

REQUEST FOR PROPOSALS
Hillsmere Shores Improvement Association, Inc.

HSIA RFP 24001: Secondary Duty Law Enforcement
RESPONSES DUE BY March 4, 2024

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I. BACKGROUND

The Hillsmere Shores Improvement Association, Inc. (HSIA) is seeking responses to a Request for Proposals (RFP) for security patrol by an off-duty county law enforcement officer. Hillsmere Shores is located 3 miles southwest of historic downtown Annapolis, Maryland in Anne Arundel County. It is a quiet, waterfront community of approximately 1200 homes.

A priority for this contract is maintaining a safe environment for residents throughout the neighborhood and in community areas including the Hillsmere Beach, community piers, the Hillsmere Marina, the community property bordering Harbor and Great Lake Drives, the Community House, and the Hillsmere Pool. This will be achieved through enforcement of all local laws within the officer's jurisdictions, including maintaining posted speed limits throughout the community, and through enforcing Hillsmere's posted rules regarding residential access to community assets.

II. INTENT

It is the intent of these specifications, terms, and conditions to describe the scope of work for off-duty Anne Arundel County Law Enforcement Officer patrols of the Hillsmere Shores community. HSIA intends to award a contract to the individual or firm whose response conforms to the RFP, meets the Association's requirements and interests, and represents the **best value**.

III. SCOPE

HSIA is seeking a Contractor to provide monitoring and security services 18-24 hours per week. Hours should include 3 shifts of 6 to 8 hours on rotating days and at various times of day. The hours required include:

1. **Three patrol shifts, completed between the hours of 6 am and 8 pm each week.**
2. **Two of the three patrol shifts must include the high traffic time periods between 6 am and 9 am and between 2 pm and 7 pm, on Monday, Tuesday, Wednesday, Thursday and Friday.**
3. **There may be no gap of more than 96 hours between shifts.**

Winning bidders will need to provide proof of insurance via their local law enforcement department.

The services will consist of the following:

- **Providing security in full uniform and carrying department-issued weapons.**
- **Driving patrol through the neighborhood, covering the extent of Hillsmere's 15 miles of roads at least once per week.**
- **Monitoring violations of all applicable local laws within the officers jurisdiction, including posted speed limits. Conduct traffic stops and report unregistered vehicles.**
- **Enforcing posted signage with regard to resident-only areas within the community and asking those present if they are residents. Turn away beach and marina entrants that are not residents and guests.**
- **Exercising powers of arrest and use of force when appropriate.**

Reporting duties will include the following:

- **Reporting public information regarding security issues including: closest street address; description of issue, time and date to Security Chair and HSIA Private Security (when actively employed) via email within 3 hours of its observation.**
- **Logging vehicle miles traveled while on patrol each shift and reporting them to the HSIA Security Chair weekly.**

HSIA's Security Chair will serve as the liaison between the Contractor and HSIA for all outreach and information-gathering needs. HSIA expects to assist with gathering the

required information for the performance of the work. Seamless communication between HSIA’s Security Chair and the Contractor throughout the duration of the contract is critical to its success.

IV. PROPOSAL PROCESS

HSIA, at its sole discretion, reserves the following rights:

1. Supplement, amend, substitute or otherwise modify this RFP at any time prior to vendor selection;
2. Determine which respondent, if any, shall be selected;
3. Cancel this RFP with or without the substitution of another RFP;
4. Require one or more respondents to supplement, clarify or provide additional information to evaluate the proposals submitted;
5. Conduct investigations with respect to the qualifications and experience of each respondent;
6. Waive any defect or technicality in any proposal received;
7. Reject any portion of any proposal and/or reject any or all proposals, to waive any informalities or irregularities in the proposals or to re-advertise.

V. RFP SCHEDULE

PROPOSED TIMETABLE*

February 19, 2024	Request for Proposal to Prospective Bidders
March 4, 2024	Proposal due date
March 8, 2024	Staff Review Complete
March 11, 2024	Meeting with Selected Firms
March 15, 2024	Potential Negotiations
March 15, 2024	Complete Recommendations to HSIA Board
March 22, 2024	HSIA Board Meeting
March 22, 2024	Conditional Contract Award

VI. PROPOSALS - HOW TO APPLY

Proposals must be emailed to HSIA’s Property Manager, Robin Clark, at PropertyManager@hillsmereshores.org, or postmarked to Property Manager, Hillsmere Shores Improvement Association, ATTN: HSIA RFP 23001, PO Box 3485, Annapolis, MD 21403, by March 4, 2024.

The proposal should not exceed six pages and must include a statement of qualifications.

