CITY OF WEST DES MOINES
CITY COUNCIL MEETING COMMUNICATION

DATE: March 18, 2024

ITEM: Motion – Approval of Agreement – Park Security Services

FINANCIAL IMPACT: The cost is estimated to be approximately $85,000 annually based on services identified in the Request for Proposal. There is $84,000 budgeted in the Parks division of the operating budget (FY 23-24) for this purpose.

BACKGROUND: The City has contracted security services for the park system since 1996. Since the term of the current contract had expired, a Request for Proposal (RFP) was sent to area security providers. A notice of the RFP was published. Two proposals were received, and the proposals were rated by staff from both Parks and Recreation and Police Departments. After evaluating the proposals, staff is recommending that the Council approve an agreement with Per Mar Security Services located in Urbandale, IA.

Per Mar Security is an Iowa based company that has been providing security service for over 70 years. Currently they provide security services for Des Moines Skywalk Association which requires the enforcement of rules while providing a safe and welcoming atmosphere in a public setting. In addition, they also provide security services for Blank Park Zoo and Guideone Insurance in West Des Moines. Their proposal demonstrated an excellent understanding of the City's needs and experience in similar settings with significant public interaction. Per Mar scored high on their ability to perform needed services, training program, staff qualifications, and overall proposal.

The proposals included fees for the related services. Although Per Mar's pricing came in slightly higher than the lowest pricing, staff feels their experience, proven positive interaction with the public, along with other rating criteria far outweighs a slightly higher cost.

The agreement is proposed to begin on May 1, 2024 and extend through December 31, 2026 with an option to renew annually for an additional two years. At the end of the renewal period, the contract will be rebid. The RFP and proposal comprise the contract terms and are attached for your information. The Rate Comparison of the estimated costs based on the services identified in the RFP is also attached.

OUTSTANDING ISSUES: None

RECOMMENDATION: That the Council approve the Agreement.

Lead Staff Member: Marco Alvarez, Superintendent of Parks

STAFF REVIEWS

Department Director	Ryan Penning, Director of Parks and Recreation
Appropriations/Finance	Tim Stiles, Finance Director
Legal	Greta Truman, City Attorney
Agenda Acceptance	

PUBLICATION(S) (if applicable)

Published In	Des Moines Register
Dates(s) Published	February 16, 2024

SUBCOMMITTEE REVIEW (if applicable)

Committee	Public Services		
Date Reviewed	March 11, 2024		
Recommendation	**Yes**	No	Split

CITY OF WEST DES MOINES
4200 Mills Civic Parkway
PO Box 65320
West Des Moines, Iowa 50265-0320

CONTRACT NO. __-____ **DATE: 3/18/24**
BUDGET CODE 100.400.405.5250.450 (Security Services)

CONTRACT AGREEMENT

Contractor: Per Mar Security Services 3001 99th Street Urbandale, IA 50322	Department Department of Parks & Recreation P.O. Box 65320 West Des Moines, Iowa 50265
Contract Period – Effective: May 1, 2024 Annual Cost: $85,000 (estimated)	Terminates: December 31, 2026 Payable: 30 Days

DESCRIPTION OF ITEMS CONTRACTED

See Attached Proposal for terms and conditions as follows:

On-Site Security Officer = $32.50/hour
Mobile Patrol = $17.50/stop
Vehicle = $750.00 / bi-weekly during months security officer is scheduled
Alarm Response = $35.00/per trip

Contractor: Randy Mulder, General Manager	
Authorized Signature	_____ Approved _____ Not Approved
Company Name (Print) Per Mar Security Services	City Manager
Address: 3001 99th Street, Urbandale, IA 50322 515-698-5041	Department Director

WHITE – Department PINK – Finance YELLOW - Vendor

2024 PARK SECURITY SERVICES RFP
RATE COMPARISON
Proposals submitted 2/28/2024

ESTIMATED SECURITY COSTS		AMERICAN SECURITY Des Moines, IA			PER MAR SECURITY SERVICES Urbandale, IA		
Security Officer Service	**estimated hours**	**Regular Bill Rate**		**Extension**	**Regular Bill Rate**		**Extension**
Security Officer #1 (May 1 - October 15)	2205	$30.15		$ 66,480.75	$32.50		$ 71,662.50
Security Officer #2 (as-needed)	0	$30.15		$ -	$32.50		$ -
SUBTOTAL (Security Officer)				**$ 66,480.75**			**$ 71,662.50**
Mobile Patrol Service	**estimated stops**	**Bill Rate / Per Stop**		**Extension**	**Bill Rate / Per Stop**		**Extension**
Mobile Patrol	168	$17.20		$ 2,889.60	$17.50		$ 2,940.00
SUBTOTAL (Mobile Patrol)				**$ 2,889.60**			**$ 2,940.00**
Patrol Vehicle		**bi-weekly billing rate**	**#**	**Extension**	**bi-weekly billing rate**	**#**	**Extension**
Patrol Vehicle - Security Officer #1		$397.28	26	$ 10,329.28	$750.00	13	$ 9,750.00
Patrol Vehicle - Security Officer #2		$397.28	0	$ -	$750.00	0	$ -
SUBTOTAL (Patrol Vehicle)				**$ 10,329.28**			**$ 9,750.00**
Holiday Pay		**Additional Rate (.5x)**	**Hours**	**Extension**	**Additional Rate (.5x)**	**Hours**	**Extension**
Security Officer #1		$15.075	31	$ 467.33	$16.25	31	$ 503.75
Security Officer #2		$15.075	0	$ -	$16.25	0	$ -
SUBTOTAL (Holiday Pay)				**$ 467.33**			**$ 503.75**
Alarm Response Service		**Bill Rate / Per Trip**		**Extension**	**Bill Rate / Per Trip**		**Extension**
Alarm Response *service provided on an as needed basis only		$30.00		NA	$35.00		NA
SUBTOTAL (Alarm Response)				**$ -**			**$ -**
ESTIMATED YEARLY COST				**$ 80,166.96**			**$ 84,856.25**

REQUEST FOR PROPOSAL

For

PARK SECURITY SERVICES

February 2024

West Des Moines Parks & Recreation
4200 Mills Civic Parkway
P.O. Box 65320
West Des Moines, IA 50265
515-222-3456

REQUEST FOR PROPOSAL

PARK SECURITY SERVICES

CITY OF WEST DES MOINES

The City of West Des Moines, Iowa ("City"), solicits interested contractors to submit proposals for providing on-site security services for City parks.

Sealed proposals marked "Park Security Services Proposal" will be received on or before 2:00 p.m., local time, on **Wednesday, February 28, 2024** and delivered to:

Office of the City Clerk
City of West Des Moines
4200 Mills Civic Parkway, Suite 2B
P.O. Box 65320
West Des Moines, IA 50265

Proposal Procedure

Mark the outside of the sealed envelope with the proposal subject, "Park Security Services Proposal" and provide three (3) copies of the proposal along with one (1) signed copy of this Request for Proposal (RFP) inside of the envelope.

Proposals received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. The City is not responsible for delays occasioned by the U.S. Postal Service, the internal mail delivery system of the City, or any other means of delivery employed by the Contractor. Nothing herein is intended to exclude any responsible Contractor or in any way restrain or restrict competition. The City reserves the right to award in part or in whole or to reject any or all proposals and waive non-material irregularities and technicalities as determined to be in the best interest of said City. The City reserves the right to choose any number of qualified finalists for interview and/or for final selection. At the discretion of the City, one or more respondents may be invited to be interviewed for purposes of clarification or discussion of their proposal.

Any proposal submitted MUST be signed by an individual authorized to bind the Contractor. All proposals submitted without such signature will be deemed non-responsive and will not be accepted.

Questions regarding the RFP can be addressed by contacting the Parks and Recreation Department, Marco Alvarez, Superintendent of Parks, 515-222-3452, marco.alvarez@wdm.iowa.gov.

Published in Des Moines Register, February 16, 2024.

