

**Domino Park**  
Two Trees Management Company

**Request for Proposals**  
**Ambassador + Security Services**  
February 2018



**Contact:**  
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## **Introduction**

Two Trees Management Company is the owner and operator of Domino Park, a world class 4-acre park located along the Williamsburg waterfront in Brooklyn, NY that will open to the public in May 2018. The park, designed by James Corner Field Operations, acclaimed architects of the High Line, spans a quarter mile from Grand Street to South 5th Street. It contains a variety of passive and active recreational programming, diverse plantings and landscape features, as well as several distinctive large artifacts from the site's industrial history as a sugar refinery. It includes features such as athletic fields, bocce courts, a food kiosk operated by a third party vendor, fountains, a dog run, an iconic playground and areas for relaxation and leisure.

Two Trees is seeking proposals from well qualified contractors to operate a security and ambassador program within the boundaries of the park. It is expected that the selected contractor will work in collaboration with Domino Park management staff to implement and execute the services at a high standard commiserate design and vision of the park.

## **RFP Timeline**

The following schedule has been established for this RFP:

Release of RFP:	February 6th, 2018
Vendor Site Visits:	Week of February 12 <sup>th</sup> , 2018
Proposals Due:	March 2nd, 2018 at 3:00PM EST
Interviews with Selected Candidates:	Week of March 12th, 2018
Vendor Selected:	Week of March 26 <sup>th</sup> , 2018
Vendor Start:	Week of May 14 <sup>th</sup> , 2018

## **Scope of Work**

### Services and Responsibilities

The selected contractor will provide all ambassador and security services at Domino Park, as described in this scope of work, as well as training, management, supervision and administration services necessary to perform the project. At a minimum, this includes deploying contracted staff to:

- Ensure the safety and enjoyment of all park visitors through a highly visible roving presence throughout the park.
- Communicate information and basic knowledge about Domino Park, amenities and events, and the neighborhood.
- Enforce park rules, regulations, and park permits to individuals and groups.
- Serve as crowd control and security at special events and public programs.
- Perform regular inspections of park amenities, facilities, and other assets. Document all conditions and report any abnormalities to the appropriate parties.
- Submit daily incident and operating reports to Domino Park management.
- A monthly activity log and quarterly contract summary document.

### Workforce and Deployment

The selected contractor will provide a daily workforce (of a size outlined below) to ensure that every area of the park is serviced in the manner described above. The workforce will report to a central location each day and should be deployed and supervised by an employee of the contractor.

Month	Hours	Days / Week	Workers / Day	Supervisor / Day
May	8:30 AM – 2:00AM	Monday – Friday	2	1
		Saturday – Sunday	4	
June	8:30 AM – 2:00AM	Monday – Friday	2	1
		Saturday – Sunday	4	
July	8:30 AM – 2:00AM	Monday – Friday	2	1
		Saturday – Sunday	4	
August	8:30 AM – 2:00AM	Monday – Friday	2	1
		Saturday – Sunday	4	
September	8:30 AM – 2:00AM	Monday – Friday	2	1
		Saturday – Sunday	4	
October	8:30 AM – 2:00AM	Monday – Friday	2	1
		Saturday – Sunday	4	
November	8:30 AM – 2:00AM	7 Days / Week	2	1
December	8:30 AM – 2:00AM	7 Days / Week	2	1
January	8:30 AM – 2:00AM	7 Days / Week	2	1
February	8:30 AM – 2:00AM	7 Days / Week	2	1
March	8:30 AM – 2:00AM	7 Days / Week	2	1
April	8:30 AM – 2:00AM	7 Days / Week	2	1