The statement should include:

1. A cover letter, signed by an individual or authorized representative of the firm that states the information provided in the statement is true, accurate, and current.
2. Name of individual or firm's primary point of contact including address, telephone number, and email address.
3. The proposed work plan, addressing all items in Section III, SCOPE, including equipment and number of employees to be assigned and other details as available. Describe your backup plan for times when there are staffing shortages.
4. A pricing proposal as detailed in Section XI, PRICING.
5. Qualifications or certifications of persons to be performing work. Winning bidders may be required to provide applicable training, certifications, or licenses.
6. 2-3 professional references for which the individual or firm has performed similar services within the past five years. Include project location, type of work, and the client's name and telephone number.
7. The proof of the insurance required for this work via the bidder's local law enforcement department.

HSIA reserves the right to accept or reject any or all proposals. Contact the Property Manager at propertymanager@hillsmereshores.org with questions regarding how to apply. No responses will be provided verbally. Any responses and any clarifications of the RFP will be shared with all applicants as addenda and become a part of this RFP.

VII. INTERVIEWS

HSIA will select one or more responsive proposals and invite representatives of those firms to engage in selection interviews. These interviews will take place at the Hillsmere Shores Improvement Association facilities in Annapolis, Maryland, and will be scheduled at the convenience of the interviewers. Inability to participate in the interview process may disqualify the firm from further consideration.

VIII. EVALUATION AND AWARD

The contract resulting from this RFP will be a best value procurement. HSIA will conduct interviews before awarding the contract. Although cost will be a factor in making the award, it will not be the sole or necessarily determining factor. HSIA will base the award on the basis of the cost, experience, and qualifications of the vendor and reserves the right to reject any or all bids.

Evaluation criteria:

1. Complete response to all required items;
2. Ability to provide timely, responsive, effective services and to meet project requirements over the term of the agreement;
3. The experience, and efficiency of the individual or firm and the quality of performance of previous contracts;

4. Such other information as may be secured having a bearing on the decision to make the award; and
5. Price.

Terms and Conditions:

1. HSIA reserves the right to reject any and all proposals, to waive any irregularities in any proposal or in the proposal procedures and to accept or reject any item or combination of items. The award will be to the bidder whose proposal, in HSIA's opinion, is the best, taking into consideration all aspects of the bidder's response.
2. Bidders shall thoroughly examine and be familiar with these specifications. The failure or omission of any proposer to examine and/or understand this document shall in no way relieve the proposer of obligations with respect to this proposal or the subsequent contract.
3. Bidders shall in no way make unauthorized changes to the specifications, forms or terms in this RFP. Doing so may render the response invalid.

IX. STANDARD OF SERVICE

Compensation is subject to certain standards of service.

Continuity: Contractor needs to have a plan for continuity of service that accommodates equipment breakdowns or staffing shortages such that standards for service are met.

Breaks: Fifteen-minute breaks per shift of 6-8 hours are acceptable. Longer breaks are permitted within reason, must be logged but cannot count as part of the time of the shift. If breaks appear to impede standard of service, that will be noted and the Contractor will be notified.

Presentation: Contractor should appear neat and presentable and in uniform, as applicable, while on duty.

Reporting: Contractor will report to HSIA Security Chair by email prior to the end of every shift.

Conduct: Contractor will be courteous and professional in their interactions with Hillsmere residents, their guests, and members of the public while on duty.

Staffing: Contractor will actively seek to minimize the number of staff used to fulfill this contract to allow for staff to acquire knowledge of the community that enhances his or her ability to provide security services and to reduce administrative burden on HSIA.

Safety: Contractor should take special consideration of the safety of its employees and the safety of Hillsmere Shores residents, guests, and the members of the public who

travel Hillsmere roads and visit common areas while security is on patrol. Contractor must have insurance for any incidents that may arise.

Environment: Hillsmere Shores is a clean water community that borders the South River, a tributary to the Chesapeake Bay. Awareness of environmental laws and ability to spot violations is preferred.

X. BILLING AND INVOICING

Payments will be made by check following completion of work and receipt of an invoice. Compensation will be subject to HSIA inspection of the completed services of the service provider.

XI. PRICING

Bidders must prepare a pricing proposal with the response to this RFP. Pricing proposals should include the costs associated with the proposed work plan addressing all items in Section III, SCOPE, including equipment and number of employees to be assigned and other details as available.

Please provide the per hour rate for services, assuming services may need to be carried out on holidays.

XII. ADDITIONAL SERVICES

HSIA may request ancillary or additional services within the capacity of the Contractor as may be useful or necessary in the interests of the HSIA for the above scope of work. Additional services will be negotiated separately when needed and added as a contract addendum.

XIII. ADD/DEDUCT

HSIA reserves the right to add or remove items from the base bid proposal during the contract and modify or adjust scope of work and payment as needed.

XIV. PARTICIPATION

Any individual or firm licensed to do business in Maryland is invited to submit a response to this RFP. HSIA actively encourages proposals from small, women- and/or minority-owned businesses. If you are a small, women- and/or minority-owned business and experience a hurdle to applying, please be in touch before the deadline.

For further information, contact HSIA Contract Property Manager, Propertymanager@hillsmershores.org, 443.995.8753.