

**RFP 2020-1011;**  
**UNARMED UNIFORMED SECURITY GUARD SERVICES**  
**ATTACHMENT A: SCOPE OF WORK**



CMHA along with its instrumentalities and related entities (collectively CMHA or the Authority) is seeking proposals from qualified unarmed uniformed security guard services with professional competence, experience and licensing that demonstrate the vendor's abilities to provide the following detailed services.

CMHA intends to create a "pool" of Contractors to provide these services. The Pool will consist of various qualified Contractors which will be available on an as-needed basis. The actual number of Pool participants chosen will depend on the number of qualified proposals received. Proposers selected to participate in the Pool will be assigned work at the discretion of the Authority based on quality of work, availability, manpower and timeliness. Pool participants may be assigned to any property at any given time for either hours as set forth in Attachment L or for additional support. The Authority will attempt to match each assignment to the Pool Participant best suited for a given task. Selection as a participant of the Pool is not a guaranty of the type or number of tasks for which a participant may be selected.

The Authority is also seeking armed uniformed security guard services as needed. Armed guards will have the required licensing to carry a weapon and be thoroughly trained in its use. All references in this solicitation referring to unarmed uniformed security guard services should read "unarmed or armed uniformed security guard services." The addition of armed security guards to this scope does not imply the requirement upon offerors to provide armed guards but if the contractor can provide such services they may respond to this solicitation accordingly.

If a Pool Participant is selected to perform one or more projects, work assignments or tasks, the Authority will formally request the Pool Participant to perform such work by executing a purchase order.

The Authority seeks a formal response from Contractors as to qualifications and experience to perform assignments within the Scope of Services. Contractors selected by the Authority for the Pool will be required to follow the Authority policies as specified in this RFP, the Performance Based Contract and subsequent purchase orders. Regular communication with the property managers is critical to the contractor's success.

**1.0 General Requirements**

**1.1 Service Requirements.** The Contractor shall:

- 1.1.1** Have the capability to provide unarmed uniformed security guard services (on-foot and/or vehicular) on/at various Authority developments and facilities, on/at certain days and times.

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- 1.1.2** Have the capability to provide unarmed uniformed security guard services (on-foot and/or vehicular) for emergencies on/at various Authority developments and facilities. These emergencies might include (but are not limited to) a fire watch, or a special detail on/at a specific Authority property that would require any number of unarmed uniformed security guards.
- 1.1.3** Control ingress to and egress from the building to ensure that all visitors sign in by utilizing visitor logs and sign-in procedures.
- 1.1.4** Direct emergency personnel to location of problem and notify the Authority in accordance with post orders.
- 1.1.5** Monitor activities in lobby areas and those areas directly adjacent to the lobby area to ensure the general safety and welfare of the residents and authorized visitors.
- 1.1.6** Maintain activity logs detailing tasks completed and incidents that occurred while on duty. In addition, the logs should highlight matters that require the attention of the Authority management, such as concerns about loitering, criminal activity, undesirable visitors, suspected cases of domestic violence, suspected lease violations, maintenance/repair needs, etc.
- 1.1.7** Report all incidents occurring on the premises including, but not limited to trespassing, drug possession or use, safety hazards, or any other situations that may require follow-up by police or the Authority management.
- 1.1.8** Remain at post until relieved. The Contractor is responsible for guards arriving to work on time and shall ensure that guards remain on post until relieved, including relief for breaks/lunch.
- 1.1.9** Maintain good working relationships with other members of the Contractor's staff, tenants, and the Authority personnel.
- 1.1.10** Report for duty in proper uniform, and have an appearance and condition that is neat and professional.
- 1.1.11** Summon necessary emergency assistance for residents and others.
- 1.1.12** Summon additional assistance when needed from the Authority personnel, police, and/or the fire department.

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**1.1.13** Provide a supervisor(s) dedicated to the Authority's high-rise communities during normal hours when guards are on the Authority's posts. The supervisor(s) must check all buildings during the shift to ensure that the post orders are strictly enforced and that the sign-in logs are being used. If the vendor updates or changes the post orders provided herein (Attachment K) or utilizes their own post orders, a copy of the post orders must be provided to Procurement and the Property Manager for prior approval to use.

**1.1.14** Provide, in advance, a schedule detailing names, times and locations for the guard assignments. Guards assigned to properties must meet with the Property Manager (dependent upon the Property Manager's request) to explain the expectations of the property. At this meeting or at any other time the Property Manager may request a replacement of one or all guards (in accordance with Section 2.1 of Attachment C-General Terms and Conditions).

