

**CITY OF AUSTIN
SCOPE OF WORK
SECURITY GUARD SERVICES
SOLICITATION NO.: RFP RWS0501**

1. PURPOSE

The City of Austin (City) is seeking qualified Contractors to provide unarmed Security Guard services for various City departments. Unarmed Security Guard services shall include routine security, patrol services, crowd management, and event management.

Qualified Contractors shall have provided services similar in scope and size to the services described herein on a continuous basis for at least five years. The Contractor's experience should include servicing airports, libraries, multi-purpose facilities, arenas, theaters, facilities with exhibit halls, or similar public buildings.

Usage of this Contract may vary as the needs of the City change. The initial staffing schedule and staffing requirements provided are estimates only. Shifts will vary to accommodate each department's operational needs. Services may be added or removed to meet these requirements. Other City departments, sites/locations, events, and facilities may be added and staffed on an as-needed or on a permanent basis.

2. DEFINITIONS

2.1 Personnel

- 2.1.1 Contractor – A firm or entity that is responsible for providing Security Guard services to the City.
- 2.1.2 Department Contract Manager (DCM) or Designee – A City employee responsible for scheduling services with the Contractor for their department.
- 2.1.3 Security Guard – The Contractor's employee who, at a minimum, has completed Level II Private Security Bureau - Texas Department of Public Safety certification <https://www.txdps.state.tx.us/RSD/PSB/Testingindex.htm> and possesses an active certification. A Security Guard's duties shall include the protection of City property and personnel, deterrence of illegal or inappropriate behavior, and reporting of any incidents to the City's DCM.
- 2.1.4 Event Security Guard — The Contractor's employee who is assigned to supplement a Security Guard Services Program or a City Department's security staff. There are two types of Event Security Guards:
 - 2.1.4.1 Non-Uniformed ("soft look") Event Security Guards I assist with general crowd management, guest services, and event-door access control. This contractor's employee shall meet other requirements as stated herein for Security Guard but may not be required to have completed the Level II Private Security Bureau - Texas Department of Public Safety certification.
 - 2.1.4.2 Uniformed Event Security Guards shall meet the requirements of a Security Guard as defined above and may be required to assist in securing primary site/building entries, exits, and other access points and guarding other areas such as registration, meeting rooms, and event halls.
- 2.1.5 Single Point of Contact (SPOC) – The Contractor's point of contact for the City's DCMs used to schedule the Contract's services. The SPOC shall be available 24 hours per day, 365 days per year by phone, pager, or email.

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2.1.6 Supervisor or Lead Security Guard – A Security Guard with a minimum of five years of experience in security service in a similar environment, who at a minimum has completed the Texas Department of Public Safety Manager’s certification <https://www.txdps.state.tx.us/RSD/PSB/Testingindex.htm> and who possesses an active certification.

2.2 Services, Reports and Hours

2.2.1 Daily Officer’s Report (DOR) – A Contractor-created form (both written and electronic formats are acceptable) used to detail a Security Guard’s activities during their shift. At a minimum, the form should include the hourly entries with the time the patrol rounds were conducted, and observations made (for example, lighting that needs to be replaced, presence of safety hazards, notations of persons observed, doors found unlocked, lost and found items, holes in fencing, exterior doors broken, building system failures, power outages, elevators down, etc.) as well as who was observed (if anyone). DORs shall be submitted to the Security Guard’s supervisor and may be required by a Department at the DCM’s discretion.

2.2.2 Department Specific Requirements – Requirements that are unique and specific to the service site that may differ from other City sites.

2.2.3 Event Hours Rate – The hourly rate billed for Uniformed or Non-Uniformed Event Security Guards, as applicable.

2.2.4 Incident Reports (IR) - A Contractor-created form (both written and electronic formats are acceptable) that is filled out in order to record details of an unusual event that occurs during a Security Guard’s shift (such as suspicious activity around parked cars, triggering of a fire alarm, etc.) intended to capture the details of the occurrence. The IR shall include: the first and last name of the Security Guard preparing the report, the date and time of the incident using military time, type of incident (i.e. injury to a visitor or City employee, property damage, assault, fire and security alarm activation, vandalism, medical, criminal trespass notices), specific details of the incident, location of the incident (i.e., west side of City Hall Plaza near intersection of Guadalupe and Cesar Chavez, etc.), list of public safety respondents, and list of the people involved in the incident including witnesses. IRs shall be submitted to the Security Guard’s supervisor and to the appropriate DCM.

2.2.5 Non-Regular Hours Rate – The hourly rate billed for services scheduled less than three calendar days prior to the start date; shifts that extend more than two hours beyond the scheduled shift end-time (that is not overtime) or observed holiday, such as Emergency Service or Holiday Rate.

