be proficient in the technologies listed in this RFP)*
- Organizational Chart
- Headquarters Location and Address
- Capabilities of Firm  
*(to include training, management and quality control plan)*
- Comparable Work to that of The Wharf  
*(highly-trafficked waterfront, mixed-use, urban area)*
- Related Exhibits or Photos of Current and Past Work
- Proof of DHS Safety Act Approval/Certificate – HAS – 107-296
- Proof of First Source Employer
- Fee
- Acknowledgement of Schedule
- References (at least two current clients and one past client)

The appropriate firm must have the following Insurance/Indemnity certifications:

- Commercial General Liability with limits of \$2,000,000 per occurrence  
\$4,000,000 per location aggregate
- Statutory Workers Compensation with Employers Liability with limits of \$500,000
- Business Automobile Liability with a \$1,000,000 limit
- Umbrella Excess Liability with a \$25,000,000 limit
- Professional Liability with a \$2,000,000 limit
- Crime Insurance with a limit of \$1,000,000
- Sexual Abuse and Molestation Insurance with a limit of \$1,000,000 and \$5,000,000 aggregate
- Employment Practices with a \$5,000,000 limit

**Request for Proposal for Contract Security Services at The Wharf (page 6):**

Contractor shall name the Wharf Community Association and all indemnified parties as Additional Insured's.

**Evaluation Criteria:**

Bidders will be evaluated based only on materials submitted. Proposals will be evaluated on expertise, cost considerations and ability to perform work. The following will be used as a guideline for selection:

- Fee and Structure
- Security Management Approach
- Proven Ability to Execute of Security Plan
- Professional Biographies and Team Credentials
- Management/Supervisory Team for Proposed Contract
- Relevant Experience and Collaboration with Key Law Enforcement in Area
- Successful Portfolio of both Current and Past Projects
- All Insurances including Workman's Compensation and General Liability

**Key Deadlines:**

The following dates are important to understand and consider:

Proposal Issuance:	June 23, 2017
Tour of Wharf:	June 30, 2017 Noon (2 reps only)
Questions Deadline:	July 3, 2017
Proposal Submission Deadline:	July 10, 2017
Finalist Presentations:	July 18, 2017 (Begin at 10am at Wharf)
Contract Awarded:	August 1, 2017
Work to Begin:	August 7, 2017

**Submission Instructions:**

Proposal is due on or before Noon on Monday, July 10, 2017 to the attention of Diane Groomes via email at [dgroomes@wharfdc.com](mailto:dgroomes@wharfdc.com). No hard copies will be accepted.

**Other Notes:**

Any questions should be referred to Diane Groomes at [dgroomes@wharfdc.com](mailto:dgroomes@wharfdc.com). Telephone calls are not accepted during the selection phase.

Questions must be submitted by 10am on July 3, 2017.

Responses to all questions will be shared with all interested parties. Please register with Ms. Groomes, if you wish to receive the consolidated questions and answers.

**Request for Proposal for Contract Security Services at The Wharf (page 6):**

Please be advised that the following entities are seeking security services and ask that you provide an addendum draft preliminary proposal and cost considerations for additional scope:

**GARAGE—Additional Scope:**

Related to the Association scope, and to be contracted directly and managed by Garage Owner, bidders are requested to submit a preliminary proposal for Security Services to be performed inside The Wharf's 2 level parking garage.

The Wharf Parking Garage is a two level, underground facility with numerous stairways and elevators that access the external common areas of the project as well as access to individual building lobbies and residential areas. Total parking availability in the 2 levels is approximately 1,500 spaces. The garage is an all-paid facility with electronic passes for monthly parkers and residents.

The top level (G-1) is primarily intended for retail or visitor parking. These customers will get a ticket as they enter the garage and will use pay-on-foot stations to complete their transactions. Cars that valet from the street level will be stored on G-1 as well. The lower level of the garage, G-2 will be used for reserved parking spaces for the Office Buildings, Residences, Condo Owners, the Capital Yacht Club and three Hotels. Some of this parking will be nested behind fencing and will not be in areas covered by this contract.

The Garage facility will be managed by Colonial Parking; however, they will not have direct Security responsibilities for the garage nor will they supervise the Security Services. The Garage does have CCTV cameras. The Garage also has a 'red light-green light' parking availability monitoring system as installed by Park Assist. There are also emergency call boxes located throughout the facility.

Bidders should submit their proposal for Garage Security on an additional pricing matrix, using the same quality of specifications as detailed in the Association bid. Bidders should detail in writing how they would coordinate the services between the garage and the street level program to achieve maximum efficiency of patrol and pricing, while at the same time maintaining a strict border between the responsibilities for liability between the two contracts.

During the onsite walk through bidders will be given details on the specific areas that are to be covered in the garage as well as details on the CCTV and other systems in the garage facility.

**Request for Proposal for Contract Security Services at The Wharf (page 7):**

**OFFICE BUILDINGS—Additional Scope:**

Related to the Association scope, and to be contracted directly and managed by Office Owner/Manager, bidders are requested to submit a preliminary proposal for Security Services to be performed inside The Wharf's two office sites—800 Maine and 1000 Maine. (1000 Maine will be under construction until April 2018)

The office space will have multiple tenants in each building, with multiple offices, elevators, stairwells and lobby entrances.

It will be managed by CBRE and they do have camera systems in place and prefer for the following coverage by contract security:

Lobby security from 6:00am – 10:00pm Monday thru Friday

Lobby security from 7:00am – 8:00pm Saturday and Sunday

Security Patrol for all other hours (checkpoints/patrol schedule TBD)

Bidders should submit their proposal for CBRE office space on an additional pricing matrix, using the same quality of specifications as detailed in the Association Bid. Bidders should detail in writing how they would coordinate the services between CBRE and the street level (common area) program to achieve maximum efficiency of patrol and pricing, while at the same time maintaining a strict border between responsibilities for liability between the two contracts.