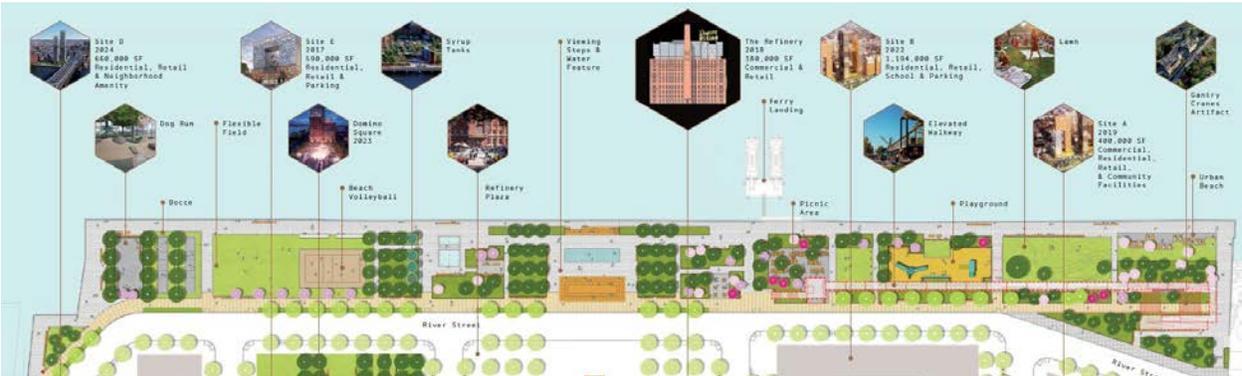
The number of uniformed workers and hours listed above are subject to change. Two Trees reserves the right to request additional workers be deployed at certain times during the day or certain days of the week as deemed necessary. Two Trees also reserves the right to deploy the workforce in phases, or focus resources on specific areas of the park, at the beginning of, or throughout, the work day and contract period.

**Extent of Premises**

The contracted staff will be responsible for providing services in all areas of the 4-acre Domino Park, encompassing quarter mile of the waterfront, from Grand Street to South 5<sup>th</sup> Street along the newly built River Street.

A series of active and passive features are interspersed throughout the park, including:

- Dog run
- Bocce courts
- Astro turf athletic field
- Beach volleyball
- A water feature
- Food concession
- Playground
- Elevated walk
- Historic artifacts



### Uniforms

All contracted staff assigned to Domino Park are expected to maintain a neat and clean appearance with proper uniform attire. In order to achieve that goal, the contractor must supply a sufficient number of complete uniforms bearing the logo of Domino Park for each worker. The uniform design will be provided by Two Trees. The design of any additional uniform items are subject to the prior approval of Two Trees. The scope of the uniform must match the applicable season and serve the workers' needs in all types of weather. At a minimum, this includes:

- Cold Weather: Winter jacket, knit hat, water-proof gloves, sweatshirts, appropriate footwear
- Hot Weather: T-shirts, shorts, baseball cap
- Rainy Weather: Rain bib and water-proof jacket

Personnel employed by the contractor will wear the uniforms at all times that they are on duty. Only uniforms in clean, good condition may be worn. Contracted staff will not be permitted to wear other garments over any part of their uniforms.

### Changing and Muster Facilities

Two Trees will provide day lockers for the contracted staff to store any personal items during a particular shift. A private area for changing will be provided. A small trailer will be in place to take breaks and muster.

### Personnel Requirements

The contracted staff will be representing Domino Park, and as a result, must be friendly, dependable, trustworthy, enthusiastic, and personable. The contracted staff must always present themselves as professional and approachable.

Two Trees reserves the right to interview any prospective contracted worker for the site. Two Trees may reject any personnel provided by the contractor at any time, for any reason. The contractor will assume complete responsibility for insuring that performance by its employees meets the needs and standards established by Two Trees.

### Administration

The contractor will assign a representative, who is a full-time employee of the contractor, to work in conjunction with Two Trees / Domino Park management.

Subject to Two Trees approval, the assigned representative will be responsible for creating, implementing, and overseeing the ongoing success of:

- A site specific job description, employee hand book, and training manual for the contracted staff;
- A training program designed to familiarize the contracted staff with at a minimum: (1) job standards, (2) proper customer service procedures, (3) general Domino Park information.
- A reporting procedure which will include, at a minimum a monthly document to: (1) verify and document worker attendance – showing the number of contracted staff and hours worked, and (2) an incident log, whereby all issues, accidents, and complaints will be documented.