2.2.5.1 Emergency Service – Services requested due to unforeseen circumstances that require Security Guards to provide additional services with minimal notice by the City to the Contractor.

2.2.5.2 Holiday Hours Rate – Services requested on a City observed holiday.

2.2.6 Overtime – Time worked beyond 40 hours within a work week paid at time and half of the Regular Hours Rate. The Overtime Rate shall be based on the Security Guard’s scheduled work at individual departments, not on a combination of work at two or more departments. For example, Austin Convention Center Department (ACCD) will pay the overtime rate if ACCD requested the Security Guard to work exceeding his/her ACCD scheduled weekly working hours. ACCD will not be responsible for Security Guard Overtime hours due to the

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Security Guard's total shift assignments by the Contractor. Lack of staff provided by the Contractor does not justify an Overtime rate being paid by the City.

- 2.2.7 Patrol Service – Service related to regular rounds made by a Security Guard for purposes of inspection, monitoring or observation; may be on foot or in a vehicle per department requirements.
- 2.2.8 Regular Hours Rate – The hourly rate billed for services scheduled at least three calendar days prior to the start date and which may be provided at any hour of any day. Additionally, the City may require Security Guards to be held over for up to two hours after any shift and at the Regular Hours Rate.
 - 2.2.8.1 Routine Service – Services that are regularly scheduled, mainly associated with permanent posts.
- 2.2.9 Security Guard Services Program – The City's internal program that encompasses City security staff for various City facilities, sites, and/or locations.
- 2.2.10 Short-Term Service – Short-term temporary services that may be considered Regular Hours or Non-Regular Hours depending on when the services were scheduled. These services are often routine and patrol services, and are not related to event services.

3. CONTRACTOR QUALIFICATIONS, REQUIREMENTS & RESPONSIBILITIES

3.1 Qualifications

The Contractor shall:

- 3.1.1 Continuously maintain all required licenses and certifications by the Private Security Bureau – Texas Department of Public Safety <http://www.txdps.state.tx.us/rsd/psb/> under the provisions of the PRIVATE INVESTIGATORS AND PRIVATE SECURITIES ACT Occupations Code, the V.T.C.S. related to Private Security Services, Chapters 1702.102 and 1702.108 for at least five years at no expense to the City <http://caselaw.lp.findlaw.com/txcodes/oc170200.html>. The Contractor shall maintain these licenses and certifications throughout the Contract and immediately notify the City in the event its license and certification or the licenses and certifications of any of its Security Guards are cancelled or allowed to expire.
- 3.1.2 Be in good standing with the Private Security Bureau – TxDPS with no unresolved complaints, history of suspension, fines or other disciplinary action within the past five years.

3.2 Requirements

The Contractor shall:

- 3.2.1 Provide trained and qualified personnel to perform services as requested by the City under the Contract.
- 3.2.2 Be responsible for all recruiting, hiring, compensation, training, and retention of Security Guards.
- 3.2.3 Ensure that all Guard and Supervisor/Lead candidates, including all replacement Security Guard and Supervisor/Lead Security Guard candidates, are interviewed by the DCM at the

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DCM's discretion to confirm customer compatibility prior to placement/assignment. Security Guard and Supervisor/Lead Security Guard candidates that have not been approved for placement shall not be assigned to City sites. The City may require interviews for Security Guard and Supervisor/Lead Security Guard personnel with assignments in multiple City departments.

- 3.2.4 Ensure that the same Security Guards are utilized and assigned to the same post/department to avoid continuous retraining of Security Guards at permanent sites, and shall not transfer or change assigned Security Guards' locations/sites more than three times annually unless otherwise directed by the DCM.
- 3.2.5 Recruit Guards by:
 - 3.2.5.1 Conducting interviews with Security Guard candidates to determine that the applicant's qualifications match the City's requirements as outlined in this Scope of Work.
 - 3.2.5.2 Ensuring that all Security Guards have:
 - 3.2.5.2.1 At a minimum, the equivalent of a high school education, and are at least 21 years of age;
 - 3.2.5.2.2 Proof of a valid Level II certification by the Private Security Bureau – Texas Department of Public Safety;
 - 3.2.5.2.3 Taken and passed Contractor's required in-house psychological testing.
- 3.2.6 Hire Security Guards that:
 - 3.2.6.1 Are able to hear and conduct normal conversations within at least a ten to fifteen foot distance;
 - 3.2.6.2 Have 20/20 vision with or without prescription lenses; read a license plate at a minimum distance of 25 feet; and are able to distinguish colors (red, blue, yellow, white, green, etc.);
 - 3.2.6.3 Are able to physically lift at least 25 pounds; operate a fire extinguisher; carry a small child; assist in the lifting of handicapped persons during a building evacuation; and climb at least five flights of stairs in two minutes or less;
 - 3.2.6.4 Are mentally capable and free of any judgment by a court of incompetence due to mental defect or illness;
 - 3.2.6.5 Conduct themselves in a professional manner;
 - 3.2.6.6 Are able to read English and are capable of speaking and writing intelligibly in English.
- 3.2.7 Train Security Guards by:
 - 3.2.7.1 Providing training manuals, employee handouts, training outlines and schedules, evaluations and inspections, personnel policies and procedures.