I. Statement of Intent

The City of West Des Moines ("City") Parks and Recreation Department is requesting that interested private security contractors submit proposals for providing on-site security services for City parks, including Raccoon River Park.

II. Introduction

The City currently has thirty parks and fifteen greenways encompassing just over 1,500 acres of land. Parks range in size from Railroad Park, which is 0.38 acres, to Raccoon River Park, which is over 630 acres. The City also has 76 miles of multi-purpose trails. The estimated population of West Des Moines is 70,741 residents.

On-site security service has been provided at Raccoon River Park since 1996. This Request for Proposal (RFP) addresses this service along with additional security needed at other West Des Moines parks.

Raccoon River Park

Raccoon River Park, located at 2500 Grand Avenue in West Des Moines, is a large urban park consisting of 632 total acres. The park is the City's largest single park and one of the largest municipal parks in the metro area. The park's main entrance is off Grand Avenue with a secondary entrance from S. 11th Street. Raccoon River Park is bounded by Jordan Creek, the Raccoon River, and Iowa Interstate Railroad. The park is home to the 232 acre Blue Heron Lake and acres of nature areas. The lake is used for fishing, boating (at no-wake speed), and swimming.

Developed areas of the park include the following facilities:

- Five-diamond adult softball complex
- Fenced 10 acre dog park
- Sand swimming beach
- Four reservable picnic shelters
- Large playground with water play areas
- Nature Lodge
- Accessible fishing pier
- Boat ramp
- Youth soccer complex
- 3.2 mile multipurpose trail
- Archery facility
- Boathouse

Other Parks

The West Des Moines parks system includes forty-four additional parks and greenways located throughout the City. In addition to the one large urban park, Raccoon River Park, classifications of parks include mini-parks, neighborhood parks, community parks, special use facilities, and greenways. Each park is described in Table 1 below.

Table 1

Park	Address	Class	Size	Facilities
50th St. South Greenway	50th & Cody Dr.	GW	5.95	Trail
American Legion	301 Vine St.	NP	9.93	Open play area, softball diamond, tennis court, basketball court, shuffleboard courts, horseshoe courts, skate park facility, playground, shelter, restrooms, sprayground, parking
Ashawa	4431 Waterford Dr.	NP	7	Open play area, playground, shelter, restrooms, basketball court, trail, parking
Ashawa Greenway	Mills Civic to 50th St.	GW	8.37	Trail
Beh Glen	1900 E.P.True Pkwy.	GW	5.18	Trail
Brookview	400 81st St.	NSP	6.3	Open play area, playground, parking, shelter, restroom, trail
Crossroads	5205 Ashworth Rd.	CSP	17.17	Open play area, softball diamond, soccer field, 6 tennis courts, trail, playground, 2 shelters, restrooms, parking
Fairmeadows	543 22nd St.	NP	8.13	Open play area, soccer field, sand volleyball court, tennis court, basketball court, walks/trails, playground, shelter, restrooms, parking
Fairmeadows Greenway	1900 E.P.True Pkwy.	GW	3.96	Trail
Florer	1410 14th St.	SUF	1.45	Walks/trails, 16 horseshoe courts, shelter
Hidden Point	1250 S. Hidden Point Ct	NP	7.76	Open play area, playground, portable restroom, walks/trail, parking
Holiday	1701 Railroad Ave.	CP	58.35	Open play area, 16 ball diamonds, walks/trails, concession/restroom/storage buildings, parking, Holiday Aquatic Center
Huston Ridge	8455 Coachlight Dr.	MP	2.43	Open play area, playground, shelter basketball court
Jaycee	5608 Center St.	NP	7.06	Open play area, softball/soccer field, tennis court, basketball court, sand volleyball court, walks/trails, playground, shelter, restroom, parking
Johnson Creek	Grand Ave to Booneville Rd	GW	16.32	Trail
Jordan Creek Greenway	Raccoon River Park to Brookview School	GW	141.61	Trail
Jordan Creek Park	310 50th St.	GW	9.97	Open play area, walks/trails, parking, portable restroom, community gardens
Kiwanis	3101 Maple St.	MP	1.73	Open play area, ½ basketball court, walks, playground, gazebo, portable restroom
Knolls	5150 Aspen Dr.	NP	2.06	Open play area, walks/trails, playground, portable restroom
Knolls Greenway	5150 Aspen Dr.	GW	3.18	Trail
Maple Grove	9350 Chalk St.	NP	10.37	Open play area, basketball court, tennis court, playground, shelter, restrooms, parking, trail
Meadowview	638 Prairie View Dr.	NP	6.96	Open play area, basketball court, playground, shelter, restrooms
Meadowview Greenway	638 Prairie View Dr.	GW	3.14	

Park	Address	Class	Size	Facilities
Nellie Phenix Legacy Commons	432 6th St.	SUF	1.04	Open play area, walks/trails, playground, parking
Pearson	1256 19th St.	NP	8.49	Open play area, sand volleyball court, basketball court, walks/trails, playground, shelter, restrooms, parking
Peony	1100 63rd St.	NP	7.8	Open play area, walks/trails, playground, shelter, restrooms, parking, basketball court
Pinedale Park	3375 Woodland Ave.	MP	.99	Open play area, playground, walks/trails, shelter, basketball court, parking
Quail Cove	1515 S. 52nd St.	NP	9.9	Open play area, walks/trails, playground, shelter, restrooms, parking, basketball court
Raccoon River	2500 Grand Ave.	LUP	631.61	Open play area, 5 softball diamonds/complex, walks/trails, playgrounds, 4 shelters, Nature Lodge, restrooms, concessions, boat ramp, beach, parking, soccer complex, fishing pier, dog park, archery facility
Raccoon River Greenway	1st near Lincoln St	GW	33.19	
Railroad	425 Railroad Ave.	SUF	0.38	Walks, pavilion/stage, restroom
Scenic Valley	1223 S. 24th Ct.	NP	8.27	Open play area, playground, walks/trails, shelter, restrooms, parking, basketball court
Southwoods	350 S. 35th St.	NRA	128.06	Disc golf course, walks/trails, nature trails, singletrack trails, parking, portable restroom
Sugar Creek Greenway	Sugar Creek (Raccoon River Dr to EP True Pkwy	GW	60.02	Trail
Valley View	255 81st St.	CP	78.83	Valley View Aquatic Center, parking, open play area, 2 tennis courts, 2 basketball courts, 3 volleyball courts, 8 pickleball courts, shelter, restroom
Village of Ponderosa Greenway	Fairway Dr. to Willow Springs Park	GW	2.57	Trail
Western Hills	4115 Walnut St.	NSP	1.65	Open play area
Western Hills Greenway	Western Hills Creek (Locust to R.R. tracks)	GW	5.72	
Westridge Greenway	Ponderosa Creek (E.P.True to Wistful Vista Dr.)	GW	9.20	Trail
Whisper Point	9125 Bridgewood Blvd.	NP	2.18	Open play area, playground, parking, shelters, restrooms, walks/trail
Whisper Point Greenway	Sugar Creek (Bridgewood Blvd to EP True Pkwy)	GW	4.17	
Wild Rose	6801 Cody Dr.	NP	8.01	Open play area, playground, parking, basketball court, shelter, restrooms, walks/trails
Willow Springs	5685 Wistful Vista Dr.	NP	7.97	Open play area, walks/trails, playground, shelter, restrooms, parking, basketball court, tennis court
Wilson	298 9th St.	NP	3.8	Open play area, basketball court, tennis court, walks/trails, playground, shelter, restrooms, parking
Woodland Hills	1200 S. 95th St.	NP	7.8	Open play area, playground, parking, basketball court, tennis court, shelter, restrooms, walks/trail
Woodland Hills Greenway	S. 95th St. to Cascade Ave.	GW	22.76	Trail

Classification Key

MP	Mini-Park	SUF	Special Use Facility
NP	Neighborhood Park	GW	Greenway
NSP	Neighborhood School Park		
CP	Community Park		
CSP	Community School Park		
LUP	Large Urban Park		

III. Scope of Services

Required services include, but may not necessarily be limited to, the following:

On-Site Security

The contractor shall guarantee full, continuous, and consistent security coverage during scheduled times. A detailed schedule will be determined upon award of contract. The following is a general timeframe for coverage:

Security Officer 1

- May 1 – May 31 (approximate dates)
  5:00 p.m. to 1:00 a.m. M-F, 10:00 a.m. to 1:00 a.m. Saturday & Sunday

- June 1 – September 15 (approximate dates)
  10:00 a.m. to 1:00 a.m. Every Day

- September 16 – October 15
  5:00 p.m. to 1:00 a.m. M-F, 10:00 a.m. to 1:00 a.m. Saturday & Sunday

Security Officer 2*

- June 1 – August 15 (approximate dates)
  12:00 p.m. to 7:00 p.m. Every Day

*Second security officer will be upon request only if determined to be needed by the City.