Additionally, the assigned representative will:

- Meet at least monthly with Two Trees / Domino Park staff at a mutually agreed upon time, or on a more frequent basis, if so requested by the Head of Domino Park;
- Provide written quarterly updates to the Domino Park management staff summarizing the overall strengths, weakness, opportunities, and issues associated with the contracted services;

- Respond in writing, subject to Two Trees' approval and authorization, to any complaints regarding the contracted services and moving forward make best efforts to alleviate such complaints.

#### Training Program

The contractor will provide an ongoing training program for contracted cleaning personnel that will, at a minimum, include:

- Philosophy, mission, history of Domino Park
- Employment policies related to code of conduct, chain of command, rules/regulations
- Personal conduct, attitude, etiquette
- Scheduling, assignments, procedures,
- Appearance and uniform maintenance
- Personal safety procedures

#### Changes in Scope of Services and Personnel

Two Trees reserves the right to make reasonable changes to the general scope of the work and in personnel, including shifting work schedules to accommodate holiday / special event staffing needs and changes to coordinate with park initiatives. Any such changes will be directed in writing.

If Two Trees directs any such changes that affect the cost of the services, an equitable adjustment will be agreed to by both parties.

#### Term of Agreement

Two Trees intends to enter into a 1-year agreement with the contractor. Two Trees will have the option, in its sole and absolute discretion, to renew the contract upon its expiration for two (2) additional one year terms.

In any such extension of this agreement, Two Trees reserves the right to make minor variations in services that may result in changes to various costs of operation. These adjustments to the costs of operation in any extended term will be by written mutual consent.

Two Trees reserves the right to terminate the Contract at any time, with or without cause, upon thirty (30) days written notice.

#### Indemnification and Insurance Requirements

The contractor will be required to indemnify Two Trees for claims arising out of the contractor's operations under the contract, pursuant to a provision to be included in the contract. The contractor will purchase and maintain throughout the contract term the insurance at its own cost and expense.

#### Compensation for Services

Compensation to the contractor for the management and operation of the contract will be comprised of two components:

1. A quarterly, fixed, administrative fee;
2. An hourly fee that directly correlates with the number of contracted staff and hours worked during a given month;

#### **Proposal Submission**

##### Pre-Bid Meeting and Tour

A pre-proposal walkthrough is available to all prospective contractors. This walkthrough will provide prospective contractors with an opportunity to formulate any questions they may have regarding the RFP. The visits will be scheduled for the week of February 12, 2018. Please reach out to Michael Lampariello to schedule the visit.

##### Proposal Submission Requirements

Proposers should provide a written response to the following submission requirements:

- Statement of qualifications of the contractor indicating the ability to perform the services as outlined in this RFP;
- A detailed response and description of services to be provided in response to specific items addressed in this RFP;
- A detailed description of personnel policies including recruiting, training, staff turnover history, and salary/benefits offered (as applicable);
- A comprehensive personnel plan that details the number of staff needed to provide the services;
- Examples of typical reporting documents;
- A comprehensive budget for the initial term and option years that includes personnel costs, uniform costs, administrative costs, and any other overhead or profit;
- The names and locations of three (3) references of comparable clients/accounts. Each reference should include organizational name, address, contact person, number of years serving the client, and phone number of contact;
- A schedule outlining the proposed compensation

#### Proposal Evaluation

Two Trees will use the following criteria to evaluate proposers and their proposals. The relative importance of the criteria is not indicated by the order of the listing.

- Ability to provide the services described in the Scope of Work
- Ability to provide consistent roster of workers with tenure such that turnover is minimized.
- Ability to provide a workforce consisting of gender diversity
- Previous performance on similar contracts
- Demonstrated quantity and quality of relevant experience
- Demonstrated level of organizational capability
- Quality of proposed approach
- Price

#### Proposal Submission

Proposals should be submitted via e-mail to Mike Lampariello by March 2, 2018 at 3:00PM EST.

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