

**REQUEST FOR QUALIFICATIONS (RFQ) FOR  
SECURITY AND CUSTOMER SERVICES *(and other employees)***

**Village of McCook**

and



**McCook  
Athletic & Exposition**

4750 SOUTH VERNON AVENUE  
MCCOOK, IL 60525  
708-485-9900

**All Qualifications and other communications must be addressed and returned to:**

**MAX Security and Customer Services RFQ  
Attn: Security RFQ  
4750 Vernon Avenue  
McCook, IL 60525**

**QUALIFICATIONS MUST BE RECEIVED NO LATER THAN:**

**3:00pm**

**on**

**June 22, 2018**

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**REQUEST FOR QUALIFICATIONS (“RFQ”)**  
**FOR**  
**VILLAGE OF MC COOK**

**I. PURPOSE OF THE REQUEST FOR QUALIFICATIONS**

The purpose of the RFQ is to select a “Respondent” with experience in security and customer services to provide services at the McCook Athletic & Exposition Center (the “MAX”). The MAX is Chicago’s first full-sized outdoor field positioned under a clear-span forty (40) foot roof. The MAX contains numerous full-sized basketball courts, volleyball courts, baseball/softball academy, a sports enhancement program as well as full time tenants, in an office setting. There is also a full-service restaurant on property complete with the service of alcohol. The MAX is designed to meet the needs of organized public and private sports teams and clubs, as well as satisfying the ever-increasing demand for more and better training and competitive facilities.

Additionally, the MAX serves as venue for numerous public events including concerts, festivals, tradeshow and sporting events.

**II. SCOPE OF SERVICES**

The selected firm will provide in-building security and customer service personnel for the facility. These tasks will include both protecting the physical structure as well as the employees, participants and spectators. The selected firm will also be required to provide light duty tasks including the movement of soccer goals, tables, chairs and other small items needed for the operation of events held at the facility (collectively, the “Services”). The Services further involve working with children and young adults and the appropriate background checks, insurance and corporate procedures will need to be addressed and fulfilled prior to the selected firm beginning work at the MAX or for the Village.

The selected firm will be required to provide all necessary items including, but not limited to: MAX specific security uniforms, communications devices/systems and administrative processes related to incident reporting and employee time verification,

The Village of McCook (“the Village”) reserves the right to: (1) reject all qualifications (the “Qualifications”) submitted, in whole or in part, and (2) award the Services to multiple Respondents. The Village reserves the right, in its sole and absolute discretion, to cancel or modify this RFQ in whole or in part, without further notice. The Village will look favorably upon local applicants but seeks and endeavors to secure the lowest price and most qualified provider.

### III. REQUESTS FOR CLARIFICATION

All questions or requests for clarification must be in writing, sent email to:

[info@max-mccook.com](mailto:info@max-mccook.com)

RE: MAX Security RFQ

Questions **must be received no later than 3:00pm on June 15, 2018**. The Village shall not be responsible for the delay in the transmission of any request for clarification or other communication.

#### 3.1 Deadline And Procedures For Submitting Qualifications

##### A. **Deadline**

**Qualifications must be received to the address as set forth in Section 3.1 B no later than 3:00pm, local time, on June 22, 2018. Late Qualifications will not be considered.** The Village shall not be responsible for any delays in the delivery, receipt or handling of Qualifications.

##### B. **Procedures For Submitting Qualifications**

Qualifications must be delivered to the following address:

**MAX Security and Customer Services RFQ  
Attn: Security RFQ  
4750 Vernon Avenue  
McCook, IL 60525**

Respondent must submit four (4) sets of originals in hardcopy format and one (1) electronic copy, in .pdf format on a “Jump Drive” of the Qualifications. The original documents must clearly be marked, and must bear the original signature of an authorized agent. Respondent must enclose all documents in a sealed envelope or box. **Qualifications submitted via facsimile or electronic mail will not be accepted.**

**All submissions are subject to the Illinois Freedom of Information Act (5 ILCS 140/1, et seq.)**

#### 3.2 Confidentiality

To the extent allowed by applicable law, the Respondent may designate as confidential those portions of the Qualifications that contain trade secrets or other proprietary data that must remain confidential. **SEE SECTION ON COMPANY FINANCIAL STATEMENTS**

## **IV. SUBMISSION REQUIREMENTS**

### **4.1 Required Content**

At a minimum, the following information must be included in all Qualifications:

#### **A. Cover Letter**

The Respondent must submit a cover letter committing the Respondent to provide the Services, in accordance with the terms and conditions of a contract that may be awarded subsequent to the RFQ and in compliance with all applicable laws, orders, rules and regulations. The cover letter must also:

- (i)** Outline the number of years the Respondent has been in business, and provide an overview of the experience and background of the Respondent, in relation to the Services, and the key personnel committed to this project;
- (ii)** Identify the legal name of the Respondent, the address of its headquarters, its principal place of business, its legal form (*e.g.*, corporation, joint venture, limited partnership, etc.), the names of its principal or partners and its authority to conduct business in Illinois;
- (iii)** Indicate the contact information (name and telephone number(s)) of the principal contact for oral presentation, interviews, or negotiations; and
- (iv)** The cover letter must be signed by an authorized representative of the Respondent.

