

## REQUEST FOR PROPOSALS (RFP) Security Services

### 1. INVITATION

The Anchorage Museum invites qualified security firms to submit proposals for providing 24 hours a day, 7 days a week, 365 days a year, comprehensive facility security services for the Anchorage Museum located at 625 C Street, Anchorage AK. The Anchorage Museum is committed to ensuring the safety and security of its visitors, staff, and collections while providing an enriching and enjoyable experience for all. The Anchorage Museum is a 247,000 sq ft multilevel commercial building located in the heart of downtown Anchorage Alaska.

Security firms interested in providing full-time, 24/7-hour security services must have a minimum of 5 years' experience in providing high quality comprehensive commercial building security. The selected security firm will be responsible for delivering comprehensive security solutions tailored to the museum's unique security needs. The scope of this security RFP is hereinafter described in this document and as described in Exhibit A ("services") as an independent Contractor working for the Museum.

**TERM OF CONTRACT:** This contract shall be ongoing from the starting date of January 1, 2025, and continuing through December 31, 2027, and may be terminated by either party with ninety (90) days advance written notice by certified mail. This contract may also be terminated immediately by the ANCHORAGE MUSEUM ASSOCIATION for failure to perform any of the services as stated in this document or not complying with the terms and conditions of this agreement or contractual commitment. The ANCHORAGE MUSEUM ASSOCIATION, at its sole option, may extend this contract for up to 3 additional 1-year terms. All conditions set forth will remain unchanged.

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## SCOPE OF WORK:

1. The contractor is to provide a minimum of 13 (thirteen) full time, or full-time equivalents (FTE's) trained, licensed, security personnel. Work is to be organized into 3 to 4 shifts per day and will consist of at least 1 shift lead or manager per shift. Shift leads or managers will be expected to have a higher level of training and experience and must be able to manage personnel and make effective decisions in critical security situations. The contractor is expected to work closely with the facilities and operations team to ensure effective communication and reporting of building security and operation needs.
2. Contractor will be responsible for physical security of the Anchorage Museum building and will implement a robust physical security presence in the facility including manned guarding of art, conducting patrols, providing escorts, emergency response, interacting and providing courteous customer service, and continuous manned operation of a security booth and dispatch center.
3. All Security personnel will be required to hold a current **State of Alaska Security Guard License**. Additional training requirements may include but are not limited to training in de-escalation tactics, CPR, TAP certification, emergency awareness plan, active shooter, fire safety basics, use of force training, and workplace violence control procedures.
4. Contractor will be responsible for conducting routine security orientations and trainings for new employees,
5. The contractor will be responsible for the professional operation (24/7) of the building security control booth. Work includes but is not limited to; continuous monitoring of security monitors, security systems, life safety systems, access control, answering phones, completing public announcements with internal PA system, and maintaining constant radio dispatching of security personnel and facilities staff.
6. Manage intrusion detection system to safeguard sensitive areas and high priority areas of the facility.

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7. Coordination and follow-up of electronic security device repair and maintenance through collaboration with in-house maintenance team.
8. Emergency Response: Work with Museum management to Develop and implement emergency response plans, including evacuation procedures and crisis management.
9. Visitor Screening and Assistance: Implement visitor screening processes as required, including bag checks, and assist and answer visitor questions or inquiries.
10. Enforce parking procedures and oversee access to museum underground parking areas.
11. Training: Provide all necessary routine training of security personnel to include but not limited to first aid, CPR, Fire safety, guard licensing, general safety, search and seizure, PPE, and Sexual harassment prevention and procedures,
12. Aid with Museum event set-up and break down.
13. Complete a daily ongoing security log documenting all pertinent security activity, critical incidents, patrol timing and findings, shift changes, staff rotations, key issuance, contractor access, and any building, safety, or security concern Identified.
14. Provide on-call personnel as needed to cover for employee absences or as requested to supplement existing staff during Museum events or programs.
15. Additional detail of contract expectations and daily job duties continued and provided in **EXHIBIT ONE (1)**

## **2. MINIMUM QUALIFICATIONS**

Contractors must have a minimum of 5 years verifiable building security experience directly related and like those requirements as specified in this document. The contractor must be able to satisfactorily demonstrate the capacity to provide all necessary certifications, supervision, training, labor, management, tools, and equipment necessary to complete work as described.

## **3. COMPANY PROFILE**

Contractor to provide brief company history, size, and areas of expertise and well as company experience providing security services to museums or similar institutions.

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## 4. REFERENCES

Proposal to include a list of references from current or past clients, preferably similar institutions.

## 5. PRICING/BID

Provide a detailed breakdown of all costs: Bid to include the cost breakout of 1 Chief of Security, 3 Shift Leads, 9 patrol guards, and any equipment or other items needed to fulfill the contract requirements as outlined.

## 6. BID DUE DATE

September 16<sup>th</sup>, 2024.

## 7. RESPONSES

Responses must be submitted to Brian Steele, Museum Deputy Director of Facilities and Operations, at [bsteele@anchagemuseum.org](mailto:bsteele@anchagemuseum.org) no later than **5:00 PM Alaska Time on September 16<sup>th</sup>**. Please contact Brian Steele at 907-929-9295 with any questions regarding this RFP and/or to schedule a site visit.

