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Oakland Chinatown
Improvement Council

REQUEST FOR PROPOSAL

Short-Term Chinatown Unarmed Foot Patrol and/or Vehicle Patrol on an as-needed basis for Oakland Chinatown Improvement Council

RFP ISSUED: Tuesday, May 17, 2022

RESPONSES DUE: Thursday, June 9, 2022 by 5:00 PM (PST)

Direct all questions and submit one electronic proposal (via email) to OCIC sole contact for this contract:

Jennifer Li
Executive Director
Oakland Chinatown Improvement Council
638 Webster St Suite 220
Oakland, CA 94607
(510) 833-1467
Jennifer.Li@ChinatownOakland.org
www.ChinatownOakland.org

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Introduction and Background

The Oakland Chinatown Improvement Council (OCIC) is seeking responses to this Request for Proposals ("RFP") for vendors that can provide unarmed security foot patrolling and/or vehicle patrolling within the boundaries of the Oakland Chinatown CBD (see attached map, Exhibit 1). The personnel assigned to those varied functions may come from one vendor or a combination of vendors that specialize in the various needs of Oakland Chinatown. This contract is anticipated to commence on an initial basis on or around approximately July 1, 2022, and provide geographic coverage within the boundaries of the OCIC District over three months. The initial contract period will be three (3) months with options for renewal on an as-needed basis. The selected contractor will interface with the Executive Director and/ or Clean and Safe Program Coordinator of the OCIC, as may apply.

The OCIC requires that the Vendor(s) provide sufficient personnel to staff a security patrol services and/ or vehicle patrol, who have the requisite skills to maintain a sense of safety, deter, prevent, respond to, and report crime, and who can professionally interact with the members of OCIC, the general public, and City of Oakland staff, and have the skills and abilities necessary to prevent problems and de-escalate situations before they become problems that require police intervention. The OCIC and its Vendor(s) will occasionally need to work collaboratively with the Oakland Police Department and Oakland Fire Department. Therefore, Vendor(s) must meet a standard of professionalism and excellence to maintain productive and friendly relationships with the City's Emergency personnel and the community.

Positive, environmental change in a community can only come about as a result of properly trained personnel who have a clear understanding of the services we are contractually obligated to provide to the property and business owners who are funding these CBDs. The vendor must clearly understand this dynamic and perform as a strong advocate for the CBDs and the goals of its various entities. The CBDs are not public agencies, although they do engage in public safety and community services.

OCIC programming may experience seasonal fluctuations and may require the Vendor(s) to periodically supply additional personnel as needed. The seasonal fluctuations primarily occur over the holiday season and during special events throughout the year, such as Lunar New Year, Mid-Autumn Moon Festival, and others. The Vendor(s) must be capable of sustaining the OCIC Safety Program with support in the event of a major natural disaster.

Not to Exceed Contract Amount:

Contractor(s) shall provide a detailed work plan with a thorough breakdown of:

1. Wages and employment costs and benefits like health, holidays, vacations, sick pay, benefits, etc. provided for each work position, including for the supervisor/ operations manager; and
2. Proposed hours and days for each work position; and
3. All equipment and supplies provided by vendor, as outlined in subsequent section, are to be included in proposal costs.
4. Overhead and administrative costs including a description of other benefits provided to personnel. For example: training, equipment, and other program management costs should be included.

The total cost of the work shall not exceed \$100,000 for security work on an as-needed basis over the period of one year. The security vendors for OCIC will need to interact with OCIC's Chinatown Clean and Safe Ambassador Program, various volunteer safety groups in Chinatown, and local law enforcement.

Schedule of Solicitation and Awards:

OCIC reserves the right to change this schedule for any reason.

