

**IFB 16-48 TECHNICAL SPECIFICATION  
FOR  
CITY OF LOWELL MUNICIPAL PARKING SECURITY OPERATOR**

**A. INVITATION**

The City of Lowell, Massachusetts is seeking sealed written bids from qualified Professional Security Companies (“the Operator”) to secure certain public parking facilities within the City. All facilities are set up to accommodate transient, monthly and validated parking demands.

**B. THE CITY’S PARKING FACILITIES MANPOWER REQUIREMENTS**

The following represents the security coverage to be required under this agreement at the City’s various municipal parking locations. Weekly security hours are to be billed for actual hours worked and at the hourly rate stipulated in the bidders “Invitation for Bids.”

**1. Leo A. Roy Municipal Parking Facility**

A **1,012 space** facility located in the heart of the Lowell Central Business District. Built in 1978, the garage is used to meet the diverse needs of the Lowell community.

**2. Lower Locks Municipal Parking Facility and Davidson Street Parking Lot**

A **963 space** facility located on the eastern fringe of the Lowell Central Business District. The garage, which was built in 1985, and services the needs of the Doubletree Hotel, Middlesex Community College, Memorial Auditorium, Lowell District Court and the surrounding community. The Davidson Street Parking Lot (215 parking spaces) located proximate to Middlesex Community College and Lowell Memorial Auditorium and Merrimack Repertory Theatre serves parking needs of those facilities.

**3. George A. Ayotte Municipal Parking Facility**

A **1,250 space** facility located on the northern fringe of the Lowell Central Business District, and was completed in 1988. This garage meets the demands of Lowell High School, Paul E. Tsongas Arena and the refurbished Wannalancit project, as well as providing parking for the surrounding community.

**4. Joseph M. Downes, Sr. Municipal Parking Facility**

A **1,141 space** facility located in the heart of the Lowell Central Business District, which was built in 1991. This garage meets the demands of Middlesex Community College, the refurbished Boott Mills complex as well as providing parking for the surrounding downtown businesses.

**5. Tsongas Arena “Lot A”**

A **250 space** parking lot – adjacent to the Tsongas Arena for Special Events, Arena and surrounding Businesses.

**6. Edward J. Early Jr Parking Facility**

A **950 space** facility – located at 135 Middlesex Street – meeting the needs of condominium owners, surrounding businesses. The first floor will house a Lowell Police Training Facility and a full service Registry of Motor Vehicles (to be constructed)

**NOTE:** THE SCHEDULE OF TOTAL HOURS AND ASSIGNED COVERAGE FOR EACH GARAGE REFLECTED IN THE FOLLOWING SCHEDULE ARE SUBJECT TO CHANGE UPON THE CITY’S DIRECTION WITHOUT A CHANGE OF CONTRACT OR INCREASED COST TO THE CITY. THE CONTRACT MAY BE AMENDED TO REFLECT ADDITIONAL HOURS AT THE CITY’S DISCRETION AT THE SAME HOURLY RATES REFLECTED IN THE ORIGINAL CONTRACT.

**PARKING SECURITY COVERAGE SCHEDULING**

MON-FRI	7AM – 3PM	3PM-11PM	11PM -7AM	NO.SHIFTS	
Davidson	1 @ 9am-5pm	As Needed	R	5	
Ayotte	1	1	1	15	
Roy	1	1	1	15	
Downes	1	1	1	15	
L.Lockes	1	1	R	15	
Lot A	1	1 @6pm - 11pm	R	5	
Early	1	1	1	15	85

SAT-SUN	7AM – 3PM	3PM-11PM	11PM-7AM	NO.SHIFTS	
Davidson	As need	R	0	As need	
Ayotte	1	1	1	6	
Roy	1	1	1	6	
Downes	1	1	1	6	
L.Lockes	1	1	1	6	
Lot A	As needed	1 @ 6pm-11pm	R	2	
Early	1	1	1	6	32