8. Questions: Any questions regarding this request for proposal, or

## 9. RESERVATION OF RIGHTS

a.) The Museum reserves the right to reject all firms, decline to proceed with selection of any firm or contractor, to request additional qualifications, and to make inquiries as may be necessary to verify qualifications.

b.) Nothing in this document shall require the Museum to proceed with any contractual commitments or obligations.

## EXHIBIT 1 (Services)

Exhibit 1 is intended to provide more detail about security services and expectations for bidding on this contract but is not intended to be an all-inclusive or exhaustive list of all possible assignments. Additional job duties (other duties as assigned) or work responsibilities may be added or subtracted as needed by the Museum.

Provide 13 full-time (or full time equivalent) trained and licensed security personnel. The exact schedule and number of staff will be determined at the start of the contract and will change during the summer and winter seasons. Contractor will provide proficient, courteous, pre-screened guard staff based on a preapproved schedule. Hours may fluctuate or be adjusted from time to time to adjust for gallery closures, construction work, vacations, exhibit prep, and seasonal fluctuations. It is the intent of this agreement to allow Contractor the flexibility to manage staffing schedules in a manner that ensures the appropriate security service without the need for added expense or overtime costs. Overtime costs may only be billed when the overtime has been requested or authorized by AMA management. All security personnel are required to look clean and professional and wear approved clothing or uniforms while providing services at the Museum.

Contractor should bid on providing the following staff per calendar year:

- 1 - Chief of Security = 2080hrs**
- 3 - Shift leads = 6240 hrs.**
- 9 - Patrol/Floor Guards = 18,720 hrs.**

Note: Contractor should be able to provide "on-call" personnel in addition to the above on an "as needed" basis to supplement the existing staff during large events, special programming, or as requested by the Museum.

### **Contractor Responsibilities**

General Services. Contractor will deliver the following services:

- Provide security services for Anchorage Museum Association ("AMA" or "Museum") on a 24 hour, 7 days per week, 365 days per year basis.

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- Ensure that Museum objects, artifacts, and works of art are protected and kept secure from theft or damage. Ensure the safety of staff, visitors, the public, children and school groups.
- Maintain regular communication and inform the Facilities Director of any routine operational problems including security equipment malfunctions, incidents regarding the public or Museum staff, safety or security issues.
- Provide regular, routine, and courteous interaction with Museum patrons, visitors, and staff.
- Protecting from harm or theft all museum art, artifacts, archives, sculptures, objects, loaned objects or crates, photos, exhibits, equipment, currency, the Museum facility and infrastructure, or any other item(s) of value.
- Immediately reporting any critical incidents or potentially security issues to the Museum Director/CEO, Facilities Director, or other AMA Director (collectively referred to as "Museum Management") as deemed appropriate.
- Protecting the Museum's public image and reputation.
- Performing all Museum security protocols and documentation as directed.
- Having a Chief of Security or lead security agent on-site during all operating hours.
- Developing, updating, and ensuring the implementation of policies and procedures for the safety and security of Museum staff, visitors, the Museum's artifacts, and archival collections, as well as properties, facilities, and equipment.
- Advising Museum Management on security programs and activities and preparing weekly reports listing any incidents based on daily logs.
- Interacting routinely with patrons and visitors in a polite and courteous manner providing information and guidance as required, including answering questions, providing directions, assisting handicapped individuals and making public accouchements.
- Intervening with problematic individuals and utilizing de-escalation techniques when necessary. May be required to escort individuals off the premises if required.
- Participating in the planning and implementation of electronic security devices, protocols, and security computer software.
- Controlling and monitoring of security electronic and computerized systems.
- Conducting routine emergency evacuation drills and keeping records of same.

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- Conducting daily, weekly, monthly, periodic inspections of critical systems and components such as emergency kits, fire extinguishers, shut-off valves, etc., as requested.
- Attending regular AMA meetings and providing security input, updates or safety briefings and reports.
- Managing the key-card access system and physical key issuance.
- Developing and executing the security guard training program.
- Investigating and preparing reports on security or safety related incidents.
- Maintaining a security operations procedures binder/manual which will serve as a step-by-step guide on routine operating procedures, including computer log-in methods, fire alarm protocols, critical personnel contact numbers, key control, critical incident protocols, intercom announcements, incident reporting, event set-up layout, badging, safe operation.
- Assisting with event set-up; security staff will be responsible for timely set up and taking down of tables and chairs, as requested.
- Assisting with clean-up. From time-to-time guard staff will be required to assist in clean-up duties (especially after events). This may include emptying trash, picking up litter, wiping tables and light janitorial duties.
- Developing and implementing plans and procedures for emergency disaster preparedness in consultation with Museum staff, APD, and AFD.
- Assisting emergency personnel as required when emergency personnel are on-site for emergency situations.
- Being responsible for training staff in emergency and disaster preparedness exercises, including directing and documenting regular exercises.
- All security personnel may be required to sign a confidentiality agreement agreeing to not disclose museum security procedures, protocols, or equipment used in the facility.
- Contractor to provide timely monthly billing invoices and statements detailing all staff utilized, hours worked, and any overtime.
- **Note:** 4 spaces are currently reserved in our underground parking garage for security personnel vehicles. There is a \$140 per month fee per parking space for daytime use. There is a \$200 fee per month for 24 hrs. a day parking. Please include these expenses in your bid if parking is desired.