OCIC may make a courtesy effort to contact interested parties that this schedule has changed, but interested parties are ultimately responsible for being aware of changes to this RFP by regularly checking the appropriate RFP folder on the **OCIC** website at www.chinatownoakland.org

Solicitation or Contract Event	Date
Request for Proposals Issued	May 17 th
Pre-bid meeting with CS Committee and ED	June 15 th
Proposal Deadline	June 9 th
Notice of Intent to Award Issued (<i>anticipated</i>)	June 24 th
Presentation to Full Board	June 23 rd
Contract Effective Date	July 1 st

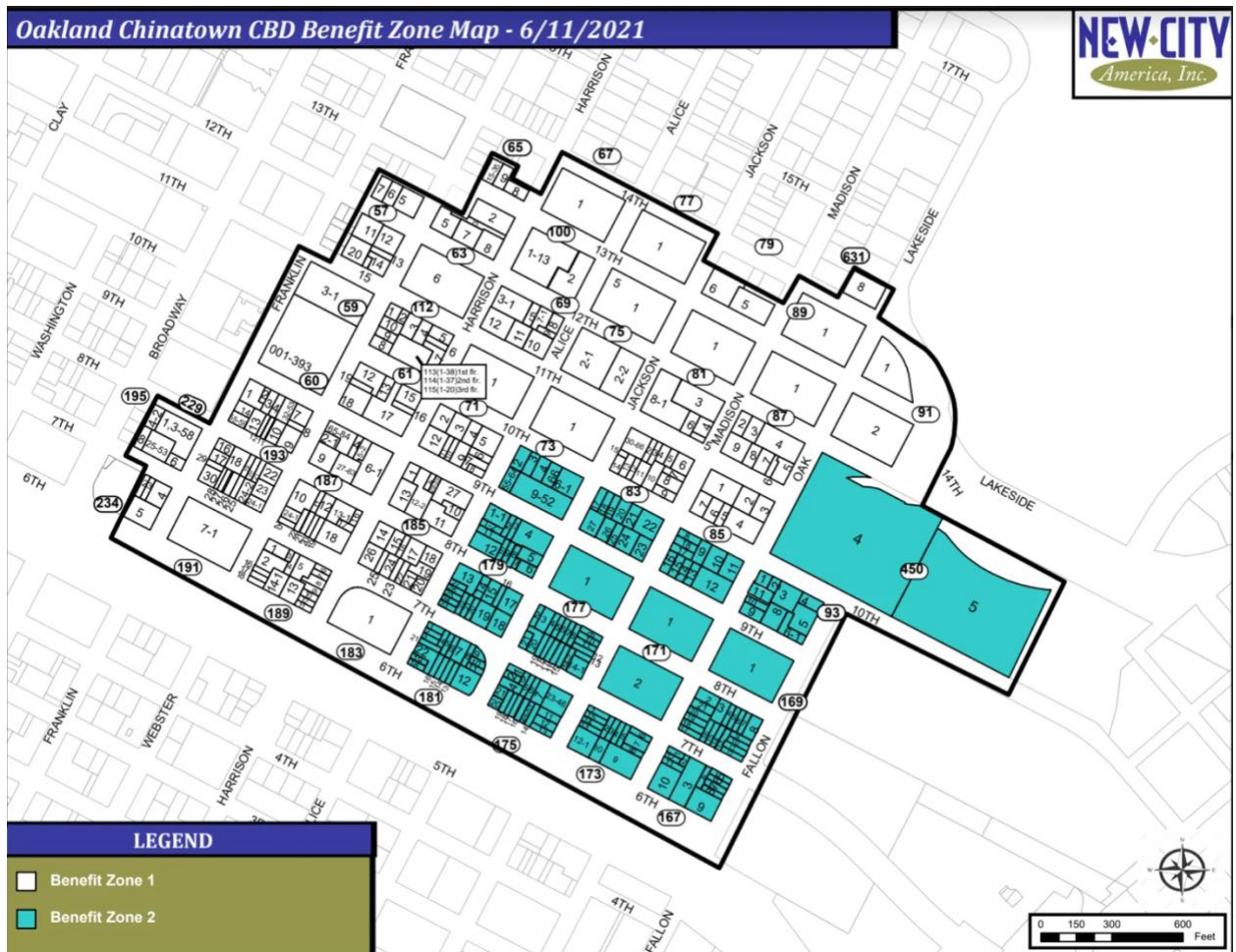
A mandatory pre-bid meeting will be conducted on **Wednesday, June 15th, 2022 at 4:30pm, at 638 Webster St Suite 220, Oakland, CA 94607**. Please designate a representative from your organization to attend this meeting. The Executive Director will be present to answer questions about RFP, the selection process, or to provide any additional information about CBDs. We ask that you RSVP to this meeting via email to Jennifer Li, Jennifer.Li@chinatownoakland.org.

