

RFP 2023-2002;
Security Guard Services for HCV
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 Security Guard Services for CMHA's Administrative Offices. The services will primarily service the Housing Choice Voucher (HCV) Administrative Office.

The Authority seeks a formal response from Contractors as to qualifications and experience to perform assignments within this Scope of Work. 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 certain days and times for the CMHA's Administrative office. Hours are Monday – Friday, 7:30 A.M. – 5:00 P.M. on agency business days.
- 1.1.2** Have the capability to provide unarmed uniformed security guard services (on-foot and/or vehicular) for emergencies on/at HCV. These emergencies might include (but are not limited to) a fire watch, mechanical access issues or a special detail on/at HCV that may require any number of unarmed uniformed security guards.
- 1.1.3** Control ingress to and egress from the building. Patrol parking lot to ensure that visitors are parking in marked parking spaces and not in fire zones.
- 1.1.4** Patrol campus buildings to maintain order in lobbies and other client accessible areas. Guard may have to assist persons in lobby with handing out and locating correspondence.
- 1.1.5** Direct emergency personnel to location of any problem and notify the Authority in accordance with post orders.
- 1.1.6** Monitor activities and assist staff 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.
- 1.1.7** 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,

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suspected lease violations, maintenance/repair needs, etc.

- 1.1.8** 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.
- 1.1.9** Remain at post until relieved and/or end of work day. 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.
- 1.1.10** Maintain good working professional relationships with other members of the Contractor's staff, visitors to HCV, and the Authority personnel.
- 1.1.11** Report for duty in proper uniform, and have an appearance and condition that is neat and professional.
- 1.1.12** Summon necessary emergency assistance for HCV visitors and others.
- 1.1.13** Summon additional assistance when needed from the Authority personnel, police, and/or the fire department.
- 1.1.14** Provide, in advance, a schedule detailing names and times for guard assignments at HCV. At any time CMHA may request a replacement of one or more 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** Deescalate situations that may arise in the lobby, asking persons to leave the premises, contacting police, fire, ambulance or other outside assistance as needed.

1.2 Personnel Requirements

- 1.2.1** 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;
 - 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.;

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- 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 CMHA buildings.
- Breaks must be managed so that the post is not vacant (without a guard).

- 1.2.2 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.
- 1.2.3 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.
- 1.2.4 Dress Code:** Guard personnel must be uniformed and well-groomed. Uniform must also be clean, stain free, pressed, with shirt tucked in. At all times guard must present a professional appearance.
- 1.2.4.1 Conflict of Interest:** Guard personnel must alert management of any conflicts of interest such as being a program participant with a CMHA housing program, a landlord with the HCV program, and/or having a household member in the immediate household that identifies in one of the classifications above.
- 1.2.4.2** 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.
- 1.2.4.3** 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.
- 1.2.4.4** Guards are required to be in good physical condition and capable of

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performing all assigned duties.

1.2.4.5 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.

1.2.5 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.

1.2.6 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.

1.2.7 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.

1.2.8 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 CMHA. CMHA shall not pay overtime for regularly scheduled hours. If the contractor chooses to schedule the same employee for overtime hours, the contractor is responsible for paying overtime.

1.2.9 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.

1.2.10 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.

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1.2.11 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.

2.0 Pool of Contractors

- 2.1** 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.
- 2.2** 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.
- 2.3** 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 is 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 1.2.8 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** Contractor will ensure ability to perform all services awarded. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable. If Contractor is unable to do the work for which they submitted a quote/proposal, the Contractor's contract for that work will be cancelled in whole or that part of the contract will be inactivated and no longer considered for award.
- 4.9** In the event of a schedule conflict, vendors will service CMHA first. Failure to do so will result in the vendor being sent a Notice to Cure to complete the service. If the vendor does not complete the service within the date specified on the Notice, another vendor may be contacted to perform the service. Per Section 2.4 of the General Terms and Conditions, three warnings (Notices) will result in vendor termination. (This situation is avoidable by arranging a schedule with the Property Manager for services.)



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4.10 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:

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)

4.11 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:

- Respect* *Timely* *Exceptional* *Initiative*
- Excellent* *Quality* *Accurate* *Integrity*
- Value* *Creativity* *Accountability* *Professionalism*

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: \$38,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.