

CITY OF MISSION
Scope of Service
Solicitation Name: **“Security Guard Services”**

- I. Scope of Work:** The City of Mission is accepting bids for Uniformed Security Guard Services for buildings throughout the city on an as needed basis.
- II. Scope of Service:** The following scope of service describes security guard services for the City at the facilities listed, and for other periodic events, on an as needed basis. The City reserves the right to add or delete any location indicated in this bid during the contract period without penalty. Service time shall be coordinated with the Police Department. Some night and weekend work may be scheduled. The City shall not be responsible for overtime costs. Bid prices shall apply to all work regardless of when performed.

The Contractor shall provide competent, fully qualified and licensed uniformed security guards, supervisory officers as well as the necessary transportation, equipment and supervision necessary to provide high quality security guard services at City facilities. Contractor shall provide such security guard service in accordance with the particular requirements for each location specified in the facilities list.

The Contractor shall make periodic oral or written reports and recommendations to the Director or designee with respect to conditions, transactions, situations or circumstances encountered by the Contractor relating to the services to be performed under this agreement and attend meetings determined to be necessary by the Director or designee. Contractor shall provide any reports that the Director or designee may request in writing

Contractor shall provide Criminal Justice Information Services (CJIS) certified guards as requested by the Police Chief or designee. The Police Chief or designee currently designates all Mission Police Department posts, all Municipal Courts Department Posts.

A. SECURITY GUARD AND SCANNER OPERATOR QUALIFICATIONS:

1. Security guards employed by the Contractor to provide security guard service under this agreement shall meet the following criteria unless approved or authorized by the Police Chief or designee:
 - 1.1. 21 years of age or older.
 - 1.2. High school graduate or must have obtained a graduate equivalency diploma.
 - 1.3. Proficient to speak, understand, read and write the English and Spanish languages (Officers can be dismissed immediately if there are communication problems and the officers shall be replaced immediately at no additional cost to the City).
 - 1.4. Not have been convicted in any jurisdiction of a disqualifying felony; as defined under the provisions of the Private Security Act, Section 1702 of the Texas Occupations Code and Texas Administrative Code Chapter 35-Private Security.
 - 1.5. Not have been convicted in any jurisdiction of any Class A or disqualifying Class B misdemeanor as defined under the Provisions of the Private Security Act, Section 1702 of the Texas Occupations Code and Texas Administrative Code Chapter 35- Private Security.
 - 1.6. Not have any pending, unresolved, or unadjudicated disqualifying felony or Class A or disqualifying Class B misdemeanor charges as defined under the provisions of the Private Security Act, Section 1702 of the Texas Occupations Code and Texas Administrative Code Chapter 35- Private Security, or indictments in this or any other jurisdiction, and not be on probation or parole for any disqualifying felony, Class A, or disqualifying Class B misdemeanor charges as defined under the Provisions of the Private Security Act, Section 1702 of the Texas Occupations Code and Texas Administrative Code Chapter 35 - Private Security.
 - 1.7. Not be required to register in this or any other state as a sex offender unless approved by the Texas Private Security Board under Section 1702.3615.
 - 1.8. Have no outstanding warrants.
 - 1.9. Not have been declared by any court of competent jurisdiction, incompetent by reason of mental defect or disease without having been restored.

- 1.10. Not be suffering from habitual drunkenness or from narcotics addiction or dependence, and commissioned security guards shall at all times meet the minimum qualifications as defined under Section 1702.163 of the Texas Occupations Code.
- 1.11. Not have been dishonorably discharged from the United States armed forces, discharged from the United States armed forces under other conditions determined by the Texas Private Security Board to be prohibitive, or dismissed from the United States armed services if a commissioned officer in the United States arm services.
- 1.12. Skilled in effectively and tactfully communicating with a wide variety of people in sensitive situations, and skilled in establishing and maintaining effective working relationships with City employees and the general public.
- 1.13. Minimum of 6 months previous experience providing Commissioned or Noncommissioned Officer service.
- 1.14. Trained to provide security guard services.
- 1.15. Knowledgeable about the facility being secured, i.e., locations of exits, restrooms, fire hydrants, fire standpipes, fire extinguishers, emergency panels (if any), emergency operation of elevators (if any), evacuation procedures, and similar aspects.
- 1.16. Must check in at each checkpoint designated in the LSRL, or attachments to the LSRL such as maps or drawings, and otherwise remain at its designated post throughout the entire designated shift unless relieved by a relief or replacement guard.
- 1.17. Shall be required to undergo a minimum of 8 hours of job-specific on-site training.
- 1.18. Trained to perform duties in a complex the size of the City of Mission locations.
- 1.19. Officers must be commissioned, registered, or hold an endorsement issued by the Texas Private Security Board under the Texas Department of Public Safety, pursuant 11 to the authority of Chapter 1702, Texas Occupations Code (Contractor shall provide copies of all security commission cards within five days from request by the City).
- 1.20. Any additional licensing or training required under state or local regulations.
- 1.21. Contractor must maintain a security services contractor's license issued by the Texas Security Board under the Texas Department of Public Safety; pursuant to the authority of Chapter 1702, of the Texas Occupations Code.
- 1.22. Security guards shall have on their person a valid CPR/AED training certification card while on duty.

III. JOB SPECIFIC, ON-SITE TRAINING:

- A. Contractor shall ensure that all project managers, supervisors, and professional security guards are thoroughly familiar with all applicable rules, regulations, and procedures before they are allowed to staff any post in the facility. All personnel shall be properly trained in the operation of the facilities and shall adhere to the facility rules and regulations without exception.
- B. All security guards shall receive Contractor provided training comprehensive enough to effectively deal with:
 1. Customer service and courtesy.
 2. Security situations to include emergencies of fire, bomb threat, flood and evacuation procedures.
 3. First aid and medical emergencies.
 4. Assisting the disabled in a sensitive and helpful manner.
 5. Contractor shall provide its customized 40-hour advanced officer training to all of its personnel working at the facilities, prior to their beginning work at the facilities, at no additional charge to the City. This training shall include CPR/AED-Adult (operation of portable Defibrillator) certification, X-ray machines, hand-held wand metal detectors, security turnstiles, active shooter response and terrorism response. Contractor shall provide to the Director or designee proof of CPR/AED certification upon **completion of required training upon assignment to this contract.**

IV. LIMITATIONS ON SECURITY GUARDS HOURS:

- A. Contractor shall not assign any security guard to perform services under this agreement if such assignment would require that the security guard work more than 16 hours in a 24-hour period, or more than 60 hours in a single 7-day period, unless the Contractor obtains the prior written approval from the Director or designee. The Contractor shall have sufficient personnel reserve who are trained, in order to comply with this requirement. This is to ensure

that a speedy and correct response is performed in the event of an emergency or life-threatening situation that could occur at the facilities.

V. SECURITY GUARDS EQUIPMENT:

- A. The Contractor shall, at its expense, **not at its employees' expense**, equip each security guard with a distinctive hard look uniform and a Softline uniform (blazer, slacks, white shirt, and tie) and all insignia; basic officer supplies including black leather shoes, an identification card bearing a recent photograph of the security guard, a whistle, and a cell phone with a push-to-talk feature and which has sufficient range to provide communication between guards on duty at facilities anywhere in the City limits (639 square miles). Contractor shall have two-way dispatch communication capability as well as a beeper network. Officers required to work outside shall be supplied with boots, winter jackets and raincoats (bearing the Contractor's name and insignia). Contractor will provide a document to the Director or designee of the articles issued to each security guard with the officer's initial for each article as described above and signed by the security guard and the issuer when assigned to this contract.
- B. Security guards working posts in Speer Memorial Library, Mission Event Center, Social Center shall be provided, at contractor's expense, a blazer jacket. The blazer shall be worn by all security guards working posts inside Speer Memorial Library, Mission Event Center, Social Center during normal business hours. Blazers shall be optional after 5:00 pm weekdays, on weekends, and on Holidays.
- C. CONTRACTOR IS RESPONSIBLE FOR ALL COMMUNICATIONS EQUIPMENT ON SITE, subject to the pre-approval of the make, model and features by the Director or designee.
- D. Identification cards shall include the full name (first and last) of the security guard with the name typewritten or printed in ink and shall be worn at all times while on duty.

VI. OTHER EQUIPMENT: (Except as explicitly provided, Contractor shall provide the following equipment at its expense)

- A. Contractor shall have a sufficient number of vehicles assigned to on-duty supervisors so that the supervisors may meet with the Director or designee within 45-minutes of being summoned. Additionally, the Contractor shall provide vehicles for use by security guards if required in the LSRL for a particular location. This requirement is in addition to any other requirements of this agreement. All vehicles shall be licensed to operate on public streets, shall have 4-cylinder or larger engines and shall provide their driver with protection from the weather. Each vehicle provided must include a two-way radio or smart phone with sufficient range to provide communications between all security guards on duty at a particular facility and with the Contractor's base station. Each vehicle shall be clearly marked as a security vehicle. Each vehicle provided shall be in safe operating condition and shall be maintained and operated solely by Contractor.
- B. Contractor shall supply a car, truck, (4x4 truck when requested) sport utility vehicle, golf cart, three-wheel Segway or bicycle (Vehicle) within 5 working days when requested for a particular facility. Subject to the Director's approval of the make, model and features of the vehicle, Contractor may invoice the lease cost of these Vehicles as a bi-weekly pass-through plus an approved percentage markup (see Exhibit B). All other costs associated with the operation of vehicles, including fuel, insurance and maintenance, are the sole responsibility of Contractor. Any safety requirements to operate requested vehicle shall be the responsibility of the contractor.
- C. Contractor shall provide sufficient hand-held scanners to perform services described herein, subject to the pre-approval of the make, model and features by the Director or designee.
- D. Contractor shall provide security guard tour patrol system which is an electronic system for logging the rounds of security guards in a variety of situations such as patrolling property. The system must ensure that the security guard makes its appointed rounds at correct intervals and can generate written and electronic tour records as required.
- E. Contractor shall provide an electronic secured web-based incident case management software platform for reporting and monitoring. Some features will include: the ability to identify and mitigate risks leading to reduced threats, increased site security with real time event monitoring and situational management. Features should include:
 - Ability to upload Digital Media i.e. pictures and videos.
 - GPS Tracking capabilities.
 - Management Reports for Trend Analysis.
 - Schedule.
 - Assignments.
 - Post Orders.
 - Daily Activity Reports.

- Incident Report.

VII. SUPERVISION:

- A.** Contractor shall have sole responsibility for supervising the security guards performing under this agreement. Supervision shall consist of that level of management and administrative activity necessary to ensure that each security guard is performing its duties in a safe and efficient manner and to ensure that each location at which security guard service is provided is staffed in accordance with the LSRL (Post Orders) for that facility. The City shall have no obligation to exercise any supervisory authority over any security guard performing services under this agreement, but reserves the right to direct the activities of the security guards in conformity with established post orders, or as necessary in an emergency situation.
- B.** Contractor shall have sufficient supervisors on its staff so that the ratio of supervisors to security guards on each shift is sufficient to provide coverage to the satisfaction of the Director or designee. The supervisors shall be trained as supervisors and have had previous experience as security guard supervisors. Contractor shall provide sufficient vehicles, at Contractor's expense, for supervisors to inspect job posts and security guards under their supervision.
- C.** Contractor shall provide and maintain on staff a sufficient number of qualified and trained personnel with completed background checks and proper badging to staff officer posts at multiple locations seven days a week, 24 hours per day, every day, inclusive of all City holidays, in accordance with specified post orders.
- D.** Upon receiving a call from the designated Department representative requiring the supervisor's attention, the supervisor shall respond within 10 minutes via telephone and shall be on-site at the facility within 45 minutes of official notification by the security guard or Department staff during any 24-hour period to assist with the situation.
- E.** Contractor shall maintain a base office within the city limits of the City of Mission. Contractor shall provide a phone number(s) and pager, or cell phone numbers at which Contractor or a designated agent of the Contractor with supervisory and managerial authority to add or delete services, equipment, security guards, restore open posts, resolve billing issues and disputes who may be reached or respond within 30 minutes on a 24-hour, 7-days per week basis during the week, weekends, nights, and holidays all year round.
- F.** Contractor's supervisory personnel shall make random unannounced inspections on various shifts. There must be a minimum of four visits, at each of the different location posts, per calendar month. Contractor shall submit documentation of these visits with its biweekly invoices. The weekly post inspection report format shall be approved and may be modified by the Director or designee.

VIII. RESPONSE TO INCIDENTS:

- A.** Contractor shall immediately contact the Director or designee, as well as the facility managers, the Mission Police Department or other appropriate agency regarding any incident involving injury, fire, or criminal activity, or threats thereof. The primary duties of the security guards are to observe and report. Security guards covered under this agreement shall not subdue or pursue any suspected perpetrators. Any incident, whether emergency or otherwise, shall be reported in writing to the Director or designee by close of business on the first business day immediately following the incident.

IX. PERFORMANCE STANDARDS FOR OFFICERS:

- A.** Shall maintain a neat and well-groomed appearance at **all** times.
- B.** Shall exercise good judgment, interact with people in a positive manner and maintain a high level of performance.
- C.** Shall not carry a weapon of any kind unless authorized by the Director or designee.
- D.** Shall not eat at their assigned post. Bottled water may be kept at a security post but should be kept out of sight whenever possible and should not be consumed while conducting business with any person at the security post.
- E.** Shall not use a city telephone or cell phone for personal business while assigned to a security post.

X. REASSIGNMENT OR REMOVAL OF SECURITY GUARDS:

- A.** Contractor shall reassign or remove particular security guards from assignment to the facilities upon receipt of a written or oral request from the Director or designee to do so. The written or oral request shall specify the name of the security guard whose assignment or removal is desired. Any person that the Director or designee may deem incompetent or disorderly shall be promptly removed by the Contractor. Contractor shall replace any removed employee, should the Director or designee recommend that the action be done for the good of the services being rendered, within 30 minutes from notification by the City.

XI. MANDATORY POST COVERAGE:

- A. Contractor's personnel shall not leave their duty post unattended at any time, unless relief is provided. It shall be the duty of the site supervisor officer to periodically check to ensure that all radios are in working order throughout the day. Therefore, it is not acceptable to leave a post unattended by an officer (or relief officer) due to radio failure or for any other reason. If lunch breaks or coffee breaks are permitted, then there must be a relief officer for all breaks. Such breaks are to be taken at a designated break area determined by the Director or designee.
- B. A mandatory daily "Open Post Report" shall be forwarded to the Director or designee electronically by 12:00 noon of each business day, which shall include open posts not covered on the previous scheduled work day. The open post report shall name the assigned post, security guard and show the respective time periods not covered.

XII. PUBLIC RELATIONS:

- A. Contractor agrees that neither it nor its agents, subcontractors, or employees shall issue or make any statements on behalf of the City with respect to any incident occurring at any Facility. The Contractor, contractor's agents, subcontractors, or their employees shall not (i) publicly discuss or issue or provide any statements, written or oral, paper or electronic, of any nature that references this agreement, any policy, procedure, post order, or security alert, or (2) release any report, tape, recording, image, document or record related to the services provided under this Agreement, without the prior written consent of the Director or designee.

XIII. PROJECT MANAGERS AND SUBCONTRACTORS:

- A. Contractor shall not substitute project managers or subcontractors without Director's prior written approval.

XIV. DUTIES OF SCANNER OPERATOR:

- A. Scanner operator shall staff either an x-ray screening device or a magnetometer and shall:
 - a. Set up and maintain guide ropes or other barriers leading from the entrance to the screening site.
 - b. Start and calibrate the magnetometer and x-ray device at the beginning of each shift.
 - c. Courteously and professionally direct persons entering the facility to the screening site.
 - d. Identify those personnel who are properly badged and admit them in accordance with the post orders.
 - e. Courteously and professionally direct persons entering in how to move through the screening site, including placing hand-carried items and packages on the x-ray conveyor.
 - f. Monitor the flow of traffic through the site to ensure effective coverage with the least inconvenience possible to person entering.
- B. While staffing the x-ray device, effectively screen items that travel through the machine. This may include reorienting items, identifying suspicious items, and directing hand searches of appropriate items.
- C. While staffing the magnetometer, have persons entering walk through the device after removing metal items from their persons. If the magnetometer alarms, the scanner directs the individual to remove any remaining metal items and walk through the device again. If the device alarms a second time, the scanner shall use hand-held magnetometer to conduct hand screening to determine the cause of the alarm.
- D. When contraband, weapons, or suspected explosive devices are discovered, the discovering Scanner shall notify the Mission Police Department, the armed security guard and the supervisor, and take other actions appropriate to the situation.
- E. At the end of the working day, secure the magnetometers, x-ray devices and any other equipment or supplies used.