The City reserves the right to adjust the schedule to meet changing security needs. The City also reserves the right to deduct payment for lack of security coverage during the scheduled hours when security personnel is late, leaves early, or is absent. In all cases, if a portion of the time cannot be fully covered, the City's representative is to be immediately notified.

Mobile Patrol

In some cases, the contractor shall provide a mobile patrol that is intended for brief stops for service, such as gate unlocking & locking, dog park and archery facility permit checks, and patrols of park sites. Details regarding each service area are provided in the Responsibilities section. The following is a general timeframe for coverage:

- October 16 – April 30 3 stops / day

The mobile patrol is expected to be flexible, and the City reserves the right to adjust the schedule to meet changing security needs.

Responsibilities

A. Raccoon River Park

On-site security officers shall be stationed at Raccoon River Park during the above scheduled times unless patrolling or locking up other parks. Detailed duties in Raccoon River Park shall include the following:

1. Dog Park

   An on-site security officer shall be at the dog park a minimum of 2 hours per day from approximately May 1 – October 15. Mobile patrols will be utilized the remainder of the year with a minimum of 15 minutes spent at the dog park during each patrol. A detailed schedule will be determined upon award of the contract, but the days and times will generally be as follows:

   On-Site Security

May 1 – October 15	Minimum of 2 hours / day

   Mobile Patrol

October 16 – April 30	1 stop* / day

   The above schedule may vary depending on use levels at the dog park. The City reserves the right to adjust the schedule to meet changing security needs. The contractor must be responsive to schedule changes.

2. Archery Facility

   On-site security officers and mobile patrol officers shall randomly check for permits at the outdoor archery facility. A detailed schedule will be determined upon award of contract, but the days and times will generally be as follows:

   On-Site Security

May 1 – October 15	Randomly each day

   Mobile Patrol

October 16 – April 30	1 stop* / day

   * It is expected that mobile stops at the dog park and archery facility would be completed during the same stop and therefore would count as one cumulative stop for both locations.

   The above schedule may vary depending on use levels at the archery facility. The City reserves the right to adjust the schedule to meet

changing security needs. The contractor must be responsive to schedule changes.

3. Gates

Locking and unlocking of park gates located at both the Grand Avenue and 11th Street entrances shall be scheduled as follows:

On-Site Security

May 1 – October 15	Close Gates

Mobile Patrol

January 1 – April 30	2 stops / day (Open/Close Gates)
May 1 – October 15	1 stop / day (Open Gates)
October 16 – December 31	2 stops / day (Open/Close Gates)

Gates shall be locked by the on-site security officer, mobile patrol officer, or other company personnel at 12:00 a.m. (midnight) and shall be unlocked and opened by 5:00 a.m. daily. Gates must be securely fastened in the open position and inspected during patrols. Prior to locking gates, security personnel shall cover the entire park and give advance notice of park closing to any remaining park visitors. Padlock keys will be provided by the City.

4. Facility Lockup

On-site security officers or other contractor personnel shall be responsible for locking the soccer complex restrooms (10:00 p.m.) in Raccoon River Park (no autolock), and checking the playground restrooms (10:00 p.m.) (autolock). The contractor will be required to develop and implement a method to verify that facilities are being locked.

5. Alarm Response

The contractor shall provide first response to alarm calls at the Raccoon River Park Nature Lodge and Softball Complex. Response to alarms during On-Site Security hours shall be made by the on-site security personnel and there shall be no additional charge for this service. Responses to alarms during times outside the On-Site Security hours shall be billed separately at a per response rate.

6. Focus Areas

Although all areas of Raccoon River Park are to be patrolled, there are certain areas that will require specific attention:

- Softball Complex
  Concession stand workers and other staff are to be escorted to their vehicles at their request. Security personnel shall have a visible presence within the complex during softball games. Security personnel shall enforce the park rule prohibiting the consumption of alcohol in parking areas.

- Nature Lodge
  Nature Lodge staff are to be escorted to their vehicles at their request.

- Beach
  Security personnel shall enforce park rules that include the prohibition of the consumption of alcohol, smoking, glass bottles, and pets on the beach. Since the beach is not visible from the parking lot or roadways, frequent foot or bike patrol of this area will be expected.

- Dog Park
  An annual or daily permit is required to use the fenced dog park. The on-site security officers and mobile patrol officers will be required to perform frequent random checks for permit tags, request users without permits to leave the dog park, provide information to park visitors on how to obtain a permit, and enforce all dog park rules (see Attachment C).

  The on-site security officers will be expected to complete daily reports on dog park activity and submit them to the City on a weekly basis. Mobile patrol officers will also be expected to complete daily reports to verify that permit tags are being checked with reports submitted weekly.

  City is considering implementing a controlled access gate for entrance into the dog park beginning in 2024. If installed, schedule and frequency of inspections may change based on need.

- Playground
  Although the playground is regularly inspected by City staff, security personnel shall patrol the playground on foot and look for any obvious safety issues, such as broken equipment or trash/glass in the playground area. Any broken equipment shall be reported to the City immediately.

- Lake
  There is a no-wake restriction on the lake. Although it is rarely possible to enforce this from shore, an attempt shall be made to inform the boater of the no-wake restriction once they have removed their boat or personal watercraft from the lake.

- Trail
  Security personnel will be required to patrol the 3.2 mile trail around Blue Heron Lake. This will involve driving the trail route, but access by vehicle will be limited during wet conditions. Use of a bicycle by the security personnel is highly recommended.

- Archery Facility
  An annual or daily permit is required to use the outdoor archery facility. The on-site security officers and mobile patrol officers will be required to perform random checks for permits, request users without permits to leave the archery facility, provide information to park visitors on how to obtain a permit, and enforce all archery facility rules.

  The on-site security officers will be expected to complete reports on archery facility activity and submit them to the City on a weekly basis. Mobile patrol officers will also be expected to complete daily reports to verify that permits are being checked with reports submitted weekly.

- Boathouse Facility
  No fishing is allowed from the boat dock during boathouse operation hours. On-site security officer shall help enforce no fishing rule. Concession stand workers and other staff are to be escorted to their vehicles at their request. Security personnel shall have a visible presence in and around facility.

- Miscellaneous
  Security personnel shall be aware of all park rules, but the following are some that are often violated at Raccoon River Park:
  - Dogs are to be on-leash at all times except within the fenced dog park
  - No glass bottles are allowed in any park
  - No alcohol is allowed, other than beer in 12 ounce cans
  - No tobacco of any kind can be used in any park including cigarettes, electronic smoking devices, or smokeless tobacco
  - No amplified sound/music (DJ, band, karaoke, etc) without permit
  - No inflatables (bounce house) without permit

B. Other Parks

1. Park Checks

Facilities in identified parks (See Table 2) shall be auto-locked by a timer, but shall be checked by security personnel on a nightly basis during the times shown below:

On-Site Security
May 1 – October 15 (approximate dates)
10:30 p.m. – 12:30 a.m. Every Night

All facilities shall be checked no earlier than 10:30 p.m. and no later than 12:30 a.m. Keys will be provided by the City for use if auto-locks malfunction. The contractor will be required to develop and implement a

method to verify that facilities are being checked each night and provide daily reports to the City. A park map is included as Attachment A.