In addition to the pre-bid meeting, selected vendors will be invited for a presentation on **Thursday, June 16th 6:30pm at 638 Webster St Suite 220, Oakland, CA 94607**. The presentation will be given to a panel composed of members of the Oakland Chinatown Improvement Council Board.

Geographic Boundaries of the Oakland Chinatown Improvement Council

OCIC's District boundaries consists of approximately 52 square blocks consisting of 1,116 parcels owned by 858 property owners, including parcels owned by the City of Oakland.. The District is generally bounded by:

- On the south: bounded by the 880 freeway from Fallon Street on the east to Franklin Street on the west.
- On the north: in general, the northern boundary is represented by the parcels on both sides of 13 Street from Webster Street on the west up to Lakeside Drive on the east.
- On the west: Due to the inclusion of Chinatown properties in the 2018 renewal of the Downtown Community Benefit District, the western boundary include parcels on both sides of Franklin Street from the 880 to 8 Street, and then the parcels on the east side of Franklin between 8 Street northward to 11 Street, and does not include the parcels between 11 and 12 Street fronting on Franklin but the remainder of the parcels between 11 and 13 Street jogging northward which will be seen on the maps provided in this plan;
- On the east: parcels on the west side of Fallon Street from the 880 freeway to 10 Street, and then including both the Oakland Museum and Kaiser Convention Center sites, continuing on the west side of 14 Street up to both sides of 14 Street and Lakeside Drive.



Overall Safety Objectives

Through the retention of one or multiple security Contractor(s), the OCIC seeks to accomplish the following:

1. **Visible Program** - To provide visible evidence that the OCIC- funded security program is working on a day-to-day basis
2. **Visible Safety Presence** - Create a visible presence of safety within the boundaries of the District in order to improve the perception of public safety in the area.
3. **Decrease Crime** - Achieve a measurable decrease in all crimes committed within the boundaries of the District. Specifically:
 - i. Provide a presence of public safety in the street and sidewalks within the District by walking foot beats and performing vehicle patrols to observe, report and mitigate street disorder.
 - ii. Deter solicitation, de-escalate conflicts, and other anti-social behavior in the District.
 - iii. Provide resource information to all persons in need or who are currently experiencing homelessness when possible.
 - iv. Interact with social service providers and existing Oakland volunteer groups to promote communication and collaboration on issues of mutual concern of community members in the District.
 - v. Provide safety escorts on foot, or in the patrol vehicle, for residents and community members feeling unsafe.
4. **Team Interaction** - Each individual employee will be required to carry one handheld radio and/or cell phone to communicate with the Contractor's Operations Manager and/or OCIC staff as directed, and other Ambassador co-workers. The selected contractor is responsible to provide and maintain all radios for maintenance personnel.
5. **A Safer Chinatown** – By carrying out the above functions at a consistently high level, the result will be a safer Chinatown. All people, but especially seniors and young children will feel more secure and cared for as they go about their daily lives and business in the neighborhood. Visitors will feel welcome and seen. Merchants and residents will see preventative measures taken to help deter crime, assist and actively engage with community members and merchants, direct unhoused individuals and others in need of assistance to the appropriate resources, that will foster a clean and safe community in Oakland Chinatown.