Total Account MGR 40 hours

117

R = rove Patrol/All

As Needed=LHS/Arena Event

7/5 Total Hours (117 x 8 hour shift = 936 hrs per week) = 48,672 per year

Security Guard and 2,080 hrs for MGR

Total = 50,752 hrs

6. Maintenance of security golf carts and patrol gas. Expenditures in excess of funds allocated to a particular line item will be a liability of the Operator and not subject to reimbursement by the City. Any revisions or amendments to the approved operating budget must be made in writing by the Operator and approved by the City as an amendment to the Security Agreement. The City owns the golf carts that the Security firm will operate, maintain and fuel. Vendors are required to use the City owned carts. The golf carts and GEM-e2 vehicles are electric. The current **annual** maintenance cost is \$10,000 for these carts/vehicles.
7. The Operator shall staff the parking facilities with trained, competent personnel, in uniform, as required to secure the facilities at a high level of performance. The City will require an on-site operation system manager, who possesses commensurate experience to meet the responsibilities of said parking facilities.
8. All of Operators personnel:
  - a. shall be CORI & SORI checked prior to rendering any service for the City under this agreement
  - b. shall wear photo ID badges or cards in plain view at all times on the job
9. The Security Agreement shall be subject to oversight and compliance checks at any and all times with or without prior notice, by the Superintendent of Police, or any of his subordinate officers and/or by the Assistant City Manager (Operations) and/or by the Parking Director.
10. The Operator (Security):
  - a. shall provide escort service for patrons as approved by the Parking Director and Police Department (East Sector Commander); and
  - b. shall provide to Parking Director at all times the security workforce personnel schedule with names and hours of work; and
  - c. shall require security personnel to check entire garage for damage, graffiti, etc., and shall report such damage immediately to the account Manager. The Account Manager will then forward the information to the appropriate party.
  - d. shall require all security personnel to tour each level of the garage on motorized Security Carts.
    - (i) Shall require all Security personnel to conduct 45 minute tours of garage utilizing motorized Security Carts.
    - (ii) to maintain a handwritten permanent log for each shift in each garage in which entries are made of any unusual activities, incidents, and the general conduct of the shift which log shall be maintained and kept by the Operator but subject to inspection at any time by the Parking Director or the Police Department.

- e. Shall require all Security personnel to issue garage violation warnings to vehicles in violation of policies and procedures.
  - f. Account Manager shall prepare and submit each Tuesday, a weekly report of the previous week regarding Police activity within the garages and any Security issues.
  - g. Security personnel shall assist the Garage Management with the Security of the Pay Station while monies are being replaced or exchanged.
  - h. Security personnel, when possible shall monitor the video surveillance cameras which are located in each garage.
  - i. Post and keep current any special or general orders for Security personnel pertaining to each garage.
  - j. Security personnel shall respond to incidents within the garage or when called upon by the garage management.
11. The City reserves the right at any time during the contract period to require reallocation of security personnel employed by the Operator.

**C. TERM OF PROPOSED AGREEMENT**

- 1. The City expects that the term of the Security Agreement will be for three (3) years (renewable each year), commencing January 1, 2016 and ending December 31, 2018. The contract may be canceled if funds are not appropriated.
- 2. The Price Offered will be based on the security fees, for all contract services, payable monthly, for the term of the Agreement, in accordance with the City of Lowell Reserve Ordinance. The City shall have the right to increase or decrease manpower requirements as deemed necessary. Operator must include in bid all hourly (both regular and overtime) for all security services to be provided.

**D. MINIMUM CRITERIA:**

**Failing to meet the minimum criteria will result in bid being deemed non-responsive**

1. Bidder can show evidence of 4 years of successful operating experience of multi-space parking facilities.
2. Bidder has provided security for a minimum of ten (10) parking facilities during the past year, and three (3) of these facilities must be multi-level parking garages with at least 1,000 parking spaces and one (1) must be a municipal facility.
3. Specific security experience, including a client listing of facilities managed during the past three years. Three references required, one must be a municipal parking facility.
  - a. Bidder shall explain their experience in providing security and personnel who will have performed the same duties as required in this IFB. Including checking the fire alarm systems, safety of vehicles, doors, pay station, entrance/exit gates, all ramps, stairwells, elevators, and each garage level. Include how information is recorded/documented. Failure to show evidence/experience in providing said security procedures will render your bid non-responsive.
4. Training: All security personnel must receive 8 classroom hours of general studies in security, of which at least 2 hours of classroom hours of studies are in garage security. Bidder must show evidence of a comprehensive training program, include all handouts, employee handbooks, policy and procedure manual, ect.
5. All newly hired security personnel will be trained before working in a City facility and then be given an evaluation within the first 3-6 months of their employment, which will be followed by a comprehensive evaluation by the end of their first year. All other personnel will receive a yearly evaluation.
6. Security Personal Pay Rate: Must be at least the Massachusetts minimum wage
  - a. January 2016 rate is \$10.00 hour
  - b. January 2017 rate is \$11.00 hour
  - c. January 2018 rate paid must be at least Massachusetts minimum wage
7. Supervisor Pay Rate: Must be at least \$2.00 per hour more than the Security personal rate.
8. Supervisor must possess a GED or better, 2 years of experience in the security field and of that 1 year of experience was directly involved in garage security, as a supervisor.