Table 2

Park / Site	Address	Check on Lockup	Locked Facilities
American Legion	301 Vine St.	X	Restrooms
Ashawa	4431 Waterford Dr.	X	Restrooms
Brookview	400 81st St.	X	Restrooms
Crossroads	5205 Ashworth Rd.	X	Restrooms
Fairmeadows	543 22nd St.	X	Restrooms
Hidden Point (future)	1250 S. Hidden Point Ct.	X	Restrooms
Holiday	1701 Railroad Ave.	X	Restrooms 4 Restrooms @ Baseball / Softball
Holiday Baseball Maintenance Yard	1701 Railroad Ave.	X	Security Gate
Jaycee	5608 Center St.	X	Restrooms
Maple Grove	9350 Chalk St.	X	Restrooms
Meadowview	638 Prairie View Dr.	X	Restrooms
Pearson	1256 19th St.	X	Restrooms
Peony	1100 63rd St.	X	Restrooms
Quail Cove	1515 S. 52nd St.	X	Restrooms
Railroad Park	425 Railroad Ave.	X	Restrooms
Scenic Valley	1223 S. 24th Ct.	X	Restrooms
Valley View	225 88th St	X	Restrooms
Whisper Point	9125 Bridgewood Blvd	X	Restrooms
Wild Rose	6801 Cody Dr.	X	Restrooms
Willow Springs	5700 Wistful Vista Dr.	X	Restrooms
Wilson	298 9th St.	X	Restrooms
Woodland Hills	1230 S. 95th St	X	Restrooms

2. Park Patrol

Occasionally the City will request security services in other parks or at times separate from park lockup. This is typically in response to issues that arise on an irregular basis that could be improved with a security presence. The majority of the time, this is handled by requesting the scheduled on-site security officer to perform patrols outside Raccoon River Park in the problem areas. However, there are times where it may be necessary to utilize an additional on-site security officer or mobile patrol officer. The contractor will be expected to quickly respond to these types of requests from the City.

IV. General Scope & Performance Requirements

A. Holidays

All services that are part of this scope shall be provided 365 days per year or according to the agreed upon schedule, including all holidays. In addition, extra on-site security officers will be required at Raccoon River Park on Memorial Day (1 additional officer 10:00 a.m. – 8:00 p.m.) and the Fourth of July (1 additional officer 10:00 a.m. – 10:00 p.m.).

B. Special Events

Additional officers may be required for special events run by the City. The contractor shall also work directly with the organizers of non-City special events conducted in parks to cover special security needs. In the past, this has included contracting with event organizers to provide overnight security for the event site.

C. Enforcement

No law enforcement capability is required, however, security personnel will be required to enforce park rules and regulations (Attachment B). They shall also be responsible for notifying the West Des Moines Police for law enforcement assistance when necessary. Security personnel shall be fully knowledgeable of all park rules and regulations. Security personnel will need to be visible to the public to help deter crime and enforce park rule violations. Visibility will also allow the public to report issues and concerns.

D. Public Interaction

Security personnel will be an ambassador of the City, shall positively interact with park visitors, and will be expected to conduct themselves in a highly professional manner. They shall be accessible, offer assistance, and distribute information to the public upon request. Security personnel will be expected to walk in and around park facilities to demonstrate a security presence and to make assistance easily available. They may also patrol Raccoon River Park by bicycle. Security vehicles shall not be driven off hard surfaces except in the case of an emergency.

E. Uniform

The contractor shall provide uniforms for all security personnel that provide clear visual identification to park visitors. The uniform shall be approved by the City.

F. Training

All on-site security personnel shall have current certification in First Aid and adult/infant CPR. Documentation of certification shall be made available to the City upon request. It is highly encouraged to also provide security personnel with training on dog behavior as it relates to the dog park.

G. Communication

The contractor shall provide all on-site security personnel with a cell phone for communication purposes via call, text, and e-mail. In all cases the security personnel shall be accessible to City staff directly or through a dispatch system. Current phone numbers shall be provided to the City so that security needs can be addressed quickly and efficiently. Daily reports and incident reports shall be provided to the City that document security activity. Reporting shall be performed using an electronic method that can be easily accessed by City staff online.

H. Vehicles

The contractor shall supply all vehicles for on-site security at Raccoon River Park and for lock up of other parks including all fuel, insurance, maintenance, and other incidentals. Vehicles must be in good working condition and vehicle appearance must be to the satisfaction of the City. They must be clearly identified as a security vehicle with the contractor's logo and contact information on them. Vehicles for mobile patrols shall also be supplied by the contractor.

I. Contacts

The contractor shall provide the City with the name, address, e-mail address and telephone number(s) for at least two designated contact persons responsible for insuring response to the City's requests.

J. Authority/Direction

The contractor and security personnel shall respond to requests made by the City in a positive, courteous and timely manner. The City reserves the right to reject any security personnel from continued or further service for any reason.

K. Damages

The contractor shall be responsible for any and all damage to public property (including vehicles), private property, or personal injury due to its own or its employees' negligence or intentional or reckless conduct in the performance of security services.

V. Proposal Content

The Parks and Recreation Department is requesting a brief written proposal from interested contractors which includes the following information at a minimum:

A. Firm Information

State the full name and address of the contractor. Indicate whether the contractor operates as an individual, partnership or corporation (include State in which incorporated). Name the contact person that can answer questions about the proposal, including full mailing address, telephone number, and e-mail address. The proposal shall be signed by an individual authorized to bind the contractor.

B. Understanding of Scope

State in concise terms the contractor's understanding of the scope of services, including any details on how the work will be accomplished. Confirm that the work can be completed as outlined in the Scope of Services section of this RFP. Confirm that the firm can meet the terms of the contract. Provide a description and photograph of the proposed uniform. Provide a description and photograph of the vehicle to be used.

C. Prior Experience

Describe the experience of the firm in providing security services while giving special attention to any experience in park/outdoor settings. Focus on any prior experience involving significant interaction with the general public. A minimum of three references should be identified with their name, contact person, address, phone number, and type of work performed for them.

D. Supervision

Describe the organization of your firm and how on-site security personnel will be supervised.

E. Training

Discuss the firm's procedures for training of security personnel, including safety training, first aid, CPR, public relations, dog behavior training, and training on park rules and regulations.

F. Fee

Include a proposed hourly rate for the services as outlined in the Scope of Services. Indicate rates for the following general categories:

- On-Site Security (Raccoon River Park, Park Patrol, Park Checks) – Hourly Rate
- Mobile Patrol (Gate Lock/Unlock, Dog Park Check, Park Patrol) – Per Stop Rate
- Vehicle Charge (Fuel, insurance, maintenance, and all other incidentals) Bi-weekly Rate
- Alarm Response (Softball Complex, Nature Lodge) - Per Response Rate

Include rates for overtime hours and holidays (indicate specific holidays). The City reserves the right to include any or all of the above services in the final contract.

VI. Form of Contract

A. The contract will include all terms and conditions, including the Scope of Services, as identified in this Request for Proposal and/or agreed upon following selection.

B. Term and Termination

If approved by the West Des Moines City Council, the term of the contract shall start on May 1, 2024 and extend through December 31, 2026. Following this initial period, the contract may be renewed at the City's sole discretion under the same terms and conditions on an annual basis for an additional two years. At the end of the initial or renewal period (whichever is applicable), the contract will be re-issued for new proposals. Any renewal Contract requires the written, mutual

consent of both the City and the Contractor, at least thirty (30) days prior to the expiration of the initial term and any subsequent term. The contract may be terminated by the City for any reason with thirty (30) days' notice to contractor.

C. Payment

Contractor will be paid on a monthly basis in arrears. Invoices must contain detail on services provided, including dates of service and identification of personnel involved. Invoices shall be sent to: City of West Des Moines, Parks & Recreation Department, P.O. Box 65320, West Des Moines, IA 50265.