Scope of Services

The Oakland Chinatown Improvement Council will require scheduling multiple shifts within a given day. We are asking that you provide us with your recommended schedule pertaining to the days and hours you believe OCIC will require. Rotating shifts may be a deployment strategy for all unarmed security personnel and mobile patrol units. The deployment schedule authority will rest with the Executive Director and Program Coordinator in consultation with the vendor. Please provide us with the number of personnel you recommend on each shift accompanied by their pay schedule.

Security personnel are to observe and report and will conduct their operations within the boundaries of the CBDs on foot patrol or vehicle patrol. Security personnel must also meet a minimum level of fitness in order to make their rounds. Vendor must also use an automated timekeeping system for this contract.

Vendor's security personnel must be experienced in basic police patrol style skills. Security personnel are trained to be additional eyes and ears for the police department. Our goal is to be visible, mobile, and responsive. We do not respond to felony police calls; however, we may, from time to time, find ourselves assisting the local police with a felony crime scene investigation as witnesses. We expect Security personnel to understand the basic philosophy of community-based safety and possess exemplary customer service skills. The security personnel will interact daily with merchants, police, and the public and must possess the skills and ability to diffuse and deescalate problems and negotiate with people.

Periodically, Security personnel will use their knowledge of traffic law when undertaking preliminary investigations of drunk/drugged driving. Security personnel will also have to exercise Welfare and Institution Code knowledge in handling juveniles and the mentally ill.

Vendor safety personnel will be required to perform many tasks that include, but are not limited to the following:

- Provide a presence of safety in the areas within the District by conducting a potential combination of vehicle patrols and walking beats assigned by the Shift Supervisor based on reported areas of high rates of crime and calls for service.
- Attempt to stop criminal conduct and street disorder wherever possible by observing and reporting such conduct and disorder to the Oakland Police Department or Alameda County Sheriff's Office.
- Report criminal activities to OPD, OFD, or ACSO, avoiding participation in arrests or criminal investigations except in an emergency, or when specifically requested or directed by OPD/ ASCO/ BART officers to assist.
- Clear communications with local business, other Safety managers in various buildings, visitors, and CBD stakeholders
- Interviews of persons and witnesses
- Basic and comprehensive report writing that documents Security personnel actions and meets OCIC's requirements; this will include the use of tracking systems to be provided by the vendor
- Knowledge and discharge of basic self-defense techniques as directed by OCIC management and recommended by vendor
- Response to specific plans and directions that are tied to crime reduction plans adopted by OCIC
- Maintain close and professional relationship with the Oakland Police Department, Oakland Department of Transportation, Oakland Fire Department, BART Police, Alameda County Sheriff's Department, the District Attorney's Office and local merchants in the districts
- Evaluation of persons for the presence of mental illness or drug abuse and the arrangement of the appropriate response from nearby service providers
- Ability to use a 2-way radio in a professional manner and basic computer word-processing programs for report writing
- Ability to work in small teams on rotating shifts that include "swing" hours
- Maintain sensitivity to "quality of life" conditions such as graffiti, trash, human waste and arrange for appropriate action to be taken and the ability to work with other vendors to achieve the OCICs' maintenance goals
- Supervision to be provided by the Vendor

Shift Supervisor - Supervises Ambassadors and ensures compliance with company policy, district policies, and ensure the proper preparation of incident reports. Must possess **Private Patrol Officer's**

(PPO) qualifications/certifications and have demonstrated good judgment and leadership skills. Ideal supervisor will have worked in a Community Benefits District or local police agency. Supervisor will interact on a regular basis with local authorities, local businesses.

Foot Patrol and Vehicle Patrol Security Personnel - Must be energetic and in excellent physical condition to patrol. Daily contact and incident reports are required. Please explain the ratio of vehicle patrol versus foot patrol security personnel that you would deploy.