#### **B. Executive Summary**

The Respondent must provide an executive summary that explains its understanding of the Village's intent and objectives. The summary must discuss the Respondent's plan for achieving and implementing the Services.

#### **C. Professional Qualifications And Specialized Experience Of Respondent**

##### **(i) Company Profile Information (See Form in Exhibit 1)**

The Respondent must complete the company profile information questionnaire that is attached hereto and incorporated herein as Exhibit 1.

##### **(ii) Company References (See Form in Exhibit 2)**

The Respondent should provide at least three (3) client references for services substantially similar to the Services. All client reference information must be verified and supported. References must be aware that they are being used and agreeable to an interview by the Village. This information shall be provided by completing the form attached hereto and incorporated herein as Exhibit 2.

**(iii) Business License/Authority To Do Business In Illinois**

The Respondent must provide copies of appropriate licenses or certifications required of any individual or entity performing the Services. The Respondent must provide evidence that it is authorized to do business in Illinois.

**(iii) Proof of Insurance**

The Respondent must provide a current copy of the firm's baseline insurance complete with coverage levels for P&C, General Liability Workers Compensation and specialty lines related to the security industry.

Additionally, the Village may require additional coverage and lines specific to The MAX. This will be determined upon review of the firm's baseline coverage.

**D. Professional Qualifications And Experience Of Key Personnel**

**(i) Key Personnel**

The Respondent must provide a list of the individuals who will be dedicated to perform the Services.

**(ii) Areas Of Expertise**

The Respondent must indicate each person's areas of expertise and which person will have primary responsibility for various tasks or aspects of the service.

**(iii) Resumes**

The Respondent must submit resumes or corporate personnel profiles with past experience for each of the key personnel. This must include a description of each individual's role and responsibilities on recent projects similar in scope, type and magnitude to the Services.

**E. Project Management/Implementation Plan**

The Respondent must provide a detailed summary of its plan for implementing the Services.

**F. Compensation Proposal**

The Respondent must provide an explanation of its proposed compensation model by addressing, at a minimum, the topics indicated on Exhibit 3, attached hereto and incorporated herein. The Respondent must disclose any charges or fees not included in its base price that the Village would incur. Qualifications that fail to include the compensation information requested in Exhibit 3 will be deemed non-responsive and rejected as incomplete.

**G. Company Financial Records-In separate envelope marked “CONFIDENTIAL”**

**Please provide three (3) years of Income Statements and Balance Sheets for the most recent fiscal/calendar years.**

**V. EVALUATION CRITERIA**

**5.1 Criteria and Process**

The Mayor of the Village has created a RFQ Review Committee (the “Committee”), consisting of four (4) members. The members include, one (1) member that has knowledge of sports complex management, one (1) member that currently serves as General Manager of the MAX, the McCook Police Chief, and one (1) member that is an attorney. The Committee shall evaluate the Qualifications to determine the firm(s) best-suited to meet the Village’s needs. The Committee reserves the right to require in-person interviews with some or all of the Respondents. The Committee shall make its recommendation on selection to the Mayor.

In evaluating the Qualifications, the Committee’s recommendation and the Village’s selection will be based upon those factors deemed necessary to promote the best interests and welfare of the Village including, without limitation, the following:

**A. Professional And Technical Competence**

The Respondent’s ability to provide the Services, including capacity to achieve the project goals and objectives described in this RFQ.

**B. Professional Qualifications And Specialized Experience Of Respondent And Team**

The Respondent's experience in providing services similar to the Services on projects of similar scope and magnitude (*e.g.*, specifically with respect to security and customer services in an indoor sports complex). The Village will consider the past and current performance of the Respondent (and team members) on other contracts in terms of quality of services and compliance with performance schedules. The Village may solicit from current and/or previous clients, including, other government agencies, or any available sources, relevant information relating to the Respondent's record of performance.

**C. Quality, Comprehensiveness And Adequacy**

The Village will review the quality, comprehensiveness and adequacy of the proposed project management/implementation plan for providing the Services including the staffing plan, local availability and commitment of personnel who will manage and oversee the project.

**D. Compensation**

The Village will consider the competitiveness and adequacy of the proposed compensation model for the Services.