D. Insurance Requirements

The contractor, performing as an independent contractor hereunder, shall obtain and maintain through the term of the contract, insurance with terms and limits of coverage equal to or in excess to set forth in the specifications governing the contract, but in no event, are such terms and limits to be less than those set forth below. The limits of liability under insurance policies required by the contract shall no-way limit the contractor's actual liability.

1. Commercial General Liability, including coverage for premises and operations, independent contractors, products & completed operations, contractual liability, explosion, collapse and underground hazards (XCU), personal injury/advertising injury. The City shall be named as an additional insured on a primary and non-contributory basis.

   The City shall be named as additional insured on a primary and non-contributory basis; including waiver of subrogation in favor of the City.

Bodily Injury & Property Damage – Each Occurrence	$1,000,000
Personal Injury & Advertising Injury – Per Person	$1,000,000
General Aggregate on the Above	$2,000,000
Products & Completed Operations General Aggregate	$2,000,000
Fire Damage Limit	$100,000
Medical Expense Limit	$5,000

2. Business Automobile Liability Insurance, including coverage for all owned, non-owned and hired automobiles with limits of liability not less than the following.

   The City shall be named as additional insured on a primary and non-contributory basis; including waiver of subrogation in favor of the City. The limit can be satisfied by providing a primary policy or in combination with an excess liability policy.

Bodily Injury & Property Damage – Each Accident	$1,000,000

3. Workers Compensation and Employers Liability, as required by any applicable law or regulation. The policy will include waiver of subrogation

endorsement in favor of the City.

Part 1 – Workers Compensation Benefits	Statutory

4. Employers Liability, including coverage for claims from workers who have suffered a job-related injury or illness not covered by workers' compensation.

Bodily Injury Each Accident	$500,000
Bodily Injury by Disease Policy Limit	$500,000
Bodily Injury by Disease Each Employee	$500,000

5. Profession Liability Insurance, including coverage for claims against errors and omissions. This shall include a waiver of subrogation in favor of the City.

Each Occurrence Limit	$1,000,000
Aggregate Limit	$2,000,000

6. Umbrella Liability; the Contractor will maintain umbrella liability insurance on an occurrence basis in excess of the general liability, automobile liability and employers liability insurance described above which is at least broad as all underlying policies; including but not limited to additional insured, waiver of subrogation and primary and non-contributory.

Each Occurrence Limit	$5,000,000
Aggregate Limit	$5,000,000

7. Property Insurance. The contractor will maintain property insurance insuring owned equipment and supplies.

Before providing any services, the Contractor shall furnish an insurance certificate to the City, showing adequate insurance to be in force. Any subcontractors utilized shall be subject to the same insurance requirements above.

E. Indemnification and Hold Harmless

The contractor will hold harmless, indemnify, and defend the City and all of its agents and employees of and from any and all claims, demands, actions, or causes of action of whatsoever nature or character both to person and property, arising out of, related to, or connected to the contract or by reasons of the contractor's performance under the contract.

This indemnification applies to and includes, but is not limited to, the payment of all penalties, fines, judgments, awards, decrees, attorney's fees, expert witness fees, investigation fees, settlements, related costs or expenses, interest, and any reimbursements incurred by or assessed to the City, its officials, employees, agents, contractors, and assigns. The contractor shall provide the City with prompt notice of any such claim, demand, or action so that the City may, at its sole option, defend or settle such claim, demand, or action.

Contractor understands and agrees that it shall have no right of coverage under any existing or future insurance policies owned by the City. The contractor also acknowledges that the City has no responsibility for any damage caused to the contractor's property by any source.

This indemnification and hold harmless provision is effective upon execution and shall be of indefinite duration and shall survive the termination of the contract.

F. Further Contract Requirements

1. The City of West Des Moines does not discriminate against any person on the basis of age, color, creed, disability, gender identity, national origin, race, religion, sex, sexual orientation, or veteran status. The contractor will not discriminate against any employees, applicants for employment, or other persons on the basis of age, color, creed, disability, gender identity, national origin, race, religion, sex, sexual orientation, or veteran status, except where age and sex are essential bona fide occupational requirements, or where disability is a bona fide occupational disqualification. The contractor shall include a similar non-discrimination provision in all agreements associated with the contract.

2. All taxes which are incurred by the contractor in connection with the services are the responsibility of the contractor.

3. The contractor will certify that all of their employees who may perform safety sensitive functions for the City are included in a substance abuse program that meets the requirements of Federal Department of Transportation Drug and Alcohol Testing Regulations (Code of Federal Regulations, 49CFR, Part 382 and Part 40).

4. The contractor will certify that each employee assigned to the contract has a valid Iowa Driver's License.

5. The contractor will certify that it has done criminal background checks on each employee assigned to this contract and that all assigned employees have no felony convictions or misdemeanor convictions involving crimes of dishonesty, violence, or sexual misconduct.

6. The contractor will certify that, in accordance with the "Hazard Communication Rule", 29 CFR 1910.120 (the "Right-To-Know" Law) employees exposed to materials on the worksite will be trained for the materials in use by the successful contractor as part of the contract. Material Safety Data Sheets (MSDS) for City materials will be supplied to the successful contractor upon request.

7. Neither the contractor nor City shall assign its rights or obligations under the contract without the prior written consent of the other party.

VII. Proposal Evaluation

All proposals received by the time and date specified under Proposal Submission will be opened and checked for conformance with the requirements of this RFP. Absence of required information may render the proposal incomplete, and the proposal may be rejected. The City's determination of the proposal's completeness shall be final. Representatives from the Parks and Recreation Department and Police Department will evaluate all accepted proposals based on the following criteria.

Experience in Similar Park Setting with Significant Public Interaction	20 points
Business Experience / Staff Qualifications	20 points
Ability to Perform Services	20 points
References	15 points
Fee	15 points
Training Program	5 points
Quality of Proposal	5 points

A selection may be made based on the proposal itself. At the discretion of the City, one or more respondents may be invited to be interviewed for purposes of clarification or discussion of their proposal. The City reserves the right to choose any number of qualified finalists for interview and/or for final selection.

Proposed Selection Process Schedule

- Proposals due February 28, 2024
- Evaluation of proposals / interviews (if necessary): week of March 4, 2024
- Notification of intent to award: March 11, 2024
- City Council approval: March 18, 2024

VIII. Proposal Submission

Deliver three (3) copies of the proposal along with one (1) signed copy of this Request For Proposal (RFP) inside an envelope marked "Park Security Services Proposal", no later than **2:00 p.m.**, local time, **Wednesday, February 28, 2024**. Submit proposals to:

Office of the City Clerk
City of West Des Moines
4200 Mills Civic Parkway, Suite 2B
P.O. Box 65320
West Des Moines, IA 50265

Proposals received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. The City is not responsible for delays occasioned by the U.S.

Postal Service, the internal mail delivery system of the City, or any other means of delivery employed by the Contractor.

No costs associated with the preparation of this proposal, or incurred in any manner by the proposer, may be charged to the City of West Des Moines. All materials submitted in response to this request will be considered the property of the City of West Des Moines.

IX. Reserved Rights

This RFP does not commit the City to award a contract, pay any cost incurred in the preparation of a proposal in response to this RFP or to procure or contract for services. The City intends to select a proposer on the basis of the best interest and advantage to the City, and reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified proposers or to cancel this RFP in part or in its entirety, if it is in the best interest of the City to do so.

X. Additional Information

Questions regarding this Request for Proposal may be addressed to:
Marco Alvarez, Superintendent of Parks
marco.alvarez@wdm.iowa.gov
515-222-3452

Any questions that substantially change or clarify the RFP shall be affirmed in writing as proposal addendums to all individuals and contractors receiving the RFP.

XI. Signature

Any proposal submitted MUST be signed by an individual authorized to bind the Contractor. All proposals submitted without such signature will be deemed non-responsive and will not be accepted.

_____ _____

Authorized Signature Date

SECURITY OFFICER SERVICES

DESIGNED FOR

West Des Moines Parks & Recreation

PRESENTED BY

PER MAR SECURITY SERVICES

Since 1953

PER MAR SECURITY SERVICES

CELEBRATING 70 YEARS

February 26, 2024

West Des Moines Parks & Recreation
Attn: Marco Alvarez
4200 Mills Civic Pkwy
West Des Moines, IA 50265

Dear Marco,

Per Mar Security Services has been a family owned and operated, full-service security company since its inception in 1953. Led by the third generation of the Duffy family, our philosophy has always been to go beyond the standard in the pursuit of excellence. We believe this is the best solution to meet the ever-increasing demands of the security industry. Our goal is to set a caliber today that our competitors will try to emulate tomorrow, and it all starts with a personal touch.

Within our company, the branch office is at the heart of our service structure, where local management is empowered to deliver leadership to both our customers and employees. Our corporate infrastructure is designed to accommodate reasonable growth at the branch level without affecting the consistently high-quality service that our customers have come to expect.

Our company works not only as a team, but as a family. Wherever we are, the goal remains the same. We strive to establish a mutually-beneficial partnership with each customer, so we have adopted a proactive approach. We work with customers consistently to continually look for ways to improve our service and value. We feel confident that the people who know us best, our customers and our employees, will support our claim of consistently demonstrating a commitment to quality.

Thank you for the opportunity to present Per Mar to meet your needs as a vendor partner. We look forward to providing West Des Moines Parks & Recreation with its protection needs in the future.

Sincerely,

Bradley R Duffy

Brad Duffy
President/Managing Director
Security Officer Division

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PER MAR SECURITY SERVICES Since 1953

EXECUTIVE SUMMARY

Per Mar is the largest family-owned, full-service security company in the Midwest.

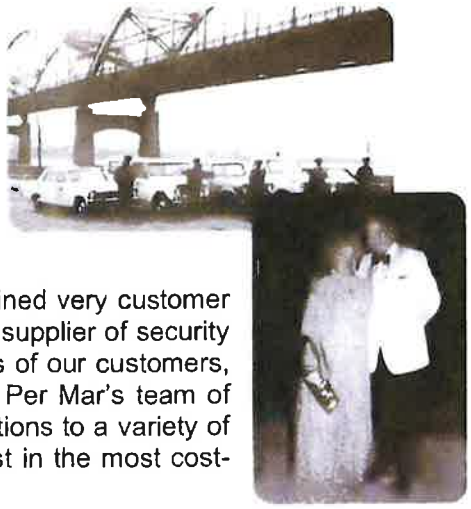
For over 70 years, we have provided quality unarmed and armed security officers across a wide range of situations in almost every industry: small businesses Fortune 500 companies, healthcare partners, retail and financial institutions, educational facilities, manufacturing and industrial sites, governmental agencies, residential communities and many more.

Our company also provides full-service security solutions for businesses and homes including smart home automation, burglar and fire alarms, access control, security cameras, live video monitoring, alarm monitoring, investigative services, pre-employment screenings and background checks.

On the map below you can see a snapshot of our service footprint.

PER MAR SECURITY SERVICES Since 1953

WHERE WE CAME FROM



John and Eleanor Duffy founded Per Mar Security Services in Davenport, Iowa in 1953. Their company was grown through steadfast dedication to the community, their employees, and their customers. What is now viewed as client-centric was just common sense to John & Eleanor: never a 'No' to a customer as long as the request was legal, moral and made good business sense.

Throughout our history, our 'corporate culture' has remained very customer centric. We simply recognized that in order to excel as a supplier of security services, it was vital to thoroughly understand the needs of our customers, and remain proactively prepared to meet those. Today, Per Mar's team of security experts is well known for providing security solutions to a variety of customers and market segments throughout the Midwest in the most cost-effective manner possible.

WHO WE ARE TODAY

Per Mar still operates from its corporate headquarters located in Davenport, Iowa, dubbed Per Mar Centre. We are also in our third generation of family leadership. Brian Duffy, the grandson of John and Eleanor, is the company's CEO, while his brother Brad Duffy is the President of the Security Officer Division.

In addition to our corporate office our company has grown to 25 branch offices and 7 satellite locations strategically located throughout our footprint. With more than 2,800 team members licensed to work in 18 states we are a regionally dominant, financially stable security company who continues to focus on providing excellent service to our client base. Per Mar has exceeded100 million in revenue since 2015 and are continuing to grow year over year.

SECTION 2: BUSINESS REFERENCES

It is important we make note of any current partnerships we have that are similar in size, scope, industry, or geography to your location. We ask that you contact any of the below companies to verify our services. If you require additional references beyond those noted, we can provide upon request.

Company:	**Blank Park Zoo**
Address:	7401 SW 9th Street Des Moines, IA 50315
Contact:	Allen Schroeder
Title:	Director of Facilities
Phone:	515-360-9424
Email:	ajschroeder@blankparkzoo.net

Company:	**Des Moines Skywalk Association**
Address:	400 Robert D Ray Dr Des Moines, IA 50309
Contact:	Chad Bentziner
Title:	Security Manager
Phone:	515-508-2511
Email:	bentzc3@nationwide.com

Company:	**Guideone Insurance**
Address:	1111 Ashworth Rd. West Des Moines, IA 50265
Contact:	Jon Watson
Title:	Facilities Director
Phone:	515-267-5640
Email:	jwatson@guideone.com

ACCOUNT MANAGEMENT

Since this is a partnership, we assembled a dedicated team to manage the West Des Moines Parks & Recreation and Per Mar relationship, with Justin Tew, our Security Coordinator, having overall responsibility for the business aspects of the relationship. Justin's responsibilities will include, but will not be limited to, the following:

- Arrange and attend pertinent meetings.
- Communicate the status of all projects, and maintain this communication throughout the two organizations.
- Establish an effective process to organize and document activity, to include creating, managing, and supporting project schedules.
- Assist with recommendations to the overall security of the facility. Our goal is to be a security partner not just for security officer services but for the full protection of your property.
- Assisting Justin will be our team of Field Supervisors who work 4PM to 8AM weeknights and 24 hours on weekends and holidays. Field Supervisors provide assistance and support to our security officers as well as conducting inspections to ensure officers are properly uniformed and performing required duties.

RESOLUTION ESCALATION

If there is a service issue that is not escalating to the degree which meets the expectations of West Des Moines Parks & Recreation, we propose the below leveled structure from local, regional, and corporate support standpoint. This way your representative can move up a level if a sufficient response is not made in a timely manner.

LEVEL I

Mark Kirchner
Area Manager

LEVEL II

Randy Mulder
General Manager

LEVEL III

Brad Duffy
President

OUR COMMITMENT

The following principles represent the commitment we will make to West Des Moines Parks & Recreation if awarded this contract and in continued partnership. These principles have been established, affirmed, and adopted by each member of our leadership team. You will be serviced by managers who seek to be recognized as the most responsible and competent supplier of security services. We have decided that without exception we as a company and as individuals will:

- Go to extraordinary lengths to understand and meet your needs.
- Treat your needs with paramount concern and all interactions with you will be based on asking questions, listening, and acting promptly to satisfy those needs.
- Take full responsibility for our actions and be honest at all times.
- Deliver our services to you with the highest standards in recruitment, selection, background investigations, training, supervision, management, and administration.
- Respect your time and minimize the amount of effort required of you by applying our knowledge, experience, and resourcefulness to your security program.
- Communicate regularly and proactively with you to keep you informed of the status of your security services and to reduce the stress that is associated with uncertainty.
- Recruit and retain qualified people and provide an environment where every member of the team can achieve personal excellence and growth.
- Provide the most cost-effective and customer-driven services from a company who stays on the forward edge of security technology and approaches.
- Measure our success by your willingness to confidently recommend us.
- Seek to improve the quality of service we provide by encouraging you to critically evaluate our performance.

SECURITY STAFFING

Our staffing plan for West Des Moines Parks & Recreation is based on schedules noted below. This will establish the need to hire approximately 2 full-time officers and 3 part-time officers to sufficiently staff your account.

Below is the projected schedule for West Des Moines Parks & Recreation:

Day	***Hours of Coverage***
Sunday	One officer 10AM to 1AM May1 to October 15 One officer 12PM to 7PM if requested
Monday	One officer 5PM to 1AM May 1 to May 31 & September 16 to October 15 One officer 10AM to 1AM June 1 to September 15 One officer 12PM to 7PM if requested
Tuesday	One officer 5PM to 1AM May 1 to May 31 & September 16 to October 15 One officer 10AM to 1AM June 1 to September 15 One officer 12PM to 7PM if requested
Wednesday	One officer 5PM to 1AM May 1 to May 31 & September 16 to October 15 One officer 10AM to 1AM June 1 to September 15 One officer 12PM to 7PM if requested
Thursday	One officer 5PM to 1AM May 1 to May 31 & September 16 to October 15 One officer 10AM to 1AM June 1 to September 15 One officer 12PM to 7PM if requested
Friday	One officer 5PM to 1AM May 1 to May 31 & September 16 to October 15 One officer 10AM to 1AM June 1 to September 15 One officer 12PM to 7PM if requested
Saturday	One officer 10AM to 1AM May1 to October 15 One officer 12PM to 7PM if requested

To ensure that positions emptied by workforce turnover are filled promptly and cost effectively for larger sites, we maintain a total trained force of approximately 120-125% of staffing needs, developing a Reserve Force of officers fully site-trained and standing ready (and client approved if required by contract).

RECRUITMENT AND SELECTION

Per Mar Security Services understands that hiring and retaining the right quality staff is the most consistent factor driving the success (or failure) of a security program's reliability, quality and cost-effectiveness. Our hiring process has been honed to attract candidates with:

- Self-motivation and an interest in security as a career
- Effective oral and written communication skills
- Dedication to protecting and serving

We allocate substantially more HR resources upfront than the majority of our competitors. Our HR process is fully integrated from application to employment, assuring efficiency and reducing operating costs. Labor costs are expected to be 70% of any security program; our exceptional focus on HR quality and operational efficiency results in savings that are used to offer competitive wages and better benefits than many of our competitors.

In terms of recruitment for West Des Moines Parks & Recreation, we will be focusing on interviewing and selecting qualified incumbent officers, internal transfer requests, and new officers.

RECRUITMENT SOURCES

As part of our standard recruitment program, we utilize the following sources:

Online Advertising/Job Boards

- Indeed
- Zip Recruiter
- Craigslist
- Monster
- CareerBuilder
- Handshake
- LinkedIn
- Facebook
- Local Job Network

Networking Locations

- State Workforce Centers
- Veteran Centers

RECRUITING HUB

Local Employment Coordinator
Corporate Employment Coordinator
Hire by Workwave System

Educational Facilities

- Colleges/Universities
- Technical Schools
- High School

Offline Advertising

- Newspapers
- Magazines
- Radio

Referral Program

Civic Groups

Flyers and Cards

APPLICANT TRACKING SYSTEM

We utilize Hire by Workwave as our applicant tracking system to attract, recruit, and onboard the candidates for assignment at West Des Moines Parks & Recreation. This system allows us to maximize recruiting reach by:

- Encouraging employee referrals with a simple submission portal.
- Promoting our jobs through: free job-board postings to Indeed, Glass door, Simply Hired, and Trovit; a search-engine-optimized career portal; and integrated social-media tools for sharing and building connections.
- Empowering applicants to share our job openings via social networking and email.
- Attracting applicants with opt-in email notifications, job-opening RSS feed, and a recommended-jobs sidebar.

BACKGROUND INVESTIGATION

Once a contingent job offer has been made and accepted a comprehensive background investigation is designed to make sure applicants are who they say they are, are reliable and dependable, and do not have a criminal history. Per Mar's Background Check Services Division executes all components of the check.

Our background investigation includes the following components:

- Statewide Criminal Record Search
- County Criminal Record Search
- Social Security Number Trace
- National Sex Offender Registry
- Motor Vehicle Record Search
- Employment Verification
- Military Employment Verification
- Education Verification

DRUG SCREEN PROGRAM

To assure a safe and hazard-free work environment for our own officers as well as the employees, guests and visitors of each and every client, each employee signs a Drug Test Waiver; and all employees assigned to West Des Moines Parks & Recreation will have undergone a drug screen. We test for THC, Cocaine, Methamphetamines, and Opiates.

UNIFORMS AND APPEARANCE

Service excellence requires a professional appearance. The security officer is often the first person encountered by a visitor to our client's property. This first impression is vital in establishing a positive relationship, and Per Mar Security Services is committed to ensuring that security officers not only perform professionally, but also appear professional at all times.

Security officers are required to maintain their uniforms in accordance with our strict uniform policies; we clearly define and frequently communicate expected professional, business-like image and grooming standards, both verbally and in writing. Regular uniform inspections are performed by our site supervisors and management team.

APPEARANCE STANDARDS

Uniform appearance is an important factor in officer effectiveness -- a sign of authority, dignity and respect. But the uniform is not the only important component of the overall look, there are other factors that will create the complete professional image. Below is a summary of our appearance standards:

- Uniforms must be worn in their entirety and as specified.
- Uniforms are kept clean and well-maintained.
- Employees are required to wear and have clearly visible company ID at all times on duty.
- Hair styles and colors may not be in extreme and should be neatly styled.
- Shaved hair designs or tails are not allowed.
- Mustaches, goatees, sideburns and beards are allowed but must be neatly trimmed and in relative uniform length.
- No other facial hair is allowed unless prior approval is received.
- The use of jewelry is to be kept to a minimum and should not be distracting.
- Nails must be clean and neatly trimmed
- Women should use only subtle nail polish colors.
- Post earrings and nose studs may be worn by female employees.
- Male employees may not wear earrings or nose studs.
- Tongue piercing, facial piercing or any visible piercing is not permitted.
- Non-prescription sunglasses are not allowed to be worn in indoor work areas.
- Sunglasses may be worn in outdoor work areas during daylight hours.
- Tattoos must not be on the neck, face, or throat.
- Tattoos are allowed provided they are in good taste and not obscene or lewd in their design.
- Employees must wear clothing appropriate to conceal tattoos that are not deemed appropriate.

PER MAR SECURITY SERVICES Since 1953

TRAINING AND DEVELOPMENT

Per Mar Security Services recognizes training is crucial to ensuring security officers, supervisors, and managers have the necessary knowledge and expectations which will complement their skills and motivation. This all starts from the moment an applicant is hired until the day they retire from the company. The better the training is, the better the employees will be.

Certificate of Training

PRE-ASSIGNMENT TRAINING

At the very core of our training program is our Basic Security Officer Training (BSOT) which is provided to all new employees during the pre-assignment period. This learning experience provides a solid foundation of general security knowledge and information to new security officers.

SPECIALTY TRAINING

Once pre-assignment training is completed, we line up any specialty training required by West Des Moines Parks & Recreation. This may involve either annual or bi-annual training or certification requirements, such as CPR/First Aid, as well as one-time trainings. Russell Shelangoski serves as Per Mar's Corporate Director of Training and teaches are BSOT training classes as well as coordinating specialty training topics such as dog behavior training.

ON-THE-JOB TRAINING

Once the security officer is assigned to West Des Moines Parks & Recreation they will be required to complete and pass a customized On-The-Job Training (OJT) program. The OJT program will be based off of the post orders as written specifically for the site and will allow for consistency in training.

SUPERVISORY TRAINING

We have designed a course for both basic and advanced skills specifically for all new supervisory staff to prepare them to lead their team. This training will be conducted separately from the other stages and will be proctored by members of our management team.

CONTINUING EDUCATION

The continuing education program for our security officers uses a modern straightforward approach by utilizing an online information source. Our Learning Management System called Per Mar University, was setup to be utilized as a free resource and learning tool for our security officers to have at their disposal any time they might need it.

BENEFITS AND INCENTIVES

Per Mar Security Services understands that in order to provide quality service to clients, we must first offer quality support to our employees. We have taken great care to consistently indicate that we value our employees, including providing fair compensation and comprehensive benefits and incentive package, overall, one of the most competitive in our industry.