XV. DUTIES OF ARMED SECURITY GUARDS AND COMMISSIONED SECURITY GUARDS WHEN ASSIGNED TO A SCREEN SITE:

- A. When an armed security guard is assigned to a screening site, the armed security guard shall monitor and direct the activities of the scanner operator(s) assigned to that site.
- B. The armed security guard shall:
 - 1. Direct persons entering to the proper screening site.
 - 2. Monitor the flow of personnel and not allow persons to avoid the screening site.
 - 3. Assist the scanner operators in their duties when required by the flow of traffic.
 - 4. Prohibit persons from entering the protected facility with illegal weapons or devices.
 - 5. When assigned to a secondary entrance, check badges and conduct hand screening of persons using those entrances.
 - 6. Write and submit complete reports for all appropriate incidents (All reports shall be delivered to the Department's Security Management Division by 9:00 a.m. on the following workday).
 - 7. Conduct periodic performance evaluations for all subordinates.
 - 8. Staff a scanner position when required.

9. Complete all seized property procedures as approved by the Director or designee.

XVI. PERSONNEL TIME LOG:

- A. Contractor shall use a guard sign-in log. The original copy of the guard sign-in log should be provided to the Department's Security Management Division. Personnel time logs and guard sign-in logs shall contain a record for each employee, which shows employee's name, date(s) worked, and time(s) worked. All personnel time logs shall be submitted to the City with the invoices pertaining to the time period covered by the logs, as well as any documentation verifying Security guard check-in at designated checkpoints. The Contractor understands that Contractor shall not be paid if the guard sign-in log, personnel time logs, and the invoices do not agree.

XVII. MAKING ROUNDS:

- A. Contractor shall use a security guard electronic web-based tour patrol system to ensure security guards are making their rounds. Contractor shall give scanner reports to facility managers on a daily basis. The Contractor shall be responsible for purchasing the security guard electronic web-based tour patrol system and providing tour reports to the Security Management Division upon demand and at no cost to the City.

XVIII. ABSENCE REPORTS:

- A. Contractor shall orally report the absence of any security guard from an assigned post or position to the Director or designee. This report shall not be made later than five minutes after the start of the reporting time for the post or position. The report shall include the name of the absent security guard, the post or position affected and Contractor's efforts to meet the security needs of the City. A relief guard or supervisor shall immediately fill the vacancy until other arrangements are made.

XIX. DAILY ACTIVITY REPORTS:

- A. Contractor shall ensure that site supervisor officers or security guards submit an approved written shift report (Daily Activity Report) to the facility manager for every shift worked. The daily activity report should include a log of activity occurring during the tour of duty. Particular note should be made of unusual incidents or activity.

XX. SIGN-IN SHEETS:

- A. Contractor shall, on non-event days, ensure that all persons entering the facility enter at the front door and sign in at the front desk. In addition, guests must be authorized to enter the facility by a City employee or authorized contractor. During event days, Contractor shall use its best efforts to ensure that unauthorized persons do not enter the facility. If any conflict arises, Contractor shall notify the facility manager immediately.

XXI. WEEKLY WORK SCHEDULES:

- A. Contractor shall submit weekly work schedules, for each of the facilities, to the Police Chief or designee, prior to the beginning of each week. Facility managers may request that Contractor adjust the weekly work schedules. Police Chief's requests may be made either orally or in writing.

XXII. IDENTIFICATION CARD REQUIREMENTS:

- A. All security guards shall be required to carry and have clearly displayed on their person, a photo identification (ID) card (commission or registration), issued by the Contractor, at all times when on City property. This card shall include the company name, first and last name of officer, with the name typewritten or printed in black, a recent photograph of the employee, and the date of completion of commission class.
- B. In accordance with this agreement all security guards shall maintain at all times and on their person a valid Texas Security ID issued by the Texas Department of Public Safety Private Security Bureau while working on City of Mission property.
- C. All security guards assigned to work on City of Mission property shall possess and maintain a City of Mission issued contractor ID. Upon separation, the security guard's ID shall immediately be returned to the Office of Security Management for deactivation and verification. They will need specific types of access that will be determined based on the job they are performing.
- D. A copy of the actual commission cards, for commissioned officers, shall be held by the Contractor for a minimum of 6 months after the security guard becomes commissioned and shall be available for inspection, upon request, by the Police Chief or designee.
- E. In addition, the Police Chief or designee may at any time ask the Contractor to submit to the Police Chief or designee a list of all security guards working on any specified day, for a random check of commission verification.