9. One Supervisor on a per shift basis inspects all City Garages and reports to the City.
10. Bidder will schedule security guards to serve no longer than eight (8) hour shifts except to cover unscheduled and unforeseen absentees.
11. Bidder will station specific security personnel at the Lowell Garages for 2 -3 years and rotate these people in all of the Lowell Garages.
12. Agree to provide the insurance requirements outlined below. Certifications of Insurance will be provided to the City and the City is to be added as co-insured.
  - a. General Liability for bodily injury and personal injury (Two Million dollars per occurrence/aggregate limit).
  - b. General Liability for property damage (Two Million dollars per occurrence/aggregate limit).
  - c. Excess Liability (Two Million Dollar limit).
  - d. Third Party Fiduciary Bond (\$50,000.00 limit).
  - e. Worker's Compensation (in accordance with statutory limits).

**E. SUBMITTALS:**

1. The legal name of the Security Operator (and parent company, if applicable); type of organization, ownership information.
2. Description of any litigation, pending judgments, etc., which could affect the Operator's ability to enter into an Agreement with the City; description of the circumstances involved in any defaults by the Operator or termination of the Operator's services by a client during the past three years.
3. The proposed responsibilities of the Security Site Supervisor, and the Operator's plan to staff the City's facilities and to supervise the Lowell operations from its home and/or regional office in accordance with the City's needs and requirements.
4. Illustrative example of parking security operations manuals produced and/or used by the Operator and proposed to be used in the Lowell contract.
5. A copy of the proposer's insurance policy must be provided to the City at the time of the signing of the contract and on an annual basis thereafter.

6. A description of the Operator's and proposed Security Site Supervisor experience in the specialized areas of: communications; including the extent of use of two-way radios, telephones, written work orders and memorandums; oral work orders
7. Any additional information the operator feels demonstrates its' experience capability and interest in providing services required by the City.
8. The company awarded this contract will provide the City of Lowell's Parking Director certified payroll records on the first of each month. The employee pay rates must equal or exceed the minimum requirements contained within this bid.
9. The Security Operator will supply radios that are required for communications between the officers and the Security home base.
10. The Security Operator will provide a patrol car. Fuel is the responsibility of the contractor. Past contractor vehicles average 70 miles per day.

**F. GARAGE INSPECTION:**

Appointments for inspection of the City's parking facilities must be directed to Nick Navin, Parking Director, City of Lowell, 978-674-1565.

**G. FAQ's:**

BASIS OF AWARD (pricing page) – does the "Regular Rate" represent the annual cost divided by 50,752 hours per year?

Answer - 48,672 per year for guards & 2,080 hrs for MGR using regular rates

Does the 50,752 hours include special events?

Answer - YES

Are special events currently billed at the Overtime Rate?

Answer - NO

Is a "Supervisor" position on duty 168 hours per week or 8,736 hours per year?

Answer – YES, to both

Is the Rover (R) position the supervisor?

Answer - YES

Regarding maintenance of City owned security golf carts and patrol gas, are the golf carts gas operated or electric?

Answer – ELECTRIC

Is this fuel item in that section strictly for City owned golf carts and not for the operation of the security patrol vehicle owned and provided by the contractor?  
Answer - YES

Regarding maintenance of City owned security golf carts, is the \$10,000 budget exclusively for operation of City owned golf carts and not the security vehicle owned and provided by the contractor?  
Answer - YES

On page 3 of the Technical Specification, Item #7 – is the “on-site operation system manager” the same position as the MGR and Security Operator referred to at the bottom of the “Parking Security Coverage Scheduling” sheet?  
Answer - YES

Regarding the Technical Specification, section E. SUBMITTALS, #9, radios - how many radios are provided by the contractor? Is there a technical specification for the radios? Is the home base radio owned by the contractor or the client?  
Answer - CITY DOES NOT PROVIDE RADIOS

Can you provide a schedule of events forecasted for the next year?  
Answer - 3 yr history in the garage management tech specs

What is a typical manpower request for a special event? (Hockey game or concert)  
Answer - to be organized per event, as requested