**E. Background Check**

The Village reserves the right to conduct a background check of all employees of the provider. All employees of the provider must be over the age of twenty-one (21), permitted to serve alcohol and be around children. The Village will not allow any employee of the provider who is convicted or found to be adjudged as guilty of a felony, or any crime against people under the age of eighteen (18), or crimes of a sexual nature or people who are registered sex offenders in the State of Illinois or any other state to work on its premises. Failure to abide by this will cause the immediate termination of any selected provider.

**VI. REJECTION OF QUALIFICATIONS**

**6.1 Selection Does Not Guarantee The Award Of A Contract.**

This RFQ shall not create any legal obligation of the Village to evaluate any Qualification that is submitted or to enter into any contract or any other agreement with an entity who submits a response except on terms and conditions that the Village deems, in its sole and absolute discretion, to be satisfactory and desirable. All Qualifications should contain an affirmative statement that there is no "conflict of interest" with the Village and the Respondent.

The Village reserves the right to reject all Qualifications received and the right to waive non-material formalities and technicalities according to the best interests of the Village. Any Qualifications submitted shall be binding for sixty (60) days following the Village's opening and review of the same. The Village reserves the right to select a Respondent or multiple Respondents to perform the Services. The Village reserves the right to terminate the Services provided by the Respondent. Any work provided by the Respondent will be in compliance with a contract to be entered into subsequent to this RFQ.

By submitting a Qualification, the Respondent acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.

## **6.2 No Liability For Costs**

The Village is not responsible for costs or damages incurred by interested parties in connection with the RFQ process. This includes, but is not limited to, costs associated with preparing the Qualifications and participating in any interviews, site visits, demonstrations, oral presentations and negotiations.

## **VII. COMMITMENT TO DIVERSITY**

As a unit of local government under the Constitution of the State of Illinois, the Village is committed to encouraging diversity in the performance of work for and by the Village. The Respondents are strongly encouraged to include Minority-owned Business Enterprises ("MBE") and Women-owned Business Enterprises ("WBE") as members of the team proposed to perform the services. The Village will consider the level and substance of the proposed participation by MBE and WBE in evaluating the Respondent's submittals.

**EXHIBIT 1  
COMPANY PROFILE INFORMATION**

**Each Respondent must complete the following information:**

(1) Legal Name of Firm: \_\_\_\_\_

(2) Doing Business under Other Company Name?

If yes, Name of Company: \_\_\_\_\_

(3) Headquarters Address: \_\_\_\_\_

(4) City, State and Zip Code: \_\_\_\_\_

(5) Web Site Address: \_\_\_\_\_

(6) Number of Years in Business: \_\_\_\_\_

(7) Total Number of Employees: \_\_\_\_\_

(8) Total Annual Revenues Separated by Last Three (3) Full Fiscal Years: \_\_\_\_\_

(9) Major Products and/or Services Offered:

\_\_\_\_\_  
\_\_\_\_\_

(10) Other Products and/or Services Offered: \_\_\_\_\_

\_\_\_\_\_

(11) Describe the Firm's Demonstrated Experience in Providing Services Responsive to the Scope of Services Requested in this RFQ:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EXHIBIT 2  
COMPANY REFERENCES**

**Submit a completed client profile information sheet for each company reference. Provide a minimum of three (3) references.**

(1) Client Name: \_\_\_\_\_

(2) Address: \_\_\_\_\_

(3) City, State, Zip Code: \_\_\_\_\_

(4) Project Manager: \_\_\_\_\_

(5) Telephone Number: \_\_\_\_\_

(6) E-mail: \_\_\_\_\_

(7) Number of Employees in Client Organization: \_\_\_\_\_

(8) Project Scope of Services/Goals: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

(9) Contract Award Date: \_\_\_\_\_ Cutover Date: \_\_\_\_\_

(10) Initial Contract Amount: \$\_\_\_\_\_ Final Contract Amount: \$\_\_\_\_\_

(11) Describe the Project, its Similarity to the Services Requested Herein, and How Goals Were Met:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(12) What Were the Costs of the Project?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(13) You May Attach Any Reports or Studies Completed for the Project.

### **EXHIBIT 3 COMPENSATION**

**METHOD AND RATE OF COMPENSATION:** Identify the proposed compensation model (hourly, daily, project, item, or other method) and provide the rate or price for each type of service contemplated by this RFQ. Please provide an estimated, or, if possible, a firm price, for the compensation for this project.

**EXPENSES:** Unless otherwise specified, the Village does not provide for reimbursement of any expense incurred, including, but not limited to telephone device, other communications device, postage, copying, travel, transportation, lodging, food and per diem.