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- 3.2.7.2 Providing instruction in handling public disturbances and disorderly or disruptive conduct, and in managing difficult confrontations in a professional manner.
- 3.2.7.3 Providing direction in processes for checking badges and monitoring rooms.
- 3.2.7.4 Emphasizing quality service and customer relations.
- 3.2.8 Recruit and Train Supervisors/Lead Security Guards that:
 - 3.2.8.1 At a minimum, meet all qualifications, requirements, certifications, and expectations stated herein for Security Guards.
 - 3.2.8.2 Are individuals of integrity who display a mature attitude and exercise good judgment and decision-making abilities. Supervisors/Lead Security Guards shall set the example for other Security Guards and shall foster an environment in which Security Guards feel valued, respected and part of an effective and important team.
 - 3.2.8.3 Have a minimum of five years of successful experience in security, loss prevention or law enforcement. Security related education or degree may be substituted for one year of experience.

3.3 Responsibilities

The Contractor shall:

- 3.3.1 Provide all labor, materials, and equipment necessary to successfully fulfill the requirements of this Contract.
- 3.3.2 Provide uniforms for all Security Guards including Event Security Guards. The style, color, and dress code standards shall be approved by each DCM for each department and/or event type. Uniform requirements may include a law enforcement style, golf shirt style, or the soft-look blazer style depending on site and position requirements. Weather conditions will be considered in the uniform selection and are at the discretion of the DCM.
- 3.3.3 Provide an automated check-in and check-out system for Security Guards or use physical sign-in sheets. At a minimum, any automated system shall provide for check-in of Security Guards at the start of a shift and check-out of Security Guards at the end of a shift.
- 3.3.4 Conduct a quarterly performance review meeting between the Contractor and each DCM to evaluate performance and contract compliance issues. An officer of the Contractor's company is required to attend. Meetings shall cover the review of performance measures as well as any specific department requirements listed within Attachments A-F. These performance measures shall include, but are not be limited to, the following topics: turnover rates, reasons for turnover, training topics/recipients, Overtime costs, percentage of on-time attendance, and other topics relevant to the quality of services provided. At the meeting the Contractor shall provide to the DCM a written report that addresses each of the performance measures.
- 3.3.5 Provide, upon request (likely with advance notice from the City), Security Guards with Spanish speaking capabilities to address or assist Spanish speaking visitors, customers, Contractors, vagrants or trespassers during operating hours. If the Security Guard on duty is not Spanish speaking, a Spanish speaking Security Guard may be called upon to assist,

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either in-person or remotely, the non-Spanish speaking Security Guard on duty at the Regular Hours Rate.

- 3.3.6 Work shifts scheduled or requested by the City exceeding eight hours are eligible for two 15 minute non-paid breaks per shift.
- 3.3.7 Provide a written response to any City reported complaints to the DCM within three business days. The written response shall include a statement of the original complaint, a report of the findings of the Contractor's investigation, and an outline of the corrective action taken to avoid a recurrence of the complaint.
- 3.3.8 Provide a SPOC that is available by phone, pager, or email 24 hours per day, 365 days per year. The SPOC shall respond by phone within 30 minutes to the DCM and if requested to report to the site by the City, the SPOC or designee of SPOC if required shall arrive at the site within one hour. The SPOC shall have full decision making authority on behalf of the Contractor under the Contract.
- 3.3.9 Be responsible for any theft or property damage occurring at any site staffed by a Security Guard during hours of service due to negligence or dereliction of duty, as determined by the DCM. The Contractor shall reimburse the City for the actual cost of the loss or damage to City property or sites, and loss or damage to the property of any other City contractor, subcontractor, client, exhibitor or other third party to whom the City may owe compensation for damages resulting from a Security Guard's negligence or dereliction of duty.

