

City of Myrtle Beach Request for Proposal

RFP 20-R0019 Ambassador Program

Issue Date: February 25, 2020



First in Service

Issued By:

Purchasing Division
3231 Mr. Joe White Avenue
Myrtle Beach, SC 29577
Phone: 843-918-2170
www.cityofmyrtlebeach.com

City of Myrtle Beach Purchasing Division
3231 Mr. Joe White Avenue
Myrtle Beach, SC 29577



REQUEST FOR PROPOSAL	
RFP # 20-R0019 Ambassador Program	
Buyer Contact:	Ann Sowers 843-918-2172 asowers@cityofmyrtlebeach.com
Mandatory Pre-Proposal Conference: On-time attendance/sign-in is required for proposal consideration.	Tuesday, March 3, 2020 at 10:00AM (local time) 3231 Mr. Joe White Avenue Myrtle Beach, SC 29577
Opening Date & Time:	Thursday, March 19, 2020 at 2:00PM (local time)
Proposal Delivery Location:	3231 Mr. Joe White Avenue Myrtle Beach, SC 29577

Bonds: Proposals for a service only that is \$25,000.00 or greater must be accompanied by a bidder's bond or cashier's check in the amount of five percent (5%) of the total dollar amount of the proposal submitted, payable to the City of Myrtle Beach. No other forms of security will be accepted.

Public Disclosure: If proposal contains proprietary, privileged, or confidential information, Offeror MUST check box. Failure to check box may be cause for public disclosure. See Section 3.09 for further details.

No proposals will be accepted unless submitted on the forms furnished herein. All pages of the proposal must be in a sealed envelope and delivered in accordance with these instructions:

- The envelope must be marked with company name, proposal number/name, and time/date of proposal opening.
- Proposal packages shall be delivered to the address listed above. The City of Myrtle Beach is not responsible for late or misdirected mail.

If the above criteria are not met, your proposal shall be rejected. Proposals are not subject to public reading.

Offerors are advised that from the date of issue of this solicitation until award of the contract, no contact with City personnel related to this solicitation is permitted. All communications/requests for clarification are to be directed to the Buyer listed above.

It is the intent and purpose of the City of Myrtle Beach that this Request for Proposal promotes competitive proposals. It shall be the Offeror's responsibility to advise the Purchasing Division if any language, requirements, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this Request for Proposal to a single source. Such notification must be submitted in writing and must be received by the Purchasing Division no later than three (3) City of Myrtle Beach business days prior to the proposal opening date.

Offeror to complete this section:

Name of Offeror: _____

Address: _____

Phone Number: _____

E-mail: _____

Please note: Signature is required on page 21.

**CITY OF MYRTLE BEACH – GENERAL INSTRUCTIONS
MUST BE SIGNED AS PART OF REQUEST FOR PROPOSAL PACKAGE**

1.0 SUMMARY

1.01 DOCUMENT INCLUDES:

- 2.0 Authority**
 - 2.01 Equal Weight and Force
 - 2.02 Written Explanations
 - 2.03 Disputes with Written Explanations
 - 2.04 Written Addenda

- 3.0 Requirements for Written Proposal Documents**
 - 3.01 Availability of Documents
 - 3.02 Responsive Proposals
 - 3.03 Non-Responsive Proposals
 - 3.04 Document Completion
 - 3.05 Contents of Proposal Packet
 - 3.06 Single Package Requirement
 - 3.07 Proposal Submission
 - 3.08 Proposal Delivery/Opening
 - 3.09 Document and Content Ownership

- 4.0 Full Examination**
 - 4.01 Thorough Investigation
 - 4.02 Pre-Proposal Meetings
 - 4.03 Evidence of Examination

- 5.0 Pricing**
 - 5.01 Unit Pricing
 - 5.02 Cash Discounts
 - 5.03 Changes in Cost
 - 5.04 Price Evaluation

- 6.0 Tax Information**
 - 6.01 Sales Tax/Federal Tax
 - 6.02 Payment of Taxes

- 7.0 Material Assessment
 - 7.01 Product Documentation
 - 7.02 SDS
 - 7.03 Evidence of Work/Product
 - 7.04 Sample Submission
 - 7.05 Sample Ownership
 - 7.06 Furnished Items
 - 7.07 Quality of Items

- 8.0 Changes in Specifications
 - 8.01 Authority of Specifications
 - 8.02 Equipment
 - 8.03 Deviation from Specifications
 - 8.04 Material Preference
 - 8.05 Changes after Award
 - 8.06 Equivalent Items

- 9.0 Modifications
 - 9.01 Additional Work
 - 9.02 Adjustments to Items/Work
 - 9.03 Quantity Limits

- 10.0 Bond Requirements
 - 10.01 Proposal Bonds
 - 10.02 Performance/Payment Bonds

- 11.0 Delivery
 - 11.01 Warehouse Deliveries
 - 11.02 Dates
 - 11.03 Delivery Price
 - 11.04 Documentation
 - 11.05 Wrong Deliveries

- 12.0 Award Criteria/Timeline
 - 12.01 Award Criteria
 - 12.02 Contract Issuance
 - 12.03 Commencement of Work
 - 12.04 Contract Timeline
 - 12.05 Notification
 - 12.06 City Business License

- 13.0 Offeror Responsibilities
 - 13.01 Duration of Proposal
 - 13.02 Transfer of Responsibilities
 - 13.03 Drug-Free Workplace
 - 13.04 Subcontractors
 - 13.05 Coordination and Contact
 - 13.06 Liquidated Damages
 - 13.07 Force Majeure

- 14.0 Indemnity Clause
 - 14.01 Hold Harmless
 - 14.02 Failure to Enforce

- 15.0 Federal and State Laws
 - 15.01 Employment Regulations
 - 15.02 Employment Discrimination
 - 15.03 Compliance with Laws

- 16.0 Financial Accounting
 - 16.01 Representation
 - 16.02 Payment

- 17.0 Proposal Rejection/Withdrawal
 - 17.01 Reasons for Rejection
 - 17.02 Best Interest of the City
 - 17.03 Determination of Responsibility
 - 17.04 Disqualification
 - 17.05 Withdrawal Timeline

- 18.0 Disputes and Protests
 - 18.01 Informal Dispute Resolution
 - 18.02 Formal Dispute Resolution
 - 18.03 Procedures/Timelines
 - 18.04 Stay of the Procurement
 - 18.05 Confidentiality of Information
 - 18.06 Post-Filing Formal Protest Process
 - 18.07 Formal Protest Decision Timeline and Notification
 - 18.08 Appeals

- 19.0 City Reserved Rights
 - 19.01 Reserved Right
 - 19.02 Final Judgment
 - 19.03 Clarification
 - 19.04 Price Increase
 - 19.05 Loss/Damage
 - 19.06 Performance Failure
 - 19.07 Termination for Convenience
 - 19.08 Termination for Default
 - 19.09 Negotiation

- 20.0 ADA Compliance
 - 20.01 Contact Information

- 21.0 Signatures
 - 21.01 Accuracy and Completeness
 - 21.02 Non-Collusion
 - 21.03 Compliance

1.02 DEFINITIONS:

- A. City of Myrtle Beach – herein referred to as “City.”
- B. RFP – Request for Proposal
- C. Offeror – any vendor, proprietor, business, company, service provider, or corporation who submits a proposal to the City.
- D. Proposal – the collection of documents that includes these general instructions, the scope of work and/or specifications, a written offer, and signature page to be used for consideration in negotiations and/or contract development.
- E. Addendum – a written change, addition, alteration, correction, or revision to a proposal document.
- F. Bond – provides financial assurance that the proposal has been submitted in good faith, that an offeror will enter into a contract at the amount proposed, and will provide the appropriate performance and payment bonds.
- G. Bid Bond – an insurance agreement, accompanied by a monetary commitment, by which a third party accepts liability and guarantees that the offeror will not withdraw from the proposal, must be submitted with proposal package if over \$25,000.00
- H. Performance Bond – guarantees execution of the terms of a contract, required for work valued at \$25,000.00 or more for construction and/or any type of service, must be received within ten (10) calendar days from date/time of notification of award.
- I. Payment Bond – covers payment of subcontractors, laborers, materials, and suppliers associated with the project, required for work valued at \$25,000.00 or more for construction and/or any type of service, must be received within ten (10) calendar days from date/time of notification of award.

2.0 AUTHORITY:

- 2.01 **Equal Weight and Force.** The instructions herein contained are given for the purpose of guidance in properly preparing an applicable proposal. These directions have equal weight and force with the specifications and strict compliance is required with all of the provisions. Unless otherwise stated in the special instructions of the proposal, these general instructions shall apply.
- 2.02 **Written Explanations.** Only written information from the procurement manager or an authorized representative of the purchasing division is binding; therefore no verbal instructions or verbal information from any other source shall be binding on the City. The City shall not be responsible for any other explanation or interpretation and the decision of the procurement manager or an authorized representative of the purchasing division shall be final and binding upon each Offeror.
- 2.03 **Disputes with Written Explanations.** The written specifications are considered clear and complete. Failure of the Offeror to call attention in writing to any disputes, definitions, discrepancies, inconsistencies or incompleteness before the opening of the proposal in the time and manner set forth herein is a waiver of right to do so upon opening of the proposals. Clarifications requested by Offerors must be in writing not less than three (3) days before date and time set for receipt of proposals.
- 2.04 **Written Addenda.** Should the procurement manager deem it necessary to alter proposal specifications, those alterations shall be made in the form of written addenda that shall be posted on the City website, and may be advertised in the South Carolina Business Opportunities (SCBO) online publication and the local newspaper. The Offeror is responsible for monitoring all of these sources and should not rely on a single source for updates. These addenda shall then be considered as part of these specifications. No interpretations of the meaning of the proposal specifications shall be made orally.