Dispatch - Please explain how you will receive calls requesting safety services and how the dispatch of Ambassadors will occur. Elaborate on your communication program to illustrate the most efficient use of safety and OCIC resources.

General Required Training of Ambassadors - OCIC requests that the vendor lists the specialized training and advanced officer instruction that will be provided to personnel working on this account. The list should include programs devoted to leadership development, supervisor training, community policing techniques, officer safety, communications techniques, and customer service. Additionally, the vendor must comply with all government mandated training programs.

Reporting - It is a requirement of this contract that the vendor be able to provide monthly reporting to OCIC Management staff. Reports will need to identify key issues within OCIC boundaries, highlight agreed upon stats that demonstrate the work being done in OCIC boundaries, and truly give CBD management staff a usable tool for advocating on behalf of the districts.

Required Certifications - All personnel serving OCIC as security personnel must be in possession of or have a:

- Valid guard card
- First-aid trained and certified
- CPR trained and certified
- High school diploma or equivalent
- All security personnel must satisfactorily pass the following background checks:
 - Narcotics- supervised urine checks
 - Verification of social Safety number
 - Criminal
 - Report writing test
 - Medical
 - Legal residence status

Reporting Requirements - All reporting must be done through a computerized software that CBD management can have access to. Below are the minimum daily tasks that each staff must track and report:

Daily Activity Reports to include but not limited to:

- Provide number of public and merchant contacts
- Times and detailed descriptions of foot and vehicle patrol routes
- Suspicious Activities not resulting in an incident
- Safety escorts given

Incident Reporting - to be provided for any and all incidents which security personnel respond to or are notified of occurring within the boundaries of the District. Incident Reports shall include, but not be limited to the following:

- Medical Emergencies
- Injuries
- Robberies / Thefts
- Violent Crimes
- Trespassing
- Engagement with any members of the community that required specific help or support services
- Any and all communication with law enforcement agencies
- Potential and Current Safety Hazards

Good Standing - Bidders must submit evidence, with their RFP, that the company is licensed and in good standing with the State of California Bureau of Safety and Investigative Services.

Equipment and Supplies Vendor will be Required to Provide

The vendor will be required to provide items including, but not limited to: uniforms, two-way radios, two-way radio recording device, supplies, gloves, cell phones, incident report forms and or reporting technology, enhanced training when needed.

Company Information

As a minimum, each RFP package shall contain the following:

1. A brief history of the Company, to include names of directors, branch manager, and account manager.
2. Provide information on contracts that you possess with within the Bay Area and Oakland.
3. Professional references from past and present clients; at least three total professional references.
4. A statement outlining the Company's ability to maintain and provide at all times exceptional, high-quality levels of service consistent with the requirements defined in the RFP and as specified by the CBDs.
5. A brief summary of the vendor's ability to maintain full service during possible emergencies and a statement outlining how the priorities of the District's contract in relation to other existing contracts will be determined.
6. Sufficient information to indicate the vendor's ability to provide an adequate number of permanently staffed, suitably qualified personnel during the term of the agreement at any and all locations.
7. A sample copy of vendor's forms and procedures for investigating and reporting all types of incidents.
8. Complete description of personnel policies and practices, including employment requirements, protocols for pre-employment medical examinations, drug testing and selection procedures.
9. The vendor's license details and expiration dates where applicable.

Contractor's Representations

The Contractor, by submitting a bid, represents that:

1. The vendor has read and understands the contents of the RFP information packet and the bid is made herewith.
2. The vendor, before submitting a proposal, understands that the vendor must: a) examine the RFP information pack and exhibits; b) visit the site and become familiar with all local conditions which may in any manner affect the cost, progress or performance of the services; and, c) become familiar with all applicable Federal State and local laws, ordinances, codes, rules and regulations that may in any way affect the cost, progress or performance of the services.

Insurance

The successful Contractor must provide a Certification of Insurance in accordance with the RFP.