3.4 Equipment, Materials, and Supplies

The Contractor shall:

- 3.4.1 On occasion use City-provided equipment, materials, and supplies for the Security Guards to utilize. The Security Guards shall return any City provided equipment, materials, and supplies to the DCM or designated representative at the end of a shift. Such City equipment, materials, and supplies shall not to be utilized for any purposes other than in the performance of security functions and shall remain the property of the City.
- 3.4.2 Consider documents required by the City and furnished by the Contractor as property of the City. These documents are subject to open records requests.
- 3.4.3 Provide at minimum one cell phone for use at each City site. The Contractor shall be responsible for all costs related to cell phone use including any replacement units necessary.
- 3.4.4 Provide site- specific patrol equipment such as an electric golf cart or all-terrain vehicle. The patrol equipment shall be dedicated to providing services to City only under this Contract. Such equipment shall include a yellow safety caution light, windshield, weather enclosure, and headlights for patrolling City sites. The DCM may require that the patrol equipment be equipped with a flatbed. The Contractor shall be fully responsible for all costs related to the operation, maintenance, and repair of the patrol equipment.
- 3.4.5 Provide, on an as needed basis, patrol vehicles. Patrol vehicles shall be properly equipped and identifiable as a security vehicle. The Contractor shall be fully responsible for all costs related to the operation, maintenance, and repair of the patrol vehicles.

3.5 Types of Services (Routine, Short term, Emergency, Event)

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The Contractor shall:

- 3.5.1.1 Provide routine unarmed Security Guard services and department specific services described herein.
- 3.5.1.2 Provide additional or short-term services as requested by the City.
- 3.5.1.3 Provide emergency services with two hours or less prior notice.
 - 3.5.1.3.1 Emergency Service shall not include a Security Guard held over beyond the original schedule due to another Security Guard being late or not reporting for a shift.
 - 3.5.1.3.2 Emergency services requested shall be billed at the Emergency Hours Rate for the initial day requested. After one day of the Emergency Hours Rate, the Contractor shall resume invoicing at the Regular Hours Rate.
- 3.5.1.4 Provide Guard or Event Security Guard services for events at the applicable uniformed or non-uniformed Event Hours Rate (These services are typically utilized by ACCD; however, on occasion other departments may request similar services.)
 - 3.5.1.4.1 Provide a written and complete schedule with the Security Guard's or Event Security Guard's name and shift time assignments to the DCM by email or paper copy at least one day prior to the first scheduled day of the event work assignment. However, Departments reserve the right to require that his information be provided further in advance of the first scheduled day of the event work assignment.
 - 3.5.1.4.2 The Contractor shall coordinate with the DCM for training Security Guards or Event Security Guards on their duties for each individual event. Departments may provide event-specific training and information.
 - 3.5.1.4.3 Ensure Security Guards or Event Security Guards are dressed in uniformed or non-uniformed attire consistent with requirements provided by the DCM.
 - 3.5.1.4.4 Ensure a Supervisor/Lead Security Guard is on site during the initial posting of Security Guards and at shift changes. The Supervisor/Lead Security Guard is not required to remain for the entire event/shift, but shall be available and on call at any time. The Supervisor's call number shall be provided to the DCM. The Supervisor shall be required to fill a no show position at the missing Security Guard's Event Hours Rate until another Security Guard arrives to assume those duties.

The City may:

- 3.5.1.5 Change, add, or drop sites with at least 24 hours' notice at the Regular Hours Rate.

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- 3.5.1.6 Require changes to scheduled service, such as increasing or decreasing the number of Security Guards. If the City adds or reduces the number of Security Guards without at least 24 hours' notice to the Contractor, the Contractor may invoice at the Non-Regular Hours Rate. After one day of the change, the Contractor shall resume invoicing at the Regular Hours Rate.
- 3.5.1.7 Consider Security Guards late for duty if they arrive five or more minutes after the scheduled start time of the assigned shift. If a Security Guard has been documented as late without sufficient reason on three separate occasions within a 12-month period, the Contractor shall remove the Security Guard from the City Contract for a period of 12 months. Contractor shall provide a Security Guard replacement within 30 minutes of notification from the City that the Security Guard is to be removed.
- 3.5.1.8 Choose to engage other parties listed on this Contract as secondary sources or outside parties not named in this Contract for any occasions when the Contractor fails to provide the services as scheduled. The Contractor shall absorb any differences in cost if the City engages another party to respond to a call, and the credit will be detailed on the next outstanding invoice.
- 3.5.1.9 Reduce the number of Security Guards on the day of the event. The Contractor may invoice the City for the Security Guards' scheduled work assignments or a two-hour minimum, whichever is greater.
- 3.5.1.10 Provide notification at least seven calendar days before the scheduled event with an estimate of the number of Security Guards required.
- 3.5.1.11 Reserve the right to change the request to add or delete up to four additional Security Guards within three days' notice of the final scheduled work assignment at the Event Hours Rate.

4. SECURITY GUARD REQUIREMENTS & RESPONSