

EXHIBIT “A”
Scope of Work:

Introduction

The City of San Bernardino (“City”) is requesting proposals from qualified vendors to provide armed and unarmed guard services. The city desires to enter into an agreement for professional services with a qualified vendor who can demonstrate competency and experience in providing guard services.

There is no expressed or implied obligation for the City to reimburse responding vendors for any expenses incurred in preparing proposals in response to this request. The City reserves the right to reject any or all proposals submitted.

Proposals will be evaluated by city staff. The City reserves the right, where it may serve the City’s best interest, to request additional information or clarifications from vendors, or to allow corrections of errors or omissions.

Terms: For purposes of this scope of services and any related documents, the following terms are defined as:

- **Contract Manager** – The City representative responsible for overseeing the contract and ensuring the vendor services agreement is appropriately followed, including answering questions, making changes, and mediating conflicts. This designation is assigned to the Public Works Facilities and Fleet Division Manager. The Deputy Director of Operations is assigned as the alternate contract manager.
- **Vendor** – This refers to the security guard services contractor and any of their assigned representatives.

General Description

The Vendor shall provide appropriately equipped and well-trained, certified, and/or licensed security guards for the protection of the City’s employees, the public and the property, and shall plan, schedule, coordinate, and ensure the effective performance of all services described herein. Quality and experience of security guards and the services provided will be a critical element of the contract, as written within this RFP and particularly in the following “Scope of Services (Specifications)”.

The following are conditions and specifications covering security guard services at the designated City locations. This scope of services is based on hourly rates and the results will be deemed acceptable if they are able to provide guard services according to the outlined specifications. The City reserves the right to increase or decrease the quantity of any item or portion of the work or to omit portions of the work as may be deemed necessary or advisable by the City. The Contract Manager may make such alterations or deviations, additions to, or omissions from these specifications, as may be determined to be necessary and advisable for City hours of operation and/or events. Such alterations or deviations, additions or omissions shall in no way affect or make void the scope of services. If during the course of work the Vendor experiences a conflict with the plans/scope of work, the Vendor shall notify the Contract Manager before proceeding with said services.

Vendor Service Requirements

- The Vendor must comply with all applicable federal, state, and local laws, rules, and regulations, including but not limited to those regarding wages, and cover all rest and meal periods to ensure continuous coverage.
- Agree and ensure that security personnel fully perform their duties in accordance with City imposed policies, procedures, and conditions for continued service at this account.
 - Ensure that security personnel are fully aware of the political sensitivities that exist in a municipal government.
- Schedule security coverage for vacations, holidays, unscheduled absences, and/or other unplanned occurrences. Any costs (including overtime) associated with scheduling vacations, holidays, and absences are the responsibility of the Vendor. These costs must be included in the billing rate.
- Immediately transfer/remove security personnel from the account at the City's request. This includes the assigned Contract Manager representing the Vendor.
- The Vendor shall provide standard uniforms to security personnel. This also includes a visual depiction of uniforms as part of the proposal, including any overcoats, jackets, and head gear.
- The Vendor shall furnish all security personnel with communication equipment (radios, cell phones, etc.).
- The Vendor shall designate a Contract Manager who will ensure all work tasks are performed by each security guard and staff to meet contract obligations and shall coordinate all issues relating to this contract, staffing, performance, etc., and will be the point of contact for the City. Vendor shall not replace the Contract Manager unless prior written notice is given to and approved by the City.
- The Vendor shall offer a patrol motoring system. Please refer to the “**Reporting and Notification**” section for further system criteria.
- The Vendor shall not be entitled to be paid or reimbursed by the City for any services or any other labor, supervision, or material that is in excess of the Scope of Services.
- The Vendor shall, at the firm's expense, have all assigned guards complete the Vendor's established training program, and shall make evidence of such training available upon request. In addition, the Vendor must provide a copy of their training plan/schedule along with their bid.

Bidders must acknowledge all requirements of scope of work, previous section, including all categories and sub-points.

Please Sign and Acknowledge Here: _____

If Bidder can provide additional services that are related to the services above, but not mentioned in this section, please list the additional services and detail how they will be beneficial to the city

BIDDER'S RESPONSE:

San Bernardino Municipal Code 9.90.010 Arrest – Citation

- Pursuant to Sections 836.5, 853.5, and 853.6 of the California Penal Code, security guard personnel as listed in each subsection herein are authorized and empowered to arrest and issue notices to appear for violations of the provisions of the San Bernardino Municipal Code as hereinafter set forth.

Security Guard Requirements

- The Vendor's employees' appearance, personal hygiene, attitude, courtesy, and job knowledge needs to present a favorable image. No smoking, reading unauthorized material, eating, or grooming shall be permitted while guards are in public view.
- No personal phone calls will be permitted, except in an emergency.
- Security guards assigned to each facility shall always maintain strict client confidentiality.
- Must be on time, report to work in a Class A uniform provided by the Vendor, well groomed.
- Always maintain a positive and professional attitude.
- All security personnel are responsible for documenting their daily observations and any security incidents in a formal report and provide electronic copies to the City. Further criteria are noted in the **"Reporting and Notification"** section below.
- Security guards are required to sweep buildings prior to open of business by checking the public areas, restrooms, trash cans, and under benches to ensure that no one has hidden a weapon in the facility overnight.
- Each site patrol is to take 15-20 minutes and should consist of foot and vehicle patrols. During each patrol, guards will check all exterior doors/facility structure and assure they are locked and have not been tampered with.
- Confirmation that the assigned patrols were performed using barcode scanning checkpoints.
- Ensure that security personnel remain awake and alert at all times. The vendor shall take appropriate disciplinary action in the event a security officer is found asleep (or appears to be asleep) while on duty.
- Escort City staff to vehicles as requested. A dispatch number will need to be provided to accommodate escort services upon award of contract services.
- Must not be intimidated to approach an upset customer when City staff are talking to the customer.
- Deter unsolicited commotion.
- Escort upset customer out of the building if needed.
- When necessary, the proper police authority shall be summoned. Security personnel shall always be cooperative with authorized emergency personnel, by providing assistance, while not interfering in the performance of their duties.
- Security guards shall be adequately trained and experienced in their specific duties, and in addition, the use of all-purpose fire extinguishers, drug/narcotics identification, bomb threat situations, the avoidance of violent situations, and be specifically trained for each piece of security equipment carried or used.
- Security guards must pass CPR and First Aid Training and remain certified to remain compliant. Training is to be completed every two years.
- All armed security guards require current POST PC 832 arrest and firearm certification, or a valid Security Guard Registration (California Guard Card) of the California Department of Consumer Affairs, Bureau of Collections and Investigations, and Firearm Permit issued by the Bureau of Security and Investigative Services (BSIS).

- All unarmed security guards shall meet the requirements, including a valid Security Guard Registration (California Guard Card) of the California State Department of Consumer Affairs, Bureau of Collections, and Investigations.

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BIDDER'S RESPONSE:

Reporting and Notification

- Security guards shall log and report daily regarding all serious incidents to the Public Works Facilities and Fleet Division Manager.
 - Items to be documented include, but not limited to, suspicious person, security breaches, system failures, facility maintenance issues, safety hazards, any bomb threats, criminal activity, or incidents that occur to any member of the public.
 - These forms should be used to document any damages, such as graffiti or vandalism, noted at any of the city facilities.
 - Ensure that security personnel document any security incidents on incident report forms and provide electronic copies to the city.
- On a monthly basis, the Vendor will provide a signed and dated work task/frequency sheet verifying all work performed at all locations.
 - A monthly work report shall be signed and dated confirming that the work was accomplished.
- The Vendor must have a patrol monitoring system in place to allow security guards to scan assigned QR-Code checkpoints located at City entrances, doors, window frames, etc.
 - The function is to be used on regular patrol and at special events for tracking to generate real time reports.
 - Guard tours are monitored by the Vendor and City management remotely and sent by email to ensure required patrols are being conducted.
- Customer Service and After-Hours Notification
 - The Vendor is required to have a dedicated after-hours notification line monitored and answered by an employee that can dispatch crews should an after-hour emergency or urgent issue occur.

Hours of Operation

- Work hours vary by department and times are subject to change at any time. The Vendor will be notified by the Facilities and Fleet Division Manager of any changes to department hours, or any adjustments needed to be made to the existing schedule prior to implementation.

Requests from the Public

- The Vendor and its representatives are prohibited from taking direct requests from any residents, park patrons, City staff (not affiliated with the Facilities Maintenance Work Section of the Public Works Department), or any other organizations. The Vendor will make every effort to politely inform the requesting individual or party to contact the Public Works Department, City's Public Information Officer (PIO), or the San Bernardino Help Line at 909-384-7272.

Requests from the Media

- The Vendor and its representatives should not speak to the media on the Department's behalf without approval. All media inquiries should be directed to the Public Works Department, the City's Public Information Officer (PIO), or the San Bernardino Help Line at 909-384-7272.

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BIDDER'S RESPONSE:

LOCATIONS AND AREAS OF SERVICE

For a full description and illustration of areas requiring patrol and/or security checks and illustrated location maps, please see below:

Front Desk Security Services

City Hall Campus

Concierge/front desk security guards provide both security and hospitality services and are responsible for delivering a high level of customer service and providing protection for the occupants of the building.

Location	Number of Guards	Day(s)	Hours
Vanir Tower 290 N. D Street, 1st Floor Lobby	One (1) armed security in uniform	Monday through Thursday	7:00am – 5:30pm
		Friday	7:00am – 4:30pm
201 N. E Street, Bldg. A (South)	One (1) armed security in uniform	Monday through Thursday	7:00am – 5:30pm
		Friday	7:00am – 4:30pm
201 N. E Street, Bldg. B 3 rd Floor (North)	One (1) armed security in uniform	Monday through Thursday	7:00am – 5:30pm
		Friday	7:00am – 4:30pm

Note: Monday through Friday schedules exclude holidays that are observed by the city.

San Bernardino Public Libraries

Concierge/front desk security guards provide both security and hospitality services and are responsible for delivering a high level of customer service and providing protection for the occupants of the building.

Location	Number of Guards	Day(s)	Hours
Norman F. Feldheim Library 555 W. 6th Street	Two (2) unarmed security in uniform	Monday and Tuesday	11:00am – 8:00pm
		Wednesday, Thursday, and Saturday	9:00am – 6:00pm

Paul Villasenor Library 525 N. Mt. Vernon Ave.	One (1) unarmed security in uniform	Monday and Tuesday	11:00am – 8:00pm
		Wednesday, Thursday, and Saturday	9:00am – 6:00pm
Howard M. Rowe Library 108 E. Marshall Blvd.	One (1) unarmed security in uniform	Monday and Tuesday	11:00am – 8:00pm
		Wednesday, Thursday, and Saturday	9:00am – 6:00pm

Note: Monday through Friday schedules exclude holidays that are observed by the city. Vendor shall cover all rest and meal periods. Libraries closed on Fridays and Sundays.

Security Guard Patrol Services

City Hall Campus Patrol

One (1) armed security guard in uniform in a clearly marked security vehicle to patrol during swing and graveyard shifts:

Location	Day(s)	Hours	Additional Duties
City Hall Campus (map included in Exhibit A)	One (1) armed security in uniform; totaling three (3) rover armed guards per day	Monday through Sunday, 24 hours per day	Three 8-hour shifts per day. Escort services shall be available from the hours 4:00pm – 8:00pm. Patrol areas include City Hall parking structure, parking lot, and building exterior.

City Parks Patrol

Two (2) armed security guards in uniform in a clearly marked security vehicle to patrol:

Location	Day(s)	Hours	Additional Duties
Bryce Haynes Park 900 N. E Street	Monday through Sunday	6:00pm – 5:00am	Facility and parking lot to be checked by Park Patrol. Clear parking lot and lock outer gate and inner gates/barriers by 10:00pm.
Meadowbrook Park 250 N. Sierra Way	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside gates by 10:00pm.
Wildwood Park 536 E. 40 th Street	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside gates by 10:00pm.
Blair Park 1466 W. Marshall Blvd.	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside gates by 10:00pm.
Perris Hill Park 1135 E. Highland Ave.	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside gates by 10:00pm.
Pioneer Cemetery 211 E. 9 th Street	Monday through Sunday	6:00pm – 5:00am	Clear parking lot and lock the inner gates/barriers and outer 7 th Street gate by 10:00pm.
Delmann Heights Park 2969 Flores Street	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside and inner gates/barriers by 10:00pm.
Norton Recreation Center 1554 E. Townsend Drive	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside and inner gates/barriers by 10:00pm.
Encanto Park 1180 W. 9 th Street	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside and inner gates/barriers by 10:00pm.
Nicholson Park 2750 W. 2 nd Street	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside and inner gates/barriers by 10:00pm.
Seccombe Park and Lake	Monday through Sunday	6:00pm – 5:00am	Clear parking lot. Lock outside and inner gates/barriers from October

160 E. 5 th Street			– March (winter hours) by 6:00pm. Lock outer gate from April – September (summer hours) by 8:00pm.
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Note: Summer and Winter hours

Vacant or Occupied City Buildings Patrol

Two (2) armed security guard in uniform in a clearly marked security vehicle to patrol:

Location	Day(s)	Hours	Description of Duties
Carousel Mall 295 Carousel Mall	Monday through Sunday	10:00pm – 6:00am (8-hours per day)	Patrol City owned buildings, parking lots, and plazas in clearly marked security vehicle. Guards shall also patrol on foot to check City buildings that have exterior doors, windows, and any points of entry to assure that they are locked and have not been tampered with. The Carousel Mall property includes the parking structure and all parking areas surrounding the Mall.
Old Woolworth Building 396 N. E Street			
Convention Center 301 N. E Street			
512 W. 5 th Street			
Church Street/D Street			
Church Street/Vale Street			
Sturges Center for Performing Arts 780 N. E Street			
School of Hope 796 E. 6 th Street			
400 block N. F Street (west side of street)			
400 block N. D Street (west side of street)			
402 N. D Street (Law Library)			

Security Guard Roving Services

City Yard Rover

One (1) armed security guard in uniform in a clearly marked security vehicle to patrol and conduct rover scans:

Location	Day(s)	Hours	Additional Duties/Checkpoint Locations
San Bernardino City Yard 234 S. Mountain View Ave.	One (1) armed guard with vehicle	Monday through Sunday, 9:00pm – 5:00am	Roving and patrolling of yard. There are three entrance gates that should be scanned once an hour.

City Building Rover (Swing and Graveyard)

One (1) armed security guard in uniform in a clearly marked security vehicle to patrol and conduct rover scans Monday through Sunday, from 10:00pm – 6:00am:

Location	Additional Duties/Checkpoint Locations
Vanir Tower 290 N. D Street	Facility and parking lot to be checked by Patrol. Scanning checkpoint located at: 1) Employee entrance and 2) "D" Street door frame.
201 N. E Street, Bldg. A (South)	Facility area to be checked by Patrol. Scanning checkpoint located at entrance of Building #A window frame.
California Theatre 562 W. 4 th Street	Facility and surrounding parking lot to be checked by Patrol. Scanning checkpoint located at front entrance ticket booth.
Animal Services 333 Chandler Pl.	Gates (2) to be checked twice a night by Patrol. Scanning checkpoint located on side door frame.
Norman F. Feldheym Library 555 W. 6 th Street	Gates to be checked twice a night by Patrol. Scanning checkpoint located at library drop box.
Rudy C. Hernandez Community Center 222 N. Lugo Ave.	Facility and parking lot to be checked by Patrol. Scanning checkpoint located at: 1) Employee entrance and 2) "D" Street door frame.
5 th Street Community Center 600 W. 5 th Street	Facility and parking lot on north side to be checked by Patrol. Checkpoint located at rear meter of the building.

Paul Villasenor Library 525 N. Mt Vernon Ave.	Facility and surrounding parking lot to be checked by Patrol. Scanning checkpoint located on outside perimeter of entrance.
Lytle Creek Community Center 380 S. K Street	Facility and parking lot to be checked by Patrol. Scanning checkpoint located in parking lot on blue sign.
Regal Cinema 450 N. E Street	Facility and parking lot to be checked by Patrol, including parking lots to the south, west and north side of the theater. Scanning checkpoint located at loading dock door.
Court Street Square 349 N. E Street	Facility and parking lot to be checked by Patrol. Scanning checkpoint located at 1) Court Square gate and 2) "E" Street end of bridge.

Note: Vendor shall cover all rest and meal periods.

Rover Money Pick-up and Drop-Off Services

City Building Rover

One (1) armed security guard with a clearly marked security vehicle to pick-up and drop-off security bags at the following locations:

Location	Day(s)	Hours	Description of Duties/Notes
Animal Services 333 Chandler Place	Monday through Thursday	Route begins at 8:45am	Pick-up at Animal Shelter Front Rail.
Police Department 710 N. D Street <ul style="list-style-type: none"> Traffic Division Window (1st Floor) Finance Department (2nd Floor) 	Monday through Thursday	Approximately 9:15am – 9:45am	Two (2) pick-ups: First floor Traffic Division and second floor Finance Department (call for pick-up using the phone on the wall).
Vanir Tower – Finance Department 290 N. D Street, 3 rd Floor	Monday through Thursday	Arrive by 10:00am	Drop-off security bags from Animal Services and Police Department.
City Clerk, Business Registration, and Parks & Recreation Departments 201 N. E Street, Bldg. A	Monday through Thursday	Approximately 10:15am – 11:15am	Pick-up at three (3) departments. Business Registration closed for lunch from 1:30-2:30pm. When picking up at the

(South)			Parks & Recreation Department, ring doorbell.
Community and Economic Development 201 N. E Street, Bldg. B (3 rd Floor)	Monday through Thursday	Approximately 11:30am – 2:00pm	For Community Development, pick-up from Licensing. For Public Works, pick-up from Accounting Assistant.
Public Works 201 N. E Street, Bldg. B, 2 nd Floor (North)			
Norman F. Feldheym Library 555 W. 6th Street	Wednesdays only	Approximate pick-up time is 1:00pm, but may vary	Pick-up at Feldheym Library, which will include other library branches security bags.
Vanir Tower - Finance Department 290 N. D Street, 3 rd Floor	Monday through Thursday	Arrive by 2:00 - 3:00pm	Final drop-off.

Note: Monday through Friday schedules exclude holidays that are observed by the city. Vendor shall cover all rest and meal periods.

Special Events

The city may request security services for City events which will be outside of the scope listed above. Vendor is to ensure all scope of services are covered and there are no service interruptions due to special event. The city will provide a special event purchase order outside of scope of service. At the established hourly rate defined in this **Cost Proposal Form**.

Vendor will train staff as assigned to the service area or special event in accordance with the expectations set forth by the City.

Bidders must acknowledge all requirements of scope of work, previous section, including all categories and sub-points.