Baseline Insurance Requirements

The successful contractor shall be required to carry the following insurance from an A-rated company admitted in California and acceptable to the CBDs. Further, the contractor shall name the CBDs, its Ambassadors, directors, administrators and employees as additional insured

General Liability, Automobile, Workers' Compensation and Professional Liability

Contractor shall procure, prior to commencement of service, and keep in force for the term of this contract, at Contractor's own cost and expense, the following policies of insurance or certificates or binders as necessary to represent that coverage as specified below is in place with companies doing business in California and acceptable to the City. If requested, the Contractor shall provide the City with copies of all insurance policies. The insurance shall at a minimum include:

Commercial General Liability insurance shall cover bodily injury, property damage and personal injury liability arising from premises operations, independent contractors, products-completed operations, personal & advertising injury and contractual liability. Coverage shall be at least as broad as the Insurance Services Office Commercial General Liability coverage (occurrence Form CG 00 01)

Limits of liability: Contractor shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than \$2,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

Automobile Liability Insurance. Contractor shall maintain automobile liability insurance for bodily injury and property damage liability with a limit of not less than \$1,000,000 each accident. Such insurance shall cover liability arising out of any auto (including owned, hired, and non owned autos). Coverage shall be at least as broad as the Insurance Services Office Form Number CA 0001.

Worker's Compensation insurance as required by the laws of the State of California. Statutory coverage may include Employers Liability coverage with limits not less than \$1,000,000 each accident, \$1,000,000 policy limit bodily injury by disease, \$1,000,000 each employee bodily injury by disease. The Contractor certifies that he/she is aware of the provisions of section 3700 of the California Labor Code, which requires every employer to provide Workers' Compensation coverage, or to undertake self-insurance in accordance with the provisions of that Code. The Contractor shall comply with the provisions of section 3700 of the California Labor Code before commencing performance of the work under this agreement and thereafter as required by that code.

Professional Liability/Errors and Omissions insurance appropriate to the contractor's profession with limits not less than \$2,000,000 each claim and \$2,000,000 aggregate. If the professional liability/errors and omissions insurance is written on a claims made form: The retroactive date must be shown and must be before the date of the contract or the beginning of work.

Terms Conditions and Endorsements

The aforementioned insurance shall be endorsed and have all the following conditions:

Insured Status (Additional Insured): Contractor shall provide insured status using ISC (endorsement CG 20 10 or its equivalent) naming the City of Oakland, its Councilmembers, directors, officers, agents and employees and volunteers as insured's in the Comprehensive Commercial General Liability policy. If Contractor submits the ACORD Insurance Certificate, the insured status endorsement must be set forth on a CG 20 10 (or equivalent). A STATEMENT OF ADDITIONAL INSURED STATUS ON THE ACORD INSURANCE CERTIFICATE FORM IS INSUFFICIENT AND WILL BE REJECTED AS PROOF OF MEETING THIS REQUIREMENT; and

The Workers Compensation policy shall be endorsed with a waiver of subrogation in favor of the Oakland Chinatown Improvement Council, its members, directors, officers, agents, affiliates and related entities and their successors and assigns, the City of Oakland, its Councilmembers, directors, officers, agents and employees for all work performed by the contractor, its employees, agents and subcontractors.

- Certificate holder is to be the same person and address as indicated in the "Notices" section of this Agreement; and
- Insurer shall carry insurance from admitted companies with a Best Rating of A VII or better.

Insurance Interpretation

All endorsements, certificates, forms, coverage and limits of liability referred to herein shall have the meaning given such terms by the Insurance Services Office as of the date of this Agreement.

Proof of Insurance

Contractor will be required to provide proof of all insurance required for the work prior to execution of the contract, including copies of Contractor's insurance policies if and when requested. Failure to provide the insurance proof requested or failure to do so in a timely manner shall constitute grounds for rescission of the contract award.