3.0 REQUIREMENTS FOR WRITTEN DOCUMENTS:

- 3.01 **Availability of Documents.** Proposal documents may be obtained through the City of Myrtle Beach website (www.cityofmyrtlebeach.com), or in person at the City of Myrtle Beach Purchasing Office, 3231 Mr. Joe White Avenue, Myrtle Beach, SC 29577, Monday through Friday (excluding City holidays), from 8:00 AM to 5:00 PM. Proposal documents may be mailed or sent via e-mail by vendor request only.
- 3.02 **Responsive Proposals.** The City of Myrtle Beach will review proposals on a pass/fail basis to determine whether the proposal is “responsive” to this RFP. A responsive proposal will contain all required documents and forms that are completed in their entirety. Documents and forms must be unaltered, legible, signed, sealed appropriately, and free from errors without noted corrections. The City reserves the right (at its sole discretion) to determine whether a proposal is responsive.

- 3.03 Non-Responsive Proposals.** Proposals that are incomplete, unsigned, improperly signed or sealed, conditional, illegible, obscure, contain arithmetical errors, corrections without initials, ambiguities, alterations, and/or irregularities of any kind, may be declared non-responsive.
- 3.04 Document Completion.** A proposal and signature document is provided as part of the solicitation. This form must be used in submitting a proposal and all pages of the proposal document must be completely filled out in blue or black ink and signed by the Offeror. No proposal shall be accepted unless submitted on the forms furnished herein. The format of the proposal documents shall not be altered in any way. Written errors made on the proposal documents prior to submission must be corrected by marking through the entry in blue or black ink and making the correct entry adjacent to the written error and initialed by the Offeror in blue or black ink.
- 3.05 Contents of Proposal Packet.** The general instructions, scope of work and/or specifications, and the proposal and signature document constitute the proposal packet. By submitting a proposal, the Offeror is deemed to have accepted all of the terms and conditions set forth in the proposal packet documents. Alternative proposals shall not be considered. All proposal packet documents, after completion by the Offeror, must be returned with the proposal in the same order as received by the Offeror.
- 3.06 Single Package Requirement.** Unless otherwise stated in the special instructions section of this proposal request, submit one complete proposal package using the attached form(s), for proposed pricing.
- 3.07 Proposal Submission.** Each proposal must be enclosed in a sealed envelope, clearly marked on the outside with the company name/address in the upper left-hand corner and proposal number/name and time/date of opening in the lower left-hand corner. This sealed envelope must be delivered to the procurement buyer. If the required information is not clearly stated on the outside of the envelope, the proposal is considered nonresponsive. It is the Offeror's responsibility to ensure that the proposal is delivered by the official opening date and time. Proposals submitted after the date and time set for receipt shall be considered late, regardless of the degree of lateness or the reason related thereto, including causes beyond the control of the Offeror. Late proposals shall not be opened and will be returned to the Offeror unopened. The City of Myrtle Beach is not responsible for late or misdirected mail.
- 3.08 Proposal Delivery/Opening.** All proposals must be sealed, marked and delivered in accordance with these instructions to Purchasing Division, City of Myrtle Beach, 3231 Mr. Joe White Avenue, Myrtle Beach, SC 29577. Proposals received prior to the advertised hour of opening shall be securely kept sealed. Proposals are not subject to public opening.
- 3.09 Document and Content Ownership.** All documents, reports, proposals, submittals, working papers or other material submitted to the City from the Offeror shall become the sole and exclusive property of the City and in the public domain.

However, as per the South Carolina State Procurement Code, Section 11-35-410, commercial/financial/price information and design concepts, methods, procedures, and recommendations can be held privileged and confidential, provided that the Offeror clearly marks that information as such. This includes biographical data on key employees. It will be the Offeror's responsibility to label information as proprietary. Failure to clearly identify information as privileged, confidential, and/or proprietary may be cause for public disclosure. The Offeror shall not copyright, or cause to be copyrighted, any portion of any of said documents submitted to the City as a result of this solicitation.

4.0 FULL EXAMINATION:

- 4.01 Thorough Investigation.** Offerors shall make all investigations necessary to thoroughly inform themselves regarding plant and facilities for delivery of material and equipment and/or service to be performed as required by the proposal conditions. No plea of ignorance by the Offeror of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the Offeror to make the necessary examination and investigations, or failure to fulfill in every detail the requirements of the contract documents, shall in no way relieve the Offeror from any obligation in respect to the proposal.
- 4.02 Pre-Proposal Meetings.** When Offerors are required to make site visits or attend mandatory pre-proposal meetings, all expenses shall be paid for by the Offeror, unless previous written arrangements are made with the City. Offeror must be physically present at the sign-in location with the Buyer at the start of the scheduled meeting time. The official start of each pre-proposal meeting will be determined by the Buyer with an announcement of the time and the final closing for Offerors to sign-in. Any Offeror arriving after the declared time announcement and closing of sign-in shall not be admitted to the pre-proposal meeting, and any proposals received shall be considered non-responsive.
- 4.03 Evidence of Examination.** Submission of a proposal will be considered as conclusive evidence of the Offeror's complete examination, understanding and acceptance of the specifications.

5.0 PRICING:

- 5.01 Unit Pricing.** Unit pricing will govern over extended prices unless otherwise stated in special instructions in this proposal request. All prices quoted should be firm. In those cases where a firm proposal cannot be made, consideration shall still be given to all Offerors. Also, maximum or ceiling prices should be quoted where possible when proposal contains non-firm prices.
- 5.02 Cash Discounts.** Cash discounts, if allowed, should be so stated on the proposal form. Prices must, however, be based upon payment thirty (30) calendar days after delivery.

5.03 Changes in Cost. If during the term of the contract entered into as a result of this proposal, the cost of material(s) is/are increased through no act on the part of the contractor other than to comply with any prevailing rise in the market price(s) of material(s) used, it shall be the contractor's responsibility to notify the City of Myrtle Beach Purchasing Office in writing of the price increase(s) and the effective date of the increase(s). Price(s) shall be increased only to the point of absorbing additional cost(s) of material(s) paid for by the contractor. At any time during the term of the contract, the City may request that the contractor provide written documentation from the manufacturer/supplier of the material(s) to substantiate price increase(s). If during the term of the contract, the cost of material(s) to the contractor is reduced, then the contractor shall reduce the contract price(s) and notify the procurement buyer in writing.

5.04 Price Evaluation. The City of Myrtle Beach shall evaluate the Offeror's price proposal for completeness, price reasonableness, price realism, and unbalanced pricing. Price reasonableness shall be established by competition and determined primarily by comparison with other offers submitted. Price realism shall be established by analysis of the unit price submitted to determine whether the estimated proposed price reflects a clear understanding of the requirements, are realistic for the work to be performed, and are consistent with the methods of performance and materials described in the Offeror's proposal. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more contract line items is significantly overstated or understated and poses an unacceptable risk to the City. The City may determine that a proposal is unacceptable if the proposed price is materially unbalanced between line items.

6.0 TAX INFORMATION:

6.01 Sales Tax/Federal Tax. The City of Myrtle Beach pays South Carolina State Sales Tax. The City is exempt from Federal Excise Tax and shall issue exemption certificates if required. All prices should be quoted without tax applied. Tax will be applied at the time of invoicing according to the current state sales tax rate.

6.02 Payment of Taxes. The contractor agrees to pay all taxes and license fees of whatever nature applicable to conduct business and furnish the City of Myrtle Beach, if requested, with duplicate receipts or other satisfactory evidence showing the prompt payment of all taxes and fees when referred to and showing that all licenses are in effect.

7.0 MATERIAL ASSESSMENT:

7.01 Product Documentation. Proposal shall include adequate brochures, latest printed specification and advertising literature describing the product(s) offered in such a fashion as to permit ready comparison with the specifications on an item-by-item basis where applicable.

7.02 Safety Data Sheet (SDS). If so requested in the proposed documents, a completed SDS for the item(s) indicated must be provided with the proposal documents. Failure to submit this form upon request may result in rejection of proposal.

- 7.03 **Evidence of Work/Product.** All Offerors must be prepared to present suitable evidence of similar work recently completed or goods supplied. Products are to be brand name or equal unless otherwise specified. If submitting an equal product, supporting documents must be provided with proposal.
- 7.04 **Sample Submission.** When samples are required with a proposal, they must be submitted with the proposal unless approved by the purchasing manager or purchasing manager's authorized representative.
- 7.05 **Sample Ownership.** Samples submitted shall become the property of the City of Myrtle Beach. The entire cost of the sample(s) shall be paid for by the Offeror unless previous written arrangements are made with the City.
- 7.06 **Furnished Items.** Offerors are required to state exactly what they intend to furnish; otherwise, they shall be required to furnish the items as specified.
- 7.07 **Quality of Items.** Offerors shall submit, with their proposal, data necessary to evaluate and determine the quality of the item(s) they are proposing. Unless otherwise specified, the Offeror shall unconditionally guarantee the items and workmanship being proposed. If any defects or signs of deterioration are noted which, in the City's opinion, are due to faulty workmanship or material, the Offeror, upon notification and at the expense of the Offeror, shall replace the items to the complete satisfaction of the City. Upon the Offeror's failure to replace items, the City may return the rejected items to the Offeror at the Offeror's risk and expense, or the City may dispose of them as its own property.

8.0 CHANGES IN SPECIFICATIONS:

- 8.01 **Authority of Specifications.** It shall be understood that in all cases the terms and conditions, as detailed in the specifications, shall supersede terms and conditions, as detailed in the general instructions. No verbal agreement or conversation with any officer, agent, or employee of the City shall affect or modify any of the terms and conditions.
- 8.02 **Equipment.** If this proposal is for the purchase of equipment, the Offeror guarantees that the equipment offered is standard new equipment, latest model or regular stock product, with parts regularly used for the type of equipment offered; also that no attachment or part has been substituted or applied contrary to the manufacturer's recommendations and standard practices.
- 8.03 **Deviation from Specifications.** Any deviation from specifications must be noted in detail and submitted in writing with this proposal. Complete specifications should be attached for any substitutions offered, or when amplifications are desirable or necessary. The absence of a specification deviation statement and accompanying specifications shall hold the Offeror strictly accountable to the specifications as written herein.

8.04 Material Preference. The specifications, as listed herein, represent our preference in material; however, we are fully cognizant that no two pieces of comparable material are identical and/or same in size, function, and operation; and some of the specifications will not completely coincide with ours as listed. Please list your exceptions and explanations separately. It is not our intent to write specifications for any project on which only one proponent can submit a proposal.

8.05 Changes after Award. Any changes in specifications, after the purchase order/contract has been awarded, must be with the written consent of the purchasing division; otherwise, the responsibility for such changes shall be with the Offeror.

8.06 Equivalent Items. For items identified in this proposal as “brand name or equal,” the Offeror’s proposal must indicate each product that is being offered as an “equal” product by providing the following information:

- A. A description reflecting the characteristics and level of quality that will satisfy the salient physical, functional, or performance characteristics of “equal” products specified in the proposal
- B. A clear identification of the item by brand name and make/model number (if any)
- C. Descriptive literature such as illustrations, drawings, photographs, or a clear reference to previously furnished descriptive data or information that is readily available to the purchasing buyer
- D. A clear description of any modifications the Offeror plans to make in a product so that it conforms to the proposal requirements

Compliance verification is performed by the City purchasing buyer and their requestor(s). The purchasing buyer is required to evaluate “equal” products on the basis of information furnished by the Offeror, or identified in the proposal. The buyer is not responsible for locating, obtaining, or researching any information that is not provided. An Offeror’s product will not be considered as an “equal” product if there is an inadequate description of how the “equal” product meets the salient characteristics specified in the proposal.

9.0 MODIFICATIONS:

9.01 Additional Work. The proposal shall not contain any unauthorized additions. No additional work shall be allowed or paid for unless such extra or additional work is ordered in writing by the purchasing division and with the price for such established and agreed upon before such extras are delivered or work is performed.

9.02 Adjustments to Items/Work. The City of Myrtle Beach shall have the right, without invalidating the contract, to make additions to or deductions from the items or work covered by the specifications. In case such deductions or additions are made, an equitable price adjustment shall be made between the City and the contractor. Any such adjustments in price shall be made in writing.

9.03 Quantity Limits. At the time of award, if required, the City reserves the right to set a maximum dollar limit that may be expended on the project or requirement. Contract

quantities of any and/or all items may be increased, decreased, or eliminated to adjust the contract amount to coincide with the amount of service-related work or supply items to bring the contract value to within the established limit. All quantities are estimated and the City reserves the right to increase, decrease, or eliminate the contract quantities in any amount.

10.0 BOND REQUIREMENTS:

10.01 Bid Bonds. If required, Offeror shall supply a bid bond of 5% of the total proposal amount to be submitted with the proposal package. Bonds are required if the contract work is valued at \$25,000.00 or more for construction and/or any type of service related requirement.

10.02 Performance/Payment Bonds. The successful Offeror at its own cost and expense shall furnish, if required, a valid performance and payment bond (payable to the City of Myrtle Beach.) The bond shall be in the full amount of this agreement conditioned on the full and faithful performance of the work under this agreement in accordance with the specifications and contract documents. Bonds are required if the contract work is valued at \$25,000.00 or more for construction and/or any type of service related requirement. The performance and payment bonds shall be executed by the contractor and a bonding company authorized to do business in the State of South Carolina and approved by the State of South Carolina to issue such performance and payment bonds. Bonds must be received within ten (10) calendar days from the date and time of notification of award. Only the forms provided by the City for the performance and payment bonds shall be accepted.

11.0 DELIVERY:

11.01 Warehouse Deliveries. Unless otherwise stated in the special instructions section of this proposal request, deliveries will be accepted during the hours between 8:00 AM and 4:00 PM Monday through Friday, excluding City holidays.

11.02 Dates. The delivery date as stated in the proposal shall be the time required to deliver the complete item(s) after the receipt of the order or award of the contract. Where multiple items appear on a proposal request, the Offeror shall, unless otherwise stated by the City, show delivery date for each item separately. If only a single delivery date is shown, it shall be assumed to mean that all items included in the proposal can and will be delivered on or before the specified date. The Offeror certifies that the delivery shall be completed in the time the Offeror states, starting at the time the order is placed, provided that the time between the proposal opening and the placing of the order does not exceed the number of days stipulated in the proposal. The right is reserved to reject any proposal on which the delivery time indicated is considered sufficient to delay the operation for which the commodity is intended. Successful Offeror(s) shall be responsible for making any and all claims against carriers for missing or damaged items.

- 11.03 Delivery Price.** Proposal prices are to be Delivered Price (FOB Destination). Proposal prices must include all delivery costs, including but not limited to, loading and unloading cost(s), transportation charge(s) and fuel surcharge(s). The City of Myrtle Beach shall not be responsible for any demurrage charge(s).
- 11.04 Documentation.** Invoice(s), certificates of origin, warranties and guarantees must be submitted at the time of delivery of the item(s).
- 11.05 Wrong Deliveries.** In the event that materials, supplies, etc. are delivered which do not comply with specifications and have not been approved by the purchasing division, the contractor, upon notification, shall immediately remove from the premises any such materials, supplies, etc. and replace them with materials, supplies, etc. in full accordance with the specifications.

12.0 AWARD CRITERIA/TIMELINE:

- 12.01 Award Criteria.** For service and supply-related requirements, the award will be made within the time specified to the responsible Offeror meeting the specifications and having the lowest possible cost consistent with the quality and service needed for effective use. The following criteria shall be used in making this determination:
- A. Superior quality and specification adherence
 - B. Adequate maintenance and service
 - C. Delivery and/or completion time
 - D. Guarantees and warranties
 - E. Company's reputation and financial status
 - F. Past experience and cost with similar or like equipment or service
 - G. Anticipated future cost and experience
 - H. Performance of proponent's equipment by other agencies, plants, and firms
- Evaluation factors, if required, shall be stated in either a percent basis or a numerical format.
- 12.02 Contract Issuance.** The award of a contract is accomplished by executing a written agreement that incorporates the entire proposal, Offeror's response, clarifications, addenda, and additions. All such materials constitute the contract documents. The Offeror agrees to accept the contract terms unless substantive changes are made without the approval of the Offeror. Offeror shall not add any provisions reserving the right to accept or reject an award. The procurement office is the sole point of contact for the issuance of the contract.
- 12.03 Commencement of Work.** Upon execution and delivery of the contract and insurance certificates, the Offeror shall be notified to proceed with the work of the contract. The work of the contract shall be commenced within one (1) City business day following such notification, or as otherwise specified in the Notice to Proceed. The performance period shall be from date of issuance of Notice to Proceed through ninety (90) calendar days. Contract prices shall remain firm for the duration of the contract period. The City of Myrtle Beach reserves the right to adjust the performance period to meet the best interests

of the City. Any such adjustment will be made in writing through the Purchasing Office.

- 12.04 Contract Timeline.** In the event the successful Offeror fails or refuses to execute a formal written contract with the City of Myrtle Beach in form and content acceptable to the City, within ten (10) City business days after notice of acceptance of the proposal, the proposal may be revoked, and all obligations of the City in connection with the proposal may be canceled.
- 12.05 Notification.** Proposal tabulations will be available on-line at www.cityofmyrtlebeach.com/purchasing.html. Winning Offeror shall be notified five (5) City business days after proposal tabulations are posted.
- 12.06 City Business License.** The successful Offeror must obtain a City of Myrtle Beach business license in order to conduct business within our city. A business license is not required to submit a proposal; however, any offeror that receives an award under this proposal shall be required to obtain a City business license before work can begin. For further information on obtaining a city business license, contact the City Business License Office at 843-918-1200.

13.0 OFFEROR RESPONSIBILITIES:

- 13.01 Duration of Proposal.** Proposal prices, terms and conditions shall be firm for a period of at least one hundred twenty (120) calendar days from the deadline for receipt of submittal, or until such time as established in the proposal. The successful proposal shall not be subject to future price escalation or changes of terms if accepted during the one hundred twenty (120) day period, or the specified proposal time. Price decreases or changes in terms by others after the acceptance of a proposal shall not be considered.
- 13.02 Transfer of Responsibilities.** The contractor shall not assign or otherwise transfer any of its responsibilities or obligations under the contract to any other person or entity without prior written consent of the City.
- 13.03 Drug-Free Workplace.** In accordance with the provisions of the Drug-Free Workplace Act, the City of Myrtle Beach shall promote a drug-free workplace. Illegal drugs or narcotics in the workplace are strictly prohibited. The manufacture, possession, use, and/or distribution of a controlled substance of any kind while working on City property is subject to disciplinary action up to and including immediate discharge. As such, Offerors are required to insure that a drug-free workplace is provided in the performance of any City contracts. By submitting a proposal, Offeror certifies that, if awarded the contract, they and their subcontractors shall comply with the City's Drug-Free Workplace Policy. The failure of any Offeror to uphold and enforce this policy is subject to termination of contract.
- 13.04 Subcontractors.** The contractor shall be wholly responsible for the performance of all subcontractors and for their acts and omissions, and those of persons either directly or indirectly employed by the contractor, and the fact that subcontractors are subject to the approval of the City of Myrtle Beach shall not affect the contractor's responsibility in this

regard. The Offeror shall bind every subcontractor to all terms and conditions anywhere contained in the contract documents as far as applicable to the work of such subcontractor so that the subcontractor assumes toward the contractor and toward the work all the obligations and responsibilities that the contract assumes toward the City as to the performance of the subcontractor's portion of the work.

13.05 Coordination and Contact. The selected Offeror shall be required to assume responsibility for coordination, engineering, delivery, installation, and maintenance of all equipment, software and services offered in their proposal, whether they are the manufacturer or producer of them. Offeror shall not assign, transfer, convey, sublet, or otherwise dispose of the contract or their right, title, or interest therein without prior written consent of the City. Further, the City of Myrtle Beach shall consider the selected Offeror to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the lease or purchase of the entire service equipment and software configuration, when applicable. Only service and equipment offered by Offerors who have installed similar systems of comparable size shall be considered. All service and equipment offered shall be in current standard production and of the latest design.

13.06 Liquidated Damages. If the Offeror fails to deliver the supplies or perform the services within the time specified in the contract, the Offeror shall, in place of actual damages, pay to the City of Myrtle Beach liquidated damages of \$ _____ per calendar day of delay. If the City terminates the contract, in whole or in part, the contractor is liable for liquidated damages accruing until the City reasonably obtains delivery or performance of similar supplies or services from an alternate offeror. These liquidated damages are in addition to excess costs of repurchase due to contract termination. The Offeror shall not be charged with liquidated damages when the delay in delivery or performance is documented to be beyond the control and without the fault or negligence of the Offeror.

13.07 Force Majeure. The Offeror shall not be held responsible for failure to perform the responsibilities imposed by this proposal due to legal strikes, fires, riots, rebellions, and acts of God beyond the control of the Offeror, unless otherwise specified in the proposal.

14.0 INDEMNITY CLAUSE:

14.01 Hold Harmless. The contractor agrees to indemnify and save harmless the City of Myrtle Beach, its officers, representatives, departments, agencies, employees, and agents, from all claims, loss, damage, injury, fines, penalties, demands, actions, suits, and liabilities arising from the contractor's own fault or negligence or through the negligence or fault of the manufacturer of goods supplied by the contractor. This obligation shall extend to and include, all litigation costs, court costs, and reasonable attorney fees incurred by the City in response to such claims.

14.02. Failure to Enforce. Failure by the City at any time to enforce the provisions of the proposal shall not be construed as a waiver of any provisions. The failure to enforce shall not affect the validity of any part of the proposal.

15.0 FEDERAL AND STATE LAWS:

15.01 Employment Regulations. Offerors shall comply with all local, state, and federal directives, orders, and laws as applicable to this proposal and subsequent contract(s) including, but not limited to Equal Employment Opportunity (EEO), in compliance with executive Order 11246, Minority Business Enterprise (MBE), and Occupational Safety and Health Act (OSHA), as applicable to this contract and Immigration Bill H4400 which states that every contractor doing business with the City of Myrtle Beach for the physical performance of services with the total value of the contract to be performed in a twelve-month period exceeding fifteen thousand dollars (\$15,000.00) must agree to the following:

- A. Register and participate in the federal work authorization program to verify the employment authorization of all new employees; and require agreement from its sub-contractors to do the same; or
- B. To employ only workers who:
 - 1. Possess a valid South Carolina Driver's License or ID issued by the South Carolina Department of Motor Vehicles; or
 - 2. Are eligible to obtain a South Carolina Driver's License or ID card in that they meet the requirements; or
 - 3. Possess a valid Driver's License or ID card from another state where the requirements are at least as strict as those in South Carolina.

15.02 Employment Discrimination. During the performance of this proposal, the Offeror agrees not to discriminate against any employee or applicant for employment because of race, religion, color, sex, orientation, age, disability, or national origin; however, some conditions may be a bona fide occupational qualification reasonably necessary for the completion of this proposal. Furthermore, the Offeror agrees that this non-discriminatory agreement shall be incorporated by the Offeror in all contracts entered into with suppliers, subcontractors, and all labor organizations furnishing skilled, unskilled, and craft union skilled labor, or who may perform any such labor or services.

15.03 Compliance with Laws. The Offeror shall, in the performance of work under this proposal, fully comply with all applicable federal, state, county, or municipal laws, rules, regulations, or ordinances, and shall hold the City harmless from any liability resulting from failure of such compliance.

16.0 FINANCIAL ACCOUNTING:

16.01 Representation. The selected Offeror shall assign a competent account representative acceptable to the City of Myrtle Beach who will represent the Offeror in providing contracted services to the City. The account representative shall maintain accurate and detailed records, correspondence, and accounts relating all parts of the proposal. Records shall be kept in accordance with sound, generally accepted accounting principles. The City shall have the right to audit all records pertaining to the costs incurred under this proposal. If the account representative is removed by the Offeror, the new representative must be acceptable to the City.

16.02 Payment. Inspection and acceptance of the material, goods, and/or service by an authorized representative of the City shall be required prior to any payment. After acceptance by the City, payments shall be made to the contractor within thirty (30) calendar days of receipt of invoice.

17.0 PROPOSAL REJECTION/WITHDRAWAL:

17.01 Reasons for Rejection. The City of Myrtle Beach may reject a proposal if:

- A. The Offeror misstates or conceals any material fact in the proposal; or if,
- B. The proposal does not strictly conform to the law or requirements of the proposal; or if,
- C. The proposal is conditional, except that the Offeror may qualify his/her proposal for acceptance by the City on an “all or none” basis, or a “low item” basis. An “all or none” basis proposal must include all items upon which proposals are invited.

17.02 Best Interest of City of Myrtle Beach. The City may, however, reject all proposals whenever it is deemed in the best interest of the City to do so, and may reject any part of a proposal unless the proposal has been qualified as provided in statement. The City may also waive any minor informalities or irregularities in any proposal.

17.03 Determination of Responsibility. The City may make such investigation as it deems necessary to determine the ability of an Offeror to furnish the required goods/services, and the Offeror shall furnish to the City any requested information and data for this purpose at the Offeror’s expense. Information requested may include, but not be limited to: financial statements, credit ratings, criminal histories, references, records of past performance, and/or on-site inspections. The City reserves the right to reject any Offeror if the evidence fails to satisfy the City that such Offeror is properly qualified to carry out the terms of this proposal.

17.04 Disqualification. Any of the following factors may be considered just cause to disqualify a proposal without further consideration: evidence of either direct or indirect collusion among offerors in regard to the amount, terms, or conditions of the proposal; attempts to improperly influence any member of the evaluation team; evidence of offeror’s inability to successfully complete required responsibilities and obligations of the proposal; existence of any lawsuit, unresolved contractual claim, or dispute between the offeror and the City; and/or default under any previous agreement with the City that resulted in the termination of the agreement.

17.05 Withdrawal Timeline. Proposals may be withdrawn on a written request, received from Offerors prior to the proposal closing date and time. Negligence on the part of the Offeror in preparing the proposal creates no right for withdrawal of the proposal after the proposal has been opened. No modifications, clarifications, or explanations of any proposals shall be allowed after the date and time of closing.

18.0 DISPUTES AND PROTESTS:

18.01 Informal Dispute Resolution. An Offeror who has a concern with a decision made by the Purchasing Agent or designee, shall first inform the Purchasing Agent, or designee, within five (5) calendar days after the date the City posts a bid tab on the City's website stating its intention to make a contract award, or the contract is awarded, whichever occurs first, unless the proposal document specified a shorter time period. The Purchasing Agent or designee shall discuss the issue(s) with the Offeror in an attempt to resolve the dispute.

18.02 Formal Dispute Resolution. An Offeror who has a dispute that cannot be resolved by informal efforts may file a written protest with the City of Myrtle Beach in connection with any of the following:

- A. A solicitation or other request for a contract or agreement for the acquisition of materials, supplies, equipment, and/or services.
- B. An award of a contract or agreement for the acquisition of materials, supplies, equipment, and/or services.
- C. A termination or cancellation of the award of a contract or agreement for the acquisition of materials, supplies, equipment, and/or services if the objection is based, in whole or in part, on the allegation that the award of the contract or agreement was improper.

18.03 Procedures/Timelines. A formal protest may be filed in the following manner:

- A. A protest must be submitted in writing, filed by an Interested Party, and addressed to the Purchasing Agent or designee. An e-mail is not acceptable as a written protest.
- B. The protest must be signed by an authorized agent or representative of the Interested Party.
- C. An administrative fee shall be submitted with the written protest and shall be made in the form of a certified check or money order made payable to the City of Myrtle Beach. The administrative fee will be calculated as five percent (5%) of the protestor's proposal amount. In a case where the protestor did not submit a proposal, the administrative fee will be calculated as five percent (5%) of the lowest responsive and responsible proposal received by the City. The Administrative fee shall be returned if the protest is upheld; otherwise the fee is non-refundable.
- D. Within five (5) calendar days of discussing the dispute with the Purchasing Agent or designee, the written protest and administrative fee must be received by the Purchasing Agent or designee. A protest received after the five (5) calendar days, or without the appropriate administrative fee, will not be considered.
- E. The written protest shall include:
 - 1. The name and address to which certified mail is received on behalf of the protestor.
 - 2. An appropriate identification of the solicitation, and if a contract has been awarded, the contract number.
 - 3. A complete statement of the reasons for the protest, including exhibits,

documents, or other evidence in support of the reasons for the protest.

4. A request for a remedy sought by the protestor.

F. Upon receipt of the protest, the Purchasing Agent or designee shall promptly deliver a copy of the protest to the City Attorney, and notify the Director of Financial Services and any/all other representatives of City departments associated with the solicitation.

18.04 Stay of the Procurement. When a protest has been timely and appropriately filed before the award of a contract or agreement, the contract or agreement shall not be awarded unless the Purchasing Agent or designee determines that the award of the contract or agreement during the pendency of the protest is necessary to protect substantial interests of the City.

When a protest has been timely and appropriately filed after the award of a contract or agreement, the Purchasing Agent or the designee shall direct the contractor not to engage in any further performance of the contract or agreement, unless the Purchasing Agent or designee determines that the performance under the contract or agreement during the pendency of protest is necessary to protect substantial interest of the City.

18.05 Confidentiality of Information. The Purchasing Agent or designee shall, upon written request, make available to any other interested party information submitted that bears on the substance of the protest, except where information is proprietary, confidential, or otherwise permitted or required to be withheld from disclosure by law or regulation. Persons or other entities that are involved in the protest that want to keep information submitted by them as confidential should request that the information not be disclosed by specifically identifying the confidential information within the documents submitted by indicating on the front page of each document that it contains confidential information.

18.06 Post-Filing Formal Protest Process. Once a protest has been filed appropriately, the Purchasing Agent or designee may, in its sole discretion, may engage in any or all of the following:

- A. Hold a conference between all parties to the protest in which resolution options are explored.
- B. Conduct an investigation of the merits of the protest allegations.
- C. Order the parties to the protest to engage in certain methods of discovery and set limits in terms of discovery scope and time.
- D. Schedule and conduct a protest hearing.

The Purchasing Agent or designee will render a decision on the merits of the protest after engaging in some or none of the activities listed above.

18.07 Formal Protest Decision Timeline and Notification. A decision on a protest shall be made by the Purchasing Agent or designee as expeditiously as possible, but no later than ten (10) City of Myrtle Beach business days after receiving the protest. In determining the protest, the Purchasing Agent or designee may terminate the contract or agreement, issue a new solicitation or other request for contract or agreement, or award a contract or agreement. The protest decision shall be mailed to the protester by certified mail, return receipt requested.

18.08 Appeals. To the extent permitted by law or court rules regarding appeals, an appeal of the decision regarding the protest may be made to a court of competent jurisdiction within the time set forth in the Rules.

19.0 CITY RESERVED RIGHTS:

19.01 Reserved Rights. The City of Myrtle Beach expressly reserves the following rights:

- A. To reject any and/or all irregularities in the proposals submitted
- B. To reject any and all proposals, or parts thereof, as deemed in the best interest of the City.
- C. To base awards due with regard on quality of services, experiences, compliance with specifications, and other such factors as may be necessary in the circumstances.
- D. To make the award to any Offeror who, in the opinion of senior management, is in the best interest of the City.
- E. To make award based on negotiations conducted in accordance with this solicitation or on the basis of a best and final offer by the Offeror.
- F. Only the evaluation factors specified in this solicitation may be used as a basis for award.

19.02 Final Judgment. If any doubt or difference of opinion arises between the City of Myrtle Beach and the Offeror as to the interpretation of this request for proposal, the decision of the City will be final and binding upon all parties.

19.03 Clarification. The City of Myrtle Beach reserves the right to obtain clarification on any point in the Offeror's proposal. The failure of the Offeror to make additional information available could result in the rejection of the response. Such clarification might involve the delivery of demonstration equipment to the City for evaluation purposes. Such hardware shall be provided at no cost to the City. The City is not obliged to evaluate any or all products.

19.04 Price Increase. The City of Myrtle Beach reserves the right to accept or reject any price increase(s) and to cancel any and all item(s) under the contract for which price increase(s) is/are considered unacceptable.

19.05 Loss/Damage. The City of Myrtle Beach shall not be responsible for the loss or damage of any items during the RFP process.

19.06 Performance Failure. In the event that the Offeror fails to perform any material obligations, the City of Myrtle Beach reserves the right to give the Offeror written cure notice of such failure. The Offeror shall then have five (5) calendar days to resolve the failure. If the failure is not resolved within five (5) calendar days, the City reserves the right to withhold all money that is due and payable to the Offeror. Such a remedy is in addition to other remedies that might be available to the City. Moreover, the City reserves the right to terminate the contract if the Offeror exceeds the five (5) calendar days of non-

performance without the approval of the purchasing manager.

19.07 Termination for Convenience. The City of Myrtle Beach reserves the right to terminate the contract with the Contractor when it is in the best interest of the City. If the contract is so terminated, the City shall provide the Contractor with thirty (30) calendar days written notice and shall compensate the Contractor for all necessary and reasonable direct costs of performing the services actually accomplished as of the date of termination. No other costs shall be allowed for a termination for convenience. No damages shall be allowed for a termination of convenience.

19.08 Termination for Default. The performance of work under this proposal may be terminated by the City in whole, or in part, upon non-performance, violation of contract terms, delivery failure, bankruptcy or insolvency, or whenever the City determines that termination is in the City's best interest. Any such termination shall be communicated by a written notice of default, delivered to the Offeror, at least fifteen calendar (15) days before the date of termination, specifying the extent to which performance of the work is terminated, and the date upon which such termination becomes effective. The City of Myrtle Beach shall be entitled to recover all fees, costs, claims, or damages incurred as a result of the Contractor's breach of this Agreement, including reasonable attorney's fees and costs of legal action instituted by the City to collect such fees, costs, claims, or damages.

19.09 Negotiation. Prior to the notice of award to any offeror, the City of Myrtle Beach may elect to open negotiations and ultimately reach an agreement with an Offeror who demonstrates the best combination of attributes to conduct the project, and who also negotiates a project cost with the City that is fair and reasonable. The negotiation period shall be no more than five (5) City business days. In these negotiations, the City may address scope of work, unit pricing, or any other contractual requirements fairly contained within the proposal documents. In the event that negotiations should commence but fail, the City shall reject any or all proposals.

20.0 ADA COMPLIANCE:

20.01 Contact Information. Questions concerning the proposal requirements or specifications should be directed in writing to the procurement buyer shown on the front page of this proposal package. If you need disability-related accommodations, please contact (843) 918-2170.

21.0 SIGNATURES:

21.01 Accuracy and Completeness. The authorized signer of the proposal shall represent and warrant that they have been sufficiently informed in all matters relating to the specified products; that they have checked their proposal for errors and omissions; that the prices stated in their proposal are correct and as intended are a complete and correct statement of prices.

21.02 Non-Collusion. The authorized signer of the proposal certifies that the proposal is made without collusion or fraud, and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer, or subcontractor in connection with their proposal. Furthermore, the authorized signer certifies that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged. Prior compensated consulting shall not preclude an Offeror from submitting a proposal.

21.03 Compliance. By Signature below the Offeror affirms that they have examined, understands and accepts all instructions, specifications and conditions, and shall provide for appropriate insurance, deposits, and performance bonds if required, and shall comply fully with specifications as attached for the agreed contract, especially where materials and work are involved, and that any and all registration requirements where required for Offerors as set forth in law are met.

Signature of Offeror

Date of Signing

Print Name of Offeror

If more convenient, tabulations are available for pick-up after final award. No proposal tabulations will be faxed.

SCOPE OF WORK

Introduction

The City of Myrtle Beach is looking to engage the services of a specialized contractor to manage and operate an effective ambassador program. The ambassadors will provide the highest level of hospitality; they will be friendly, approachable, knowledgeable, and trained in customer service, first aid, cleaning and maintenance, crime prevention, outreach, and other skills needed to address the dynamic needs within the public realm.

The contractor will recognize that the first year shall be considered a pilot program for both parties. Both parties agree that they shall work flexibly with each other to make changes as required during the pilot phase.

Background

The City of Myrtle Beach is a residential community and vacation destination at the heart of the Grand Strand, a 60-mile stretch of natural beauty on South Carolina's northeastern coast. Our 30,000 permanent residents and millions of visitors enjoy the wide beaches, the warm weather, and an incredible range of entertainment, nightlife, golf, shopping, dining and live theatre. Some of our yearly special events include sports tournaments, the Myrtle Beach marathon, and numerous cultural festivals including the Carolina Country Music Festival.

Tourism initially consisted of small seaside cottages and hotels with a core of businesses in the area now known as Five Points. Eventually, amusements and more seaside businesses developed in the downtown. This change led properties to develop a much higher level of amenities, forcing redevelopment of small mom-and-pop style motels to full service resorts with lazy rivers, restaurants, entertainment, and more, primarily along the oceanfront. This unprecedented growth led to the construction of a new boardwalk and beachfront park.

Myrtle Beach's downtown is unique in several respects. It has never been the center of commerce, banking, governmental facilities, or industry. Those types of uses are largely located outside of the traditional downtown. Myrtle Beach is far from the typical downtown area in that it hosts literally millions of tourists each year, with a peak in the summer, but with rapidly increasing numbers in the winter, and in the fall and spring "shoulder" seasons.

However, the downtown area does have some challenges. It has increasingly been seen as being an unsafe environment. This perception, together with several very high profile events, have stained the reputation of the area, and to a large degree, the entire City. The property immediately along the oceanfront has largely been redeveloped with large 10-25 story resort hotels or condominium units that are used for vacation accommodations purposes. Most of these structures are fairly modern in appearance, are well maintained, and have modern amenities. Redevelopment has not yet taken hold in the blocks west of Ocean Boulevard. These areas are typified by older structures that, in some cases, have become de facto low-income housing for a transient population, and that has not mixed well with the tourists or permanent residents. Vacant lots, many of which are used for parking, are not uniformly maintained to the degree required by a community that views itself as a world-class resort. To the degree that these structures and

properties have not been properly maintained, they often lend to the perception that the downtown is not a safe environment.

Program Overview

The primary role of the ambassador program is to build relationships with area stakeholders, and offer hospitality services such as giving directions, providing pedestrian escorts, suggesting a wide array of restaurant and retail information, advising on parking choices, and offering any other customer-oriented support that will foster stronger relationships between stakeholders and the downtown area. Additionally, the ambassadors will report maintenance issues in the area, including burned-out street lights, damaged public property, trip hazards on sidewalks, etc. If the issue is minor, an ambassador should immediately address it, such as picking up trash on the sidewalk and placing it in a receptacle, or removing a flyer or sticker taped to a light pole. They should strive to represent model citizens, helping to care for, respect, and maintain the Myrtle Beach community and its stakeholders.

In addition to their work with our downtown property owners, businesses, and guests, the Ambassadors will assist the City in several key areas. The Ambassadors are not expected to function as law enforcement officers, but they will have a very strong relationship with the Myrtle Beach Police Department and will be required to report any actual and/or suspected criminal activity. Similarly, they are not expected to act as City Code Enforcement Officers, but they will be trained to identify and report the most obvious zoning and building code violations. The Ambassadors will work with City litter and solid waste teams to report major unsightly debris and other aesthetic issues. They will be tasked with daily watering of hanging baskets. Finally, the ambassador program will work in conjunction with local area agencies to address those people experiencing homelessness and make social service referrals, etc., as appropriate.

Program Goal and Objectives

The goal of the ambassador program is to positively contribute to the Myrtle Beach downtown area to promote a safe and welcoming place for residents, workers, and visitors alike. The program will be responsible for providing services within a geographic area of approximately seventy-five (75) blocks between 29th Avenue North and 7th Avenue South (east of Kings Highway) as well as the Arts and Innovation District. This area features parks, businesses, hotels, a boardwalk, and Ocean Boulevard (see Exhibit B for general outline map.) Options to add additional areas will be considered, as appropriate. Program objectives include (but are not limited to):

- Ambassadors will circulate throughout the public areas of Myrtle Beach on a daily schedule or other strategic deployment plan to engage with stakeholders, provide the public with information, and offer other assistance. Ambassadors will be trained and knowledgeable about points of interest, including special events and services located in the area.
- Ambassadors will visit area businesses as part of their regular routine to listen and catalog their successes, needs, and concerns.
- Ambassadors will report maintenance issues, pick up loose trash that can be placed in a receptacle, remove graffiti/stickers/handbills, and/or other small maintenance items that can be addressed immediately.
- Ambassadors will provide daily watering of hanging baskets.
- Ambassadors will be trained in customer service and public relations in a manner that promotes the image of Myrtle Beach.

- Ambassadors will incorporate best practices in communication with all area stakeholders and document all issues and interactions with the public.
- Ambassadors will serve as a presence to enhance the image of Myrtle Beach and provide additional information to law enforcement and other partner agencies. Ambassadors will not function as deputized law enforcement officers, nor will they carry weapons of any kind.
- Ambassadors will identify the most obvious zoning and building code violations and will report them to the appropriate City authorities.
- Ambassadors will interact with the City's homeless population in a caring and compassionate manner, and will provide information as to resources available in the community to assist them.
- Ambassadors will be outfitted with uniforms that will be developed jointly between the Contractor and the City.
- Ambassadors will coordinate efforts and deployment to eliminate redundancy with City forces.
- Ambassadors will provide response, "on demand" services during advertised hours of service to respond to the needs of stakeholders.
- Ambassadors will utilize and maintain an electronic online data and other work order system capable of generating reports and analyzing data statistically, spatially, and in real-time.
- Ambassadors will exercise independent good judgement with minimal supervision.
- Ambassadors will identify and resolve incidents within their ability and authority.

Contractor Responsibilities

- Staff, supervise, train, and administer the ambassador program
- Provide a program manager that exudes customer service, competence, and professionalism
- Uphold rigorous hiring standards that include background checks and personality evaluations
- Execute the program goals and objectives
- Carry out a schedule that can fluctuate daily and/or seasonally, to accommodate special events or other conditions such as seasonal variations
- Develop and provide a multi-dimensional and on-going training schedule for ambassadors that includes both classroom and field training
- Provide and maintain uniforms to the ambassadors as agreed upon with the City. All ambassadors will be distinctly uniformed as working on behalf of the City.
- Provide and maintain all appropriate communication devices to be utilized by the ambassadors.
- Ambassadors will be trained to use an electronic reporting system to document all interactions and provide presentation-ready reports and charts as requested.
- Report observed maintenance and quality of life needs in the public realm to the City, where appropriate

City Responsibilities

- Oversee Contractor services and contract administration.
- Provide operations center and storage area for the ambassador program
- Provide staff, assistance, and direction to the Contractor regarding the training of ambassadors
- Pay for the services provided by the Contractor according to contractual terms.

- Provide staff liaisons for maintenance, law enforcement, and homelessness issues. These liaisons shall be the key point of contact for the City, and will provide guidance as to the City's expectations in each area.

Personnel

All personnel hired by the Contractor under this program will be employees of the Contractor. Contractor shall pay all salaries, insurance, expenses, and taxes related to the employees. Contractor must comply with legal requirements, including the Federal Fair Labor Standards Act, Equal Opportunity Employment, and Americans with Disabilities Act, in addition to all requirements listed in Section 15.01 of the preceding terms and conditions. Personnel hired by the Contractor must match the demographic proportions of the City of Myrtle Beach as closely as possible. The City reserves the right to reject any Contractor employee or request immediate replacement without cause.

The Contractor and its employees will be competent and careful workers skilled in their respective trades. Employees must be able to act as goodwill ambassadors and be able to carry on conversations with the public so they feel welcomed and safe. The Contractor shall require a background check for each person hired as an ambassador, and such background checks are subject to review by the City's Human Resources/Organizational Development Office. The office may reject such applicants if the applicants if he or she has background judged by the City to put the City at risk. The Contractor must warrant the fitness of all employees. The City of Myrtle Beach shall have the right to require the Contractor to remove any employee who displays misconduct toward the public or public property in any way or is in any way discourteous or inappropriate to the public.

Training

Training will be important to the success of the ambassador program. Training will include extensive initial training as well as ongoing training programs to refresh and enhance basic knowledge. Initial training will consist of classroom and field instruction prior to ambassadors fulfilling their assigned deployments. Contractor shall submit a detailed training plan and schedule with this proposal. Contractor will coordinate with all City departments involved in ambassador training. Detailed training practices and manuals must be made available prior to training. Training provided by the Contractor at the Contractor's expense shall include (but not be limited to):

- Philosophy and mission of the City and the Ambassador Program
- Policies regarding personal conduct, attitude, and etiquette
- Public relations and customer service
- Employee code of conduct/rules and regulations
- Scheduling, assignments, procedures
- Uniform maintenance and appearance
- Equipment use and maintenance
- Radio/communications device use and etiquette
- Daily procedures
- Special event procedures
- Data collection, report writing, emergency reporting procedures
- Program activity reporting
- Personal safety policies and procedures, emergency procedures

- Legal responsibilities
- “Street Smarts,” security awareness, dealing with conflict, terrorism, gang awareness
- Chain of command
- CPR/First Aid
- Classroom and field training on area geography, points of interest, businesses/services
- Bicycle/Segway safety, as applicable
- History of Myrtle Beach, including area attractions
- Dealing with emotional/aggressive behavior, persons experiencing homelessness, persons with mental health concerns (with special emphasis on supporting persons on the autistic spectrum)
- Community sensitivity and cultural diversity

Hours of Operation

The City requests that the Contractor provide ambassadors seven (7) days per week on an annual basis. The Contractor agrees to work with assigned City staff at the mandatory meeting prior to submitting a proposal to ask the appropriate questions to be able to develop a program schedule that meets the needs of the boundaries as shown in Exhibit B. The boundary is unique and is not a normal 9am to 5pm, Monday through Friday operation. This area fluctuates in population, with a high season and shoulder seasons, both still having the need for a “Clean and Safe” program. Schedules should be prepared to flex according to the demands of special events. Individuals employed as ambassadors shall not perform services for private individuals, other organizations, or special events within the City without the prior approval of the City.

Equipment

The following equipment will be necessary to perform program services:

- Communication devices – Each ambassador will be equipped with a communications device that allows them to communicate with their supervisors, other ambassadors, and local law enforcement. Ambassadors must also be able to access information from a handheld device and be able to submit activity logs and incident reports for data collection purposes.
- Ambassadors must be able to report maintenance needs via a handheld system that is compatible with software that is accessible by the Contractor and the City.
- Contractor will purchase any/all communication equipment for use by the ambassadors. Contractor will provide regular maintenance for the communications equipment. Contractor shall be responsible for damage to communications equipment above normal wear and tear and will replace, at Contractor’s expense, any equipment lost, stolen, or destroyed. All communications devices will be maintained in good working order at all times.
- Software – Contractor will utilize an online database that aggregates and stores all ambassador interactions, maintenance requests, and other statistics. This software will also document all maintenance reporting as well as public and business interactions, and is accessible immediately to the City via a web-based platform. All information housed by the Contractor belongs to the City and must be submitted to the City upon request. This is an obligation that shall survive any contract termination.
- Other equipment – Other equipment necessary to perform the above-described scope of services will be provided by the Contractor and should be detailed in response to this RFP, including its

required training and maintenance. The City shall have the option to display its logo on all equipment, including uniforms, used by the Contractor to provide these services.

Uniforms

All ambassadors and their equipment will be distinctly uniformed as working on behalf of the City. The City will specify the uniform elements and the Contractor will provide them according to specifications. Uniform elements may include: uniform caps or hats, fanny packs, rain ponchos, rain suits, lightweight and/or heavyweight jackets. Uniforms will be developed in conjunction with the City and the Contractor. The contractor's employees will be required to wear uniforms while on duty, and the uniform will not be used at any other time (except for the commute to and from work.) Contractor will maintain these uniforms in a clean and acceptable condition at all times. Ambassadors must not wear dirty or disheveled uniforms while on duty.

Program Manager of Ambassador Services

The Contractor will provide a full-time Program Manager of Ambassador Services who will oversee the program and deployment. This employee must have clearly documented skills and experience necessary to excel in this position. The program Manager should have a proven track record of customer service and leadership. Responsibilities include:

- Raising awareness of services offered through numerous approaches
- Using flexibility and creativity in deployment to meet changing needs
- Responsible for meetings, performance reports, and evaluations with designated City staff
- Clear understanding and knowledge of all computer and communication systems used by staff
- Ability to review raw data and provide the City with comprehensive reports on all activities

Human Resources

The City reserves the right to vary the number of hours per week, if the budget necessitates. Shift scheduling may overlap to accommodate peak pedestrian traffic times. The hourly wage should be commensurate with the criteria set forth in this document. The Contractor will employ ambassadors for at least the median market rate for comparable professionals. Ambassadors should be eligible for pay increases based on job performance, tenure, and evaluation, but shall not affect the overhead cost paid to the Contractor by the City. To the degree possible, residents of Myrtle Beach and Horry County should be given hiring preference.

Employment selection criteria should place emphasis on candidates' abilities to portray an ambassador's role by demonstrating the following:

- A positive, outgoing personality
- Appropriate appearance
- Effective customer service skills
- Good judgement
- Personal and community pride
- Team-focused attitude
- Professionalism
- Effective communication skills

- Bilingual hires are encouraged

Policies will be crafted to ensure appropriate personal appearance standards, punctuality, and physical condition requirements related to work activities. The Contractor will be responsible for performing drug screening and background checks on all hires. Documentation of these background checks and screenings must be provided to the City immediately upon request.

PROPOSAL SUBMISSION REQUIREMENTS

Contractor will submit seven (7) copies of their proposal. Proposals should be no more than 20 pages in length. Organizational features such as section dividers/tabs will not count toward the 20-page limit. However, no information printed on the organizational features will be considered for evaluation. Proposal shall be organized in the following manner:

- General Information to include company name, mailing address, phone, e-mail, fax, and website.
- Company history to include number of years in operation and summary of experience in providing ambassador services to other public entities. Provide a minimum of three (3) municipality references with current contact information.
- Narrative on the program goals/objectives and contractor responsibilities. Clearly define and demonstrate how the services to be provided will be accomplished. Include all applicable details and specific examples of how your company has planned, deployed, executed, evaluated, and refined services.
- Provide a description of personnel policies and practices, including protocols for pre-employment and hiring processes, drug tests, background screening, and selection procedures
- Provide details of both initial and ongoing training, including topics, instructors, schedules, etc.
- Provide a listing of proposed equipment needed to satisfy the services, plus any additional equipment that may enhance the services provided by the ambassadors. Include photos of sample uniforms.
- Provide a sample of Contractor's forms and procedures for investigating and reporting incidents. Explain how you propose to be held accountable by the City and how performance of the ambassador program will be measured and demonstrated.
- Provide an itemized listing of anticipated costs, including but not limited to: hiring, training, deployment, equipment, uniforms, supplies, salaries, expenses, etc.
- Using May 18, 2020 as an anticipated start date of first deployment, show all the steps in the development of the program. (Actual start date may vary by 1-2 weeks.)

AWARD CRITERIA

All responsive proposals will be reviewed by an evaluation team. The City of Myrtle Beach will award to the responsible Offeror whose offer will be most advantageous to the City; price and other factors will be considered. The following items in each proposal shall be used to evaluate offers:

- General Info and Company History – 10%
- Program Narrative – 25%
- Employee Policies and Training – 20%
- Equipment, Forms, and Accountability – 15%
- Cost and Schedule – 30%

The City will conduct a direct comparison of one proposal with another in order to determine which proposal best provides what the City needs, as identified in this solicitation. The City reserves the right to select a proposal that exceeds the minimum, but is not required to do so. Proposals may exceed the requirements, but the City is not requesting or accepting alternate proposals. Each proposal must respond to the solicitation requirements. Award will be made to the Offeror with the highest rated point total whose proposal meets all requirements of this solicitation. Award will be made on an “all or none” basis for a one (1) year term, with the option to renew subject to Contractor performance and availability of funds. Exhibit A below shows the rubric that will be used to evaluate and compare all responsive proposals.

Exhibit A – Evaluation Rubric

Evaluator’s Name: _____

Date of Evaluation: _____

Offeror’s Name: _____

Category	Maximum Score	Assigned Score
<u>General Info and Company History</u> <ul style="list-style-type: none"> • Years of Operation • Previous Experiences • References 	10 points	
<u>Program Narrative</u> <ul style="list-style-type: none"> • Goals • Objectives 	25 points	
<u>Employee Policies and Training</u> <ul style="list-style-type: none"> • Hiring Policies • Training Programs 	20 points	
<u>Equipment, Forms, and Accountability</u> <ul style="list-style-type: none"> • Equipment, Uniforms • Forms, Data Collection Systems 	15 points	
<u>Cost and Schedule</u> <ul style="list-style-type: none"> • Itemized List of Anticipated Costs • Tentative Implementation Schedule 	30 points	
Totals	100 points	

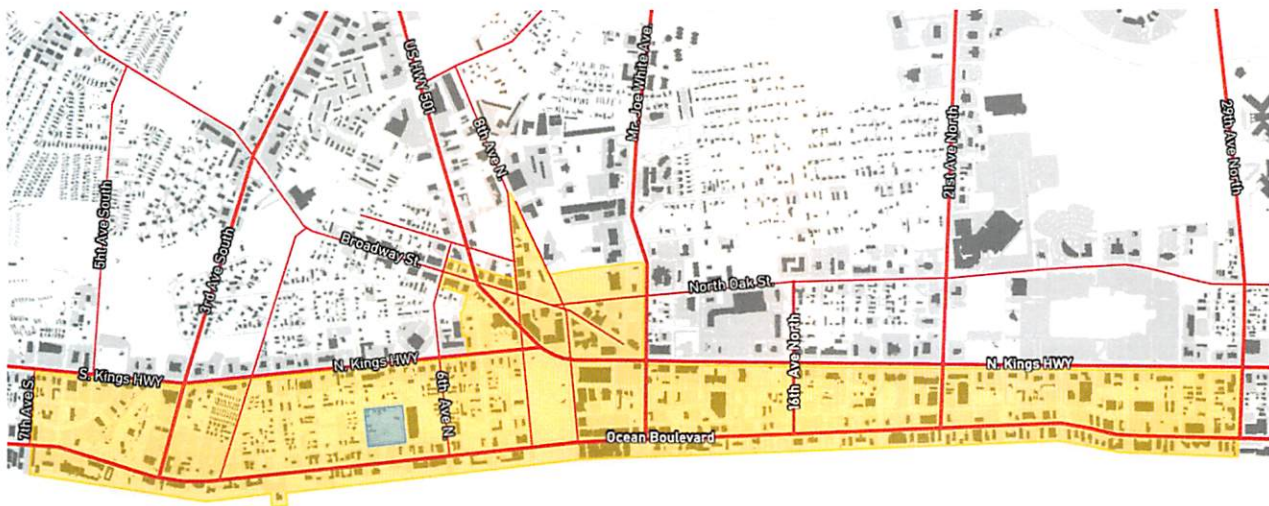
Comments:

PROCESS TIMELINE

Action	Date
RFP Released	Tuesday, February 25, 2020
Mandatory Pre-Proposal Conference (no remote attendance)	Tuesday, March 3, 2020 at 10:00AM (local time)
Questions Due – send to: asowers@cityofmyrtlebeach.com	Friday, March 6, 2020 at 10:00AM (local time)
Questions Answered	Tuesday, March 10, 2020 (close of business)
Responses Due	Thursday, March 19, 2020 at 2:00PM (local time)
Evaluations Complete	Monday, March 30, 2020
Short-List Published (if needed)	Tuesday, March 31, 2020
Interviews (if needed)	April 1-3, 2020
Contractor Negotiations/Selection	April 6-8, 2020
Anticipated Contract Award	April 8-10, 2020
Anticipated Program Implementation	May 18, 2020

The City of Myrtle Beach reserves the right, at its sole discretion, to adjust the schedule as it deems necessary.

Exhibit B – General Outline Map



**City of Myrtle Beach
INSURANCE REQUIREMENTS**

PUBLIC LIABILITY AND PROPERTY DAMAGE

The Contractor shall purchase and thereafter maintain for the term of this agreement, and any subsequent extensions hereto, public liability insurance to protect Contractor from claims for bodily injury and/or property damage which may result from Contractor's performance of this agreement. The policy shall provide a combined single limit of liability of \$1,000,000 per occurrence for bodily injury and property damage with an aggregated limit of not less than \$1,000,000.

AUTOMOBILE LIABILITY

The Contractor shall purchase and thereafter maintain for the term of this agreement and any subsequent extensions hereto, comprehensive automobile liability insurance to protect the Contractor from claims for bodily injury and property damage which may arise from Contractor's use of motor vehicles in the performance of this agreement. The policy shall provide for a combined single limit of \$1,000,000 per occurrence for bodily injury and property damage.

WORKERS' COMPENSATION INSURANCE

Prior to beginning the work, the Contractor shall take out full compensation insurance for all persons which may be employed directly or indirectly in the performance of this agreement, coverage is to apply to all employees for statutory limits in compliance with the applicable state and federal laws. The policy must provide Employers Liability coverage in the amount of \$500,000 each accident; \$500,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit and shall be maintained in full force and effect during the term and any subsequent extensions hereto.

EXCESS LIABILITY POLICY

At the option of the Contractor, the limits of the primary general liability, automobile liability and employer's liability policies may be less than stipulated herein, with an excess policy providing the additional limits needed. This form of coverage must be approved by the City and will only be acceptable when both the primary and excess policies include the coverage and endorsements required herein.

POLICY ENDORSEMENTS

The following requirements shall apply to the policy(s) indicated below:

A. General Liability and Automobile Liability

It is understood and agreed that the City of Myrtle Beach, its officials, agents and employees are recognized as additional insured under the policy and, as such, will be provided thirty (30) days written notice by mail of non-renewal, exhaustion of aggregate limit, modification of coverage or cancellation for any reason, and the company hereby agrees to provide such notice. Failure of the company to provide the required notice shall cause the coverage to continue in force for the benefit of the City, its officials, agents and employees until proper notification, as required herein, is provided, the provisions of the policy or any Certificate of Insurance to the contrary notwithstanding.

B. Workers' Compensation

The cancellation provision is hereby amended to provide that the City of Myrtle Beach will be provided thirty (30) days written notice via mail in the event of coverage cancellation.

INSURANCE REQUIREMENTS continued

NOTIFICATION OF INSURANCE COMPANIES

It is the responsibility of the Contractor to notify all insurance companies to familiarize themselves with all the terms and conditions of this agreement. The insurance companies shall waive their right of notification by the City of any change or modification of this contract, or of decreased or increased work, or of the cancellation of this agreement or of any other acts by the City or its authorized employees or agents under the terms of this agreement. The waiver by the insurance companies shall in no way relieve them of their obligations under this agreement.

CERTIFICATES OF INSURANCE

Contractor shall file with the City a Certificate of Insurance, which shall be approved by the City prior to the inception of any work. Renewal certificates shall be sent to the City thirty (30) days prior to any expiration date.

INSURER LICENSING AND RATING

All insurance companies providing coverage to the City, shall be licensed to do business in the State and have an A.M. Best rating of "A-" or better.

INSURANCE COVERAGE ADJUSTMENTS

In response to changing circumstance of loss exposures, the City reserves the right to modify the insurance coverage, limits of liability, policy endorsements and policy terms required in this contract. The City will provide written notice to the Contractor, which outlines such changes and allow Contractor a reasonable period of time in which to comply with the new requirements. However, in no event shall Contractor compliance period be longer than thirty (30) days.

COVERAGE CANCELLATION OR UNSATISFACTORY COVERAGE

If at any time any of the foregoing policies shall be or become unsatisfactory to the City, as to form or substance, or if a company issuing any such policy shall be or become unsatisfactory to the City, the Contractor shall, upon notice to that effect from the City, promptly obtain a new policy and submit the same for approval to the City. Upon failure of the Contractor to furnish, deliver and maintain the insurance coverage's required herein, this agreement, at the sole discretion of the City, may be forthwith declared suspended, discontinued or terminated. Failure of the Contractor to take out and/or maintain any required insurance shall not relieve the Contractor from any liability under this agreement, nor shall the insurance requirements be construed to conflict with or otherwise limit the obligations of the Contractor concerning indemnification.

HOLD HARMLESS

Contractor agrees to protect, defend, indemnify and hold the City, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, cost, charges, professional fees or other expenses and liabilities of every kind and character arising out of, or relating to, any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind in connection with or arising out of this agreement, and/or the performance hereof, that are due to the negligence of the Contractor, its officers, employees or agents. The Contractor further agrees to investigate, handle, respond to, provide defense for and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

INSURANCE REQUIREMENTS continued

SAMPLE

<i>CERTIFICATE OF INSURANCE</i>					CERTIFICATE NUMBER	
PRODUCER Insurance Agent Name 4000 Insurance Pkwy Anytown, USA 99999			THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES DESCRIBED HEREIN.			
<i>COMPANIES AFFORDING COVERAGE</i>						
INSURED Bidding Firm's Name 1000 Any Street Anytown, USA 99999			COMPANY A ABC INSURANCE COMPANY COMPANY B COMPANY C COMPANY D			
<i>COVERAGES-THIS CERTIFICATE SUPERCEDES AND REPLACES ANY PREVIOUSLY ISSUED CERTIFICATE FOR THE POLICY NOTED BELOW</i>						
This is to certify that policies of insurance described herein have been issued to the insured named herein for the policy indicated. Notwithstanding any requirement, term or condition of any contract or other document with respect to which the certificate may be issued or may pertain, the insurance afforded by the policies described herein is subject to all the terms, conditions and exclusions of such policies. Aggregate limits shown may have been reduced by paid claims.						
CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	<i>General Liability</i> <input checked="" type="checkbox"/> Commercial General Liability Claims Made <input checked="" type="checkbox"/> Occur Owners & Contractor's Prot	XYZ1234	00/00/00	00/00/00	General Aggregate Products-Comp/Op Agg Personal & Adv Injury Each Occurrence Fire Damage (any 1 fire)	\$ 1,000,000 \$ 1,000,000 \$ 1,000,000 \$ 1,000,000 \$ 50,000
A	<i>Automobile Liability</i> <input checked="" type="checkbox"/> Any Auto All Owned Autos Scheduled Autos <input checked="" type="checkbox"/> Hired Autos <input checked="" type="checkbox"/> Non-Owned Autos	XYZ1234	00/00/00	00/00/00	Combined Single Limit Bodily Injury (Per person) Bodily Injury (Per accident) Property Damage	\$ 1,000,000 \$ \$ \$
	<i>Garage Liability</i> Any Auto		00/00/00	00/00/00	Auto Only-Ea Accident Other than auto only: Each Accident Aggregate	\$ \$ \$
	<i>Excess Liability</i> Umbrella Form Other than Umbrella Form		00/00/00	00/00/00	Each Occurrence Aggregate	\$ \$
A	<i>Workers Compensation (and Employer's Liability)</i> The Proprietor/Partners Executive Officers Are: <input checked="" type="checkbox"/> Inc Excl	XYZ1234	00/00/00	00/00/00	<input checked="" type="checkbox"/> WC Statutory Limits Other EL Each Accident EL Disease-Policy Ltd EL Disease-Ea Employee	\$ 500,000 \$ 500,000 \$ 500,000
	<i>Other</i>					
Description of Operations/Locations/Vehicles/Special Items: City of Myrtle Beach is named as additional insured with respect to General and Automobile Liability						
CERTIFICATE HOLDER			CANCELLATION			
City of Myrtle Beach Attn: Purchasing Division Drawer 2468 Myrtle Beach, SC 29578-2468			Should any of the policies described herein be cancelled before the expiration date thereof, the insurer affording coverage will endeavor to mail <u>30</u> days written notice to the certificate holder named herein, but failure to mail such notice shall impose no obligation or liability of any kind upon the insurer affording coverage, its agents or representatives, or the issuer of this certificate.			
<i>INSURANCE AGENT SIGNATURE</i>						

ADDITIONAL TERMS AND CONDITIONS

1. Include with your proposal at least three (3) references of similar products/services provided by your company. Telephone number and person to contact must be included for proposal consideration.

1) _____

2) _____

3) _____

2. List any exceptions to specifications:

PROPOSAL AND SIGNATURE DOCUMENT
Proposal Number: 20-R0019

The undersigned, as Offeror, declare that we have examined all proposal documents contained herein and will contract, thereon, with the City of Myrtle Beach (hereinafter referred to as the "City") and do everything necessary for the fulfillment of this contract. We agree any addenda received are part of the proposal documents. (If no addenda have been received, please place a zero in the space provided.)

In addition, we propose to furnish the following services in strict conformance to the proposal specifications and proposal invitation issued by the City of Myrtle Beach for this proposal. Any exceptions are clearly noted as required.

We understand that any false statement made to meet any requirements may result in contract cancellation or initiation of action under federal or state laws, or both.

Offeror – Company Name

Mailing Address

Remittance Address (if different from mailing address)

Telephone Number

Fax Number

E-mail

Authorized Signature

Date

Addenda Numbers Received: _____

Printed Name: _____

City Business License Number: _____

South Carolina Sales Tax Registration Number: _____

If no SC Sales Tax Number, please give reason: _____

Federal Tax ID Number (FEIN): _____



First in Service

CITY OF MYRTLE BEACH LOCAL VENDOR PREFERENCE TO QUALIFY FOR LOCAL PREFERENCE FORM MUST BE SUBMITTED WITH BID

APPLICATION OF ELIGIBILITY TO QUALIFY FOR LOCAL VENDOR PREFERENCE WITHIN THE DEFINED BOUNDARIES: MYRTLE BEACH CITY LIMITS, HORRY COUNTY, NESA AREA (NESA area is comprised of Horry, Georgetown, Williamsburg, Florence, Marion, Darlington, Dillon, Chesterfield, and Marlboro Counties).

City of Myrtle Beach Business License: (To qualify for Local Vendor Preference vendor must have had a City of Myrtle Beach Business License a minimum of ninety (90) days prior to the request for bid/ proposal being made public)

City of MB Business License Number: _____ Date issued: _____

***NOT Horry County License Number**

Complete all areas below. Incomplete forms may be rejected.

1. LEGAL NAME OF BUSINESS: _____

Mailing Address: _____

Physical Address: _____

(To qualify vendor must have maintained a physical address and office as a principal place of business within the defined boundaries of the category sought for at least one (1) year, and during that time have had a majority of full-time employees, chief officers and managers regularly conducting work and business from this office.)

2. Year business was established in the City of Myrtle Beach / Horry County / NESA area:

Year: _____

County: _____
(Name of County)

Under penalty of perjury, the undersigned states that the foregoing statements are true and correct. The undersigned also acknowledges that any person, firm, corporation or entity intentionally submitting false information to the City in an attempt to qualify for local preference shall be prohibited from bidding on City of Myrtle Beach products and services for a period of one (1) year.

Authorized Signature: _____ Date: _____

Printed Name & Title: _____ Phone: _____

LOCAL VENDOR PREFERENCE continued

Bid Amount	Within City Limits	Within Horry County	Within NESAs Area
From \$7,500.01 to \$25,000.00	5% of Bid	4% of Bid	3% of Bid
\$25,000.01 and up	\$500.00 plus 4% of amount above \$25,000.00 with the maximum being \$2,000.00 including the \$500.00	\$400.00 plus 3% of amount above \$25,000.00 with the maximum being \$1,800.00 including the \$400.00	\$300.00 plus 2% of amount above \$25,000.00 with the maximum being \$1,600.00 including the \$300.00

If company/individual performs services on City property a Certificate of Insurance **must be** provided prior to commencement of work meeting requirements of the City.

The vendor must submit this copy of the Local Vendor Preference Certificate with their proposal.

An eligible business shall maintain such status throughout the term of any contract with the City. Failure to maintain such status or to keep current on all fees and taxes owed the City shall be grounds to terminate the contract.