**Request for Proposal for Contract Security Services at The Wharf (page 8):**

**RESIDENTIAL BUILDINGS—Additional Scope:**

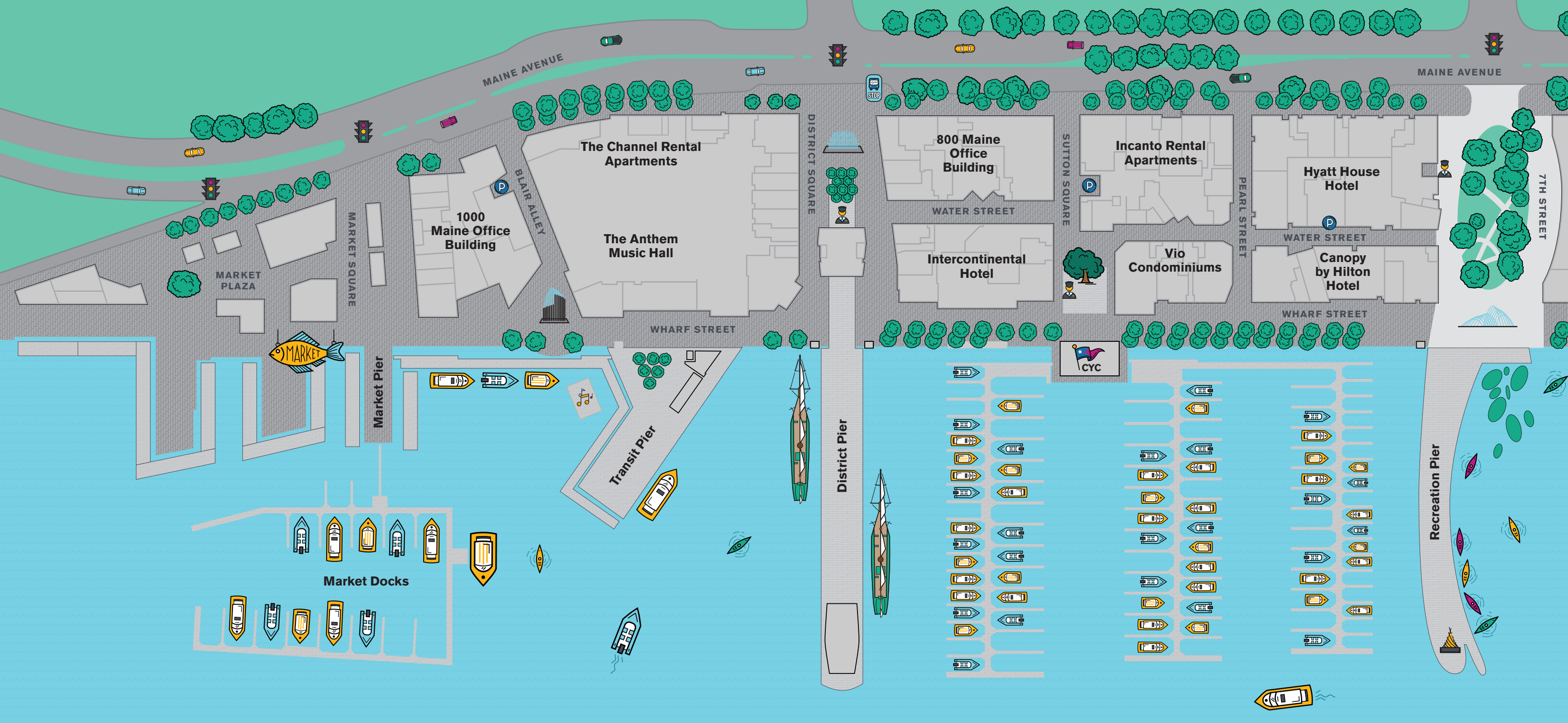
Related to the Association scope, and to be contracted directly and managed by the Residential Office Owner/Manager, bidders are requested to submit a preliminary proposal for Security Services to be performed inside The Wharf's two residential sites.

The Bozzuto Properties group will have two areas within The Wharf at Incanto and The Channel; with lobby entrances located on Maine Avenue and loading docks located within each building (whereas assistance will be needed to ensure deliveries and move ins are coordinated safely).

The loading docks will be managed by Bozzuto Properties and they do have camera systems in place. The following coverage by contract security is requested:

Loading Dock security from 6:00am – 8:00pm Monday thru Sunday

Bidders should submit their proposal for the Bozzuto loading dock on an additional pricing matrix, using the same quality of specifications as detailed in the Association bid. Bidders should detail in writing how they would coordinate the services between Bozzuto and the street level (common area) program to achieve maximum efficiency of patrol and pricing, while at the same time maintaining a strict border between responsibilities for liability between the two contracts.



MAINE AVENUE

MAINE AVENUE

The Channel Rental Apartments

800 Maine Office Building

Incanto Rental Apartments

Hyatt House Hotel

1000 Maine Office Building

The Anthem Music Hall

Intercontinental Hotel

Vio Condominiums

Canopy by Hilton Hotel

MARKET PLAZA

MARKET SQUARE

WATER STREET

WATER STREET

WHARF STREET

WHARF STREET

BLAIR ALLEY

DISTRICT SQUARE

SUTTON SQUARE

PEARL STREET

7TH STREET

Market Pier

Transit Pier

District Pier

Recreation Pier

Market Docks