**1.1.15** Be responsible for any loss or damage to any equipment assigned by the Authority.

**1.1.16** Cover all guard breaks with a roving guard. This may be the Supervisor in charge during the shift.

**1.1.17** Provide parking lot patrols if required by the Authority.

**1.2 Personnel Requirements**

**2.2.1** All personnel assigned by the Contractor to work on the Authority property as a result of the ensuing award must be:

- able to relate with and work harmoniously with the Authority staff, the Authority residents and the general public;
- in good physical condition and capable of performing all assigned duties;
- able to use all tools necessary to complete assigned duties;
- able to read, write legibly, follow instructions, and to complete the required reports in a clear and legible manner;

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- in full uniform whenever on duty, and have an appearance and condition that is neat and professional;
  
- willing to and knowledgeable of how to assist the Authority staff, the Authority residents and other safety personnel (i.e. Police; Fire Department; etc.) during any emergency situations that may occur such as fire, flood, power outages, etc.;
  
- replaced if deemed unacceptable by CMHA with an acceptable substitute to CMHA;
  
- willing to follow all posted driving and speed regulations.
  
- There will be no smoke breaks allowed in or near the entry way of buildings.
  
- Breaks must be managed so that the post is not vacant (without a guard).

**2.2.2 Drug Testing of Personnel:** Any person assigned by the contractor to provide services to the Authority as a result of award of the contract ensuing from this RFP shall, at the contractor's expense, take and pass a drug test prior to providing any services pursuant to that contract. The contractor shall deliver to the Authority a statement listing each such person and shall thereon attest and verify that each such person passed the drug test. No person shall be assigned by the contractor to provide services pursuant to the proposed contract without this written attestation and verification being first delivered to the Authority.

**2.2.3 Background Investigation of Personnel:** All proposers shall clearly detail the level of background investigations that the proposer conducts into its personnel's employment and criminal history. The Authority shall have the right to, upon demand, review the results of such investigation and to refuse to accept security personnel with questionable histories. Files documenting such review shall be maintained by the Offeror in the event that security personnel action has been called into question.

**2.2.3.1** At a minimum, guards are required to have at least forty (40) classroom hours of training in the area of unarmed uniformed security guard service, a minimum of sixteen (16) hours on-site training and at least 1,000 hours of on-the-job experience working as a security guard,

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police officer, corrections officer, military veteran or a directly related occupation.

**2.2.3.2** Guards shall have the ability to read, write legibly, and follow instructions. It is preferred, but not required that, the guard have a high school diploma or GED equivalent.

**2.2.3.3** Guards are required to be in good physical condition and capable of performing all assigned duties.

**2.2.3.4** The Authority requires that guards shall be expressly and specifically forbidden from carrying weapons or any dangerous ordnance of any kind. They may carry a self defense chemical spray such as MACE.

**2.2.4 List of Properties with Guard Services:** This document, which is included herein as Attachment L, is not intended to be a complete listing of all locations that the Authority may require the contractor to provide services at, nor shall the Authority guarantee that it will require the contractor to provide the services at all such locations. The Authority shall retain the right to order services from the contractor on an as-needed basis, and shall retain the right to order any amount of services for any of the Authority developments (including those listed herein or any other locations that the Authority may acquire, build, or require services) during the term of the proposed contract. So as to better understand the scope of the services that the Authority will expect, the Authority strongly recommends that each prospective proposer inspect these sites prior to submitting a proposal (especially those sites that are identified herein as locations for which these services are currently being required).

**2.2.4.1 NOTE: TPS-managed properties are taxable and invoices for these properties will be emailed to [touchstoneap@cintima.com](mailto:touchstoneap@cintima.com) per Section 7.8 of Attachment C-General Terms and Conditions. Current TPS properties are identified on Attachment L. Additional properties may be converted from CMHA to TPS under HUD's Remedial Assistance Demonstration (RAD) program during the term of the contract. CMHA will issue the awarded contractor a change order when that occurs. No changes to the contract will be affected when this occurs; only the management of the property (and your invoices will change to reflect the addition of taxes and the invoices will be emailed to [touchstoneap@cintimha.com](mailto:touchstoneap@cintimha.com)).**