We take pride in our employees and we strive to assure their health and well-being and that of their families. Our flexible benefits program, which encourages our employees to "Protect Customers, Protect Yourself" allows for a selection of coverage that best meets their needs and those of their family. Having a solid benefits package is another key to longevity and employee retention. Below is the summary and breakdown of our benefit and incentive package.

- Medical insurance
- Dental insurance
- Vision insurance
- Paid life/AD&D insurance (if enrolled in medical insurance)
- Voluntary life insurance for employee, spouse and dependents (if enrolled in medical insurance)
- Supplemental healthcare plans including:
  - Short term disability
  - Accident insurance
  - Critical illness
- 401(k) retirement plan with company match
- Paid vacation
- Holidays pay
- Paid training
- Free uniforms
- Direct deposit or payroll card
- Anniversary recognition with cash bonus for years of service
- Life assistance program
- Employee newsletters including health and wellness information
- Employee discounts including:
  - Discounted Per Mar Security monitoring services
  - Honeywell product discounts
  - Verizon, Sprint, and AT&T discounts on monthly bill
  - Sam's Club membership discount
  - Purdue University Global tuition reduction
- Cash bonus for employment candidate and new business referrals
- Officer of the Month Recognition with $50 Cash Bonus (manager/branch discretion)
- President's Award Program including Officer of the Year Recognition
- Spot awards for doing a good job - $5.00 gift cards (manager discretion)
- Company wellness program through Anytime Fitness
- Employee referral reward program
- Making a difference program

TECHNOLOGY ENHANCEMENTS

Per Mar Security Services utilizes technology to create a force multiplier with our security officer staff. At West Des Moines Parks & Recreation, this will allow us to share information swiftly, effectively, and in real-time, lower operating costs, and simplify administration and financial management.

GUARD FORCE ACCOUNTABILITY

We utilize SecurePatrol™, powered by TrackTik, a fully integrated paperless guard management system for the monitoring, reporting, and managing of security officers and operations with improved efficiency and accountability.

With this platform our Security Officers are able to do patrol tours as well as report incidents and activities in real-time. Managers and clients can monitor, review, and respond instantly from their browsers or smart phone. SecurePatrol™ contains the following program features:

- Live Dashboard: instant access to the vitals of your security operation
- Guard Tour System: ensure officer compliance with established protocols and SLA's
- Reporting: detailed, custom-built incident reporting with automatic notifications
- Dynamic Tracking: GPS history, geo-tagged officer location, and post-incident analysis
- Trends and Analytics: insight from security data to increase operational effectiveness
- Guarding Toolbox: enhance officers' capability and reach plus lone worker safety program

Unlike other guard tour products or systems this platform seamlessly connects all of the above features to deliver data-rich information in real time so you can always make informed decisions. The increased accountability and efficiency of officers in the field will not go unnoticed.

TIME AND ATTENDANCE

We utilize TeamTime and eHub by TEAM Software, which is a versatile, robust time and attendance solution automates our timekeeping processes. It also eliminates timesheets, reduces calculation errors, and provides real-time verification. Officers will be required to check in and out via phone or app. This will be from a recognized number with caller ID or geo-fenced location.

With Team Time our entire security force is up to the minute on client or company changes. When officers clock in, Team Time's two-way communications global messaging allows communication with all employees at once with a single message -- automatically delivering essential information including pass-on info, company-wide broadcast, personal and/or group messages -- with confirmed receipt. Employees are also able to respond and leave messages for supervisors.

RATE STRUCTURE

HOURLY RATES

Per Mar Security Services is proposing to West Des Moines Parks & Recreation the following billing rate structure for the Security Officer Services contained in this proposal:

Position	Wage Rate	Regular Billing Rate	OT/Holiday Billing Rate
Security Officer	$19.00	$32.50	$48.75
Mobile Stops		$17.50 per stop	
Alarm Response		$35.00 per trip	

Overtime is billed as incurred for all hours in excess of the base line schedule.

The holiday rate applies to Security Officers who work the following nine (9) holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

Please note the billing rates are all inclusive of the following items:

- Regular Wages
- Statutory Costs
- General Liability Insurance
- Uniforms
- Supervision
- General & On-The-Job Training
- Standard Issued Equipment
- Smart Phone (x1)
- SecurePatrol License (x1)
- General & Administrative Overhead
- Pre-Tax Profit
- Bicycle/Scooter as needed

DIRECT BILLED RATES

The following are direct bill costs for vehicles for West Des Moines Parks & Recreation not included in the hourly rate.

Item	Rate	Per
Vehicle	$750.00 per vehicle	Bi-weekly

INSURANCE

Full and complete insurance coverage is a critical component in the security industry for both client and financial stability of the security firm. The table is a representation of our coverage.

M3 Insurance Solutions, Inc.
828 John Nolen Drive
Madison, WI 53713

Angie Puls
angie.puls@m3ins.com
(608) 288-2723

COMMERCIAL GENERAL LIABILITY

Insurer: Philadelphia Indemnity Insurance Co.
NAIC #: 18058
Policy #: PHPK2385750

Each Occurrence - $1,000,000
Damage to Rented Premises - $1,000,000
Medical Expense (Any One Person) - $20,000
Personal & Advertising Injury - $1,000,000
General Aggregate - $3,000,000
Products Comp/Op Aggregate - $3,000,000

Additional limits are available through the Lexington Excess policy.

WORKERS COMP AND EMPLOYERS' LIABILITY

Insurer: The Travelers Indemnity Co of CT
NAIC #: 25682
Policy #: UB-1T600041-22-51-K

Each Accident - $1,000,000
Disease, Each Employee - $1,000,000
Disease, Policy Limit - $1,000,000

EMPLOYEE DISHONESTY

Insurer: Twin City Fire Insurance Company
NAIC #: 29459
Policy #: 83KB034836122
Limit - $1,000,000

AUTOMOBILE LIABILITY

Insurer: LM Insurance Corporation
NAIC #: 33600
Policy #: AS5Z91474086012

Combined Single Limit - $1,000,000

EXCESS LIABILITY

Insurer: Lexington Insurance Company
NAIC #: 19437
Policy #: 080877650

Each Occurrence - $5,000,000
General Aggregate - $5,000,000

This policy is Excess over the General Liability, Auto Liability, and Employer's Liability.

CYBER LIABILITY

Insurer: Travelers Casualty and Surety Co of America
NAIC #: 31194
Policy #: 106617599

Notes: Additional insured (Blanket basis) is included on the General Liability and Auto Liability policies shown above, if required by written contract subject to policy terms, form, and conditions. Waiver of Subrogation (Blanket basis) in favor of same with respects to the General Liability & Auto Liability & Workers Compensation if required by written contract subject to policy terms, form, and conditions. The insurance provided under the General Liability & Auto Liability is primary and non-contributory (blanket basis). Excess Liability coverage is excess over the underlying General Liability, Auto Liability, and Employers Liability (follows form).

PER MAR SECURITY SERVICES Since 1953

SECTION 5: ATTACHMENTS

The following attachments are also included as part of this proposal to West Des Moines Parks & Recreation:

- Uniforms and Vehicles

Per Mar's Standard Uniform is a polo shirt with our insignia and black bdu slacks. We will outfit officers as required and approved by our client's. We utilize Uni Pro as our uniform provider and they offer various options to include color and style.

In regards to vehicles, we have a fleet of 11 vehicles we utilize in our branch. Vehicles are assigned to alarm response officers who conduct mobile stops and specific clients who require use of a vehicle for security patrols. If awarded the West Des Moines Parks & Recreation contract we would permanently assign a vehicle or vehicles to our security officer staff on property. Mobile stops would be conducted by alarm response officers who would drive vehicles from within a fleet.

Thank you for this opportunity.

We're proud to protect.

Randy Mulder
General Manager

PER MAR SECURITY SERVICES
3001 99th Street
Urbandale, IA 50322

D 515-698-5041

rmulder@permarsecurity.com

R. Mulder 2-26-24

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Since 1953