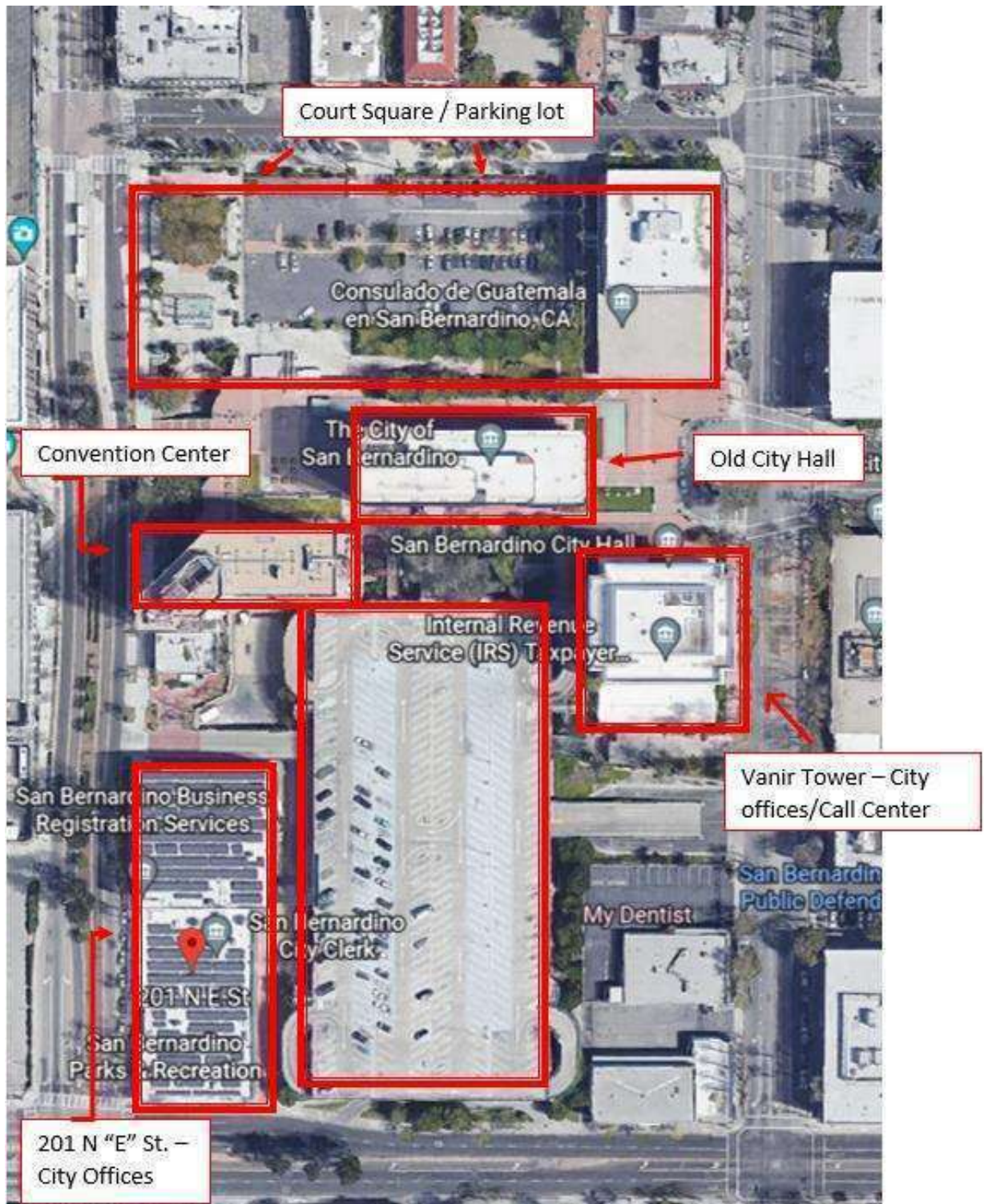
Please Sign and Acknowledge Here: _____

If Bidder can provide additional services that are related to the services above, but not mentioned in this section, please list the additional services and detail how they will be beneficial to the city

BIDDER'S RESPONSE:

City Hall Campus

2nd Street to Court Street between "D" Street and "E" Street



City Yard
182 S. Sierra Way



Carousel Mall Property

Carousel Mall Property

2nd Street to 4th Street between "E" Street and "G" Street



** Verify that all City owned facilities on property are locked and secure. Also patrol parking lots to monitor for criminal activity, damage or issues that may cause City liability, such as inoperable lights. Move along any people that do not belong.

San Bernardino City Animal Shelter
333 Chandler Place



City Libraries



Villasenor Library

525 N. Mt. Vernon Ave.



City of San Bernardino Community Centers

