

**RFP 2022-1018;
SECURITY GUARD SERVICES**



ATTACHMENT A: SCOPE OF WORK

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 K 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.

CMHA is in the process converting the remainder of its housing stock under the U. S. Department of Housing and Urban Development's (HUD) Rental Assistance Demonstration (RAD) Program. The RAD program may require that properties be deleted from the CMHA contract awarded as a result of this solicitation. For properties managed by Touchstone Property Services after the RAD conversion, the properties may be added to the Touchstone Property Services contract awarded as a result of a separate solicitation.

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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.
- 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/on duty until relieved. The Contractor is responsible for guards arriving to work on time and shall ensure that guards remain on post/on duty 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.
- 1.1.13** Provide a supervisor(s) dedicated during normal hours when guards are on the Authority's posts. The supervisor(s) must check all buildings and stops

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during the shift to ensure that the post orders are strictly enforced. 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. Roving guards subject to the same services requirements a stationary guard. Roving guards will be provided with post orders that must be strictly followed. Roving guards are required to maintain a log of activities and/ or incidents. This may be the Supervisor in charge during the shift.
- 1.1.17** Monitor parking lots and contact towing company if vehicles are parked in fire lanes or pose a life/safety threat. Guards may be required to place parking violation tags on and to report this activity to the Property Manager, if required by the Authority.
- 1.1.18** Provide all guards, regardless to type of assignment, with a device to communicate with management, police, fire department, etc.
- 1.1.19** Responsible for walking high-rise buildings, checking laundry rooms, recreation rooms, mechanical room, stairwells, parking lots etc.

1.2 Patrol Vehicles

- 1.2.1** The Contractor shall identify each vehicle used in the performance of the Contract work with signs or logos that include the company name. Vehicles shall be registered to the Contractor. The size, color, and format of such identifying signs shall be subject to the CA's prior approval, which shall not be unreasonably withheld.
- 1.2.2** Vehicles must be well maintained, neat and clean at all times.
- 1.2.3** The patrol vehicle shall be equipped with the following equipment:
 - Wireless communication equipment;
 - Spotlight with ½ mile illumination range;
 - Fully charged fire extinguisher;
 - Emergency road repair equipment including jack and spare tire; —

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Traffic Cones;

- First aid kit

1.2.4 The contractor must provide an electronic checkpointing system

1.3 Personnel Requirements

1.3.1 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;
- 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).

1.3.2 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.

1.3.3 Background Investigation of Personnel: All proposers shall clearly

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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.

- 1.3.4** 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, police officer, corrections officer, military veteran or a directly related occupation.
- 1.3.5** 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.
- 1.3.6** Guards are required to be in good physical condition and capable of performing all assigned duties.
- 1.3.7** 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.
- 1.4** **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.
- 1.5** **Post Orders:** The vendor will provide Post Orders specific to each site where guards are posted. A copy of the post orders must be provided to Procurement and the Property Manager for approval prior to use.
- 1.6** **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.
- 1.7** **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

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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 in writing by the Property Manager in advance. CMHA shall not pay overtime for regularly scheduled hours. For example, there are 59.5 hours for work scheduled for Beechwood. CMHA will not pay overtime rates during those scheduled hours. If the contractor chooses to schedule the same employee for all of these hours, the contractor is responsible for paying overtime.

- 1.8** 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.
- 1.9** 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.
- 1.10** Surveillance Camera Monitoring
 - 1.10.1** Monitor security camera system and 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.
 - 1.10.2** Dispatch security guard rover to a property in the event of an emergency or at the request of management.
 - 1.10.3** Direct emergency personnel to location of problem and notify the Authority in accordance with post orders.
 - 1.10.4** 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.
 - 1.10.5** 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.
 - 1.10.6** Download and retain screenshots and video footage from the surveillance camera capturing evidence of trespassing, criminal activity, violations of the lease agreement, vandalism etc .
 - 1.10.7** If feasible for the contractor(s), the awarded contractor(s) will have remote

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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.

2.0 Pool of Contractors

- 2.2** CMHA intends to create a “pool” of Contractors to provide these Services. The Pool will consist of various Contractors which will be available on an as-needed basis to provide the services described in this Scope of Work. The actual number of Pool participants chosen will depend on the number of qualified proposals received.
- 2.3** Proposers selected to participate in the Pool will be assigned work at the discretion of CMHA based on quality of work, availability, manpower and timeliness and will serve in the Pool for a period of one (1) year with the option, at CMHA's sole discretion, to extend the contract for up to an additional four years for a maximum total of five years. CMHA will attempt to match each assignment to the Pool Participant best suited for a given task. CMHA will also determine the number of assignments any contractor will be assigned at any given time or duration. 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. Time is of the essence with regard to Pool Participants' availability for and performance of the assignments.
- 2.4** If a Pool Participant is selected to perform one or more work assignments, CMHA will formally request the Pool Participant to perform such services by executing a purchase order. The Contractor will be notified by CMHA when services are needed. CMHA will provide the scope of work to the contractor before work is to begin. Once the Contractor is notified, the work will be scheduled with CMHA. The services will be completed as scheduled including completing a punch list and final inspection. The purchase orders may be issued at any time during the term of the Pool Agreement and the assignment of work projects will be made solely at the discretion of CMHA.

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3.0 COVID-19 Requirements for Work

Vendors entering CMHA-occupied units must wear PPE (if requested by the resident, if not vaccinated, and/or per CDC guidelines), including but not limited to a mask that covers their mouth and nose. The mask should be worn throughout the entire period of service delivery.

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.

4.0 Performance Standards

- 4.1** No overtime will be authorized under this contract except for holiday hours set forth in Section 2.2.8 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.
- 4.2** Failure to maintain the required number of guards per the designation of management will result in 25% reduction of the invoice.
- 4.3** Failure to follow post orders will result in a 25% reduction of that shift's invoice.
- 4.4** Failure to provide security guard services within 2 hours of request will result in a \$50 reduction of the invoice for that shift or a future invoice.
- 4.5** 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.
- 4.6** 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.
- 4.7** 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.
- 4.8** Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). Invoices shall be submitted via VendorCafe after the Purchase Order has been received. If invoices are submitted late, the amount to be paid shall be reduced:

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Number of days to submit invoice to CMHA after completion of work or receipt by CMHA in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

4.9 CMHA may waive the fee reductions at their discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service and may be considered by CMHA in the award of future work under this contract and award of future contracts.

5.0 The Authority’s Motto and Gold Performance Standards

In 2012, the Authority implemented its motto “Being an Asset to Hamilton County” in addition to establishing Gold Performance Standards which consist of the principles and values by which the Agency performs and how our partners, vendors, contractors and consultants are measured. The Gold Performance Standards are:

<i>Respect</i>	<i>Timely</i>	<i>Exceptional</i>	<i>Initiative</i>
<i>Excellent</i>	<i>Quality</i>	<i>Accurate</i>	<i>Integrity</i>
<i>Value</i>	<i>Creativity</i>	<i>Accountability</i>	<i>Professionalism</i>

It is the Authority’s intent that the contractor will also adhere to these standards.

6.0 Contract Terms

6.1 Contract Term

6.1.1 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.

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6.2 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.

6.2.1 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-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$500,000 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.