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- 2.2.5 Data Management:** A daily activity and incident complaint form approved by the Authority must be used by the contractor for the collection and analysis of security incidents. The Authority and the contractor will establish and maintain a system of records management for the daily activity and incident forms.
- 2.2.6 Current Post Orders:** A copy of the current post orders are attached as Attachment K. This document is being included for informational purposes only to give prospective proposers an idea as to what will be expected of them. The Authority reserves the right to revise the information therein at any time during the contract period. If the vendor updates or changes the post orders provided herein (Attachment K) or utilizes their own post orders, a copy of the post orders must be provided to Procurement and the Property Manager for approval prior to use.
- 2.2.7 Additional Services:** The Authority reserves the right to add additional services which may include additional locations, roving guards, armed guards, parking lot monitoring, surveillance camera monitoring or other services if it is in the best interests of the Authority. The Authority also reserves the right to delete services.
- 2.2.8 Contractor(s)** shall pay all of its employees, including any and all approved Sub-Contractors, at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development and Department of Labor Prevailing Wage. Wage Determinations can be accessed via the Department of Labor website, [www.wdol.gov](http://www.wdol.gov).
- 2.2.9 Overtime:** Overtime shall be not less than time and one half for hours worked in excess of 40 hours per week per person for the Authority. Overtime hours listed in Attachment B are included in order to account for seven (7) holidays that the Authority agrees to pay the overtime rate. Those 7 holidays are New Years Day, Memorial Day, 4th of July, Labor Day, Columbus Day, Thanksgiving, and Christmas Day. Accordingly, the Authority will pay a rate of 1.5 of the listed hourly rates within Pricing Items No. 1 and 3 for any work the Authority requires the successful proposer to work specifically during non-regular-time hours (the Authority shall NOT be responsible to pay the successful proposer for any work that the successful proposer CHOOSES to work during non-regular-time hours or at overtime rates during regularly scheduled hours other than holidays). Overtime hours must be approved by the Property Manager. CMHA shall not pay overtime for regularly scheduled hours. For example, there are 59.5 hours for work scheduled for Beechwood (per Attachment L). CMHA will not pay overtime rates during those scheduled hours. If the contractor

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chooses to schedule the same employee for all of these hours, the contractor is responsible for paying overtime.

**2.2.10** Contractor(s) shall inform CMHA Procurement within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing address, physical address, phone numbers and email addresses.

**2.2.11** The contractor shall be responsible for notifying CMHA immediately of any damages (i.e. fire, container leaking) deemed to be a health or safety hazard whether the damage is caused by the contractor or other means.

**2.2.12 Surveillance Camera Monitoring**

If feasible for the contractor(s), the awarded contractor(s) will have remote access to CMHA Video at properties designated by CMHA. Contractor will monitor video and provide updates on activity occurring at the properties and dispatch police as necessary. Contractor cannot use video for purposes other than stated in this scope of work, may not make changes to the video or its content, and must take measures to ensure the video is physically and electronically secure from unauthorized use or access. Contractor shall be liable for any security breach caused by any act or omission of the contractor or its employees. All intellectual property rights are owned by CMHA and Contractor shall not disclose video or make it available to any third party without CMHA's consent.

**2.2.13 Covid-19 Requirements for On-Site Work**

Contractor personnel work sites must wear PPE at the work sites including, but not limited to, a mask that covers their mouth and nose. The mask should be worn throughout the entire period of the shift. Contractor is to practice social distancing while on site.

In addition, Contractor personnel shall be neat and wear uniforms with the company name and an ID badge. This standard of neatness means Contractor staff must appear at the job site in freshly laundered clothing.

CMHA will issue badges to individual Contractor employees with their picture.

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**2.2.14 Performance Standards**

**2.2.14.1** No overtime will be authorized under this contract except for holiday hours set forth in Section 2.2.9 of this solicitation or in the event that an emergency situation arises, in which case the Contractor's Supervisor must contact the CMHA Property Manager to approve the additional hours. Unapproved hours will not be paid under this Contract.

**2.2.14.2** For each time the Contractor is late to arrive for a scheduled shift, the Contractor's fee may be reduced by 25% for the entire length of that shift.

**2.2.14.3** Failure of the Guard to remain at the post until relieved will result in not being paid for the number of hours the guard was not at the post. Additionally, Contractor's fee may be reduced by 25% for the entire length of the shift.

**2.2.14.4** Failure to report for work in proper uniform and with an appearance and condition that is neat and professional may result in the guard being told to go home for the duration of the shift and the contractor not being paid for the hours the guard should have been on duty.

**2.2.14.5** The Property Manager or Maintenance Supervisor may waive the fee reductions at their discretion after discussing extenuating circumstances with the Contractor. Such waiver will be in writing at the time of the service.

**2.0 Contract Terms**

**2.1 Contract Term**

**2.1.1** The Authority intends to enter into a one year contract with the option, at the Authority's sole discretion, to extend four one-year contracts with the successful offeror(s) selected to provide the services.

**2.2 Indefinite Quantities Contract (IQC)** CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

**2.2.1** Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-

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exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$1,800,000 annually shared among the pool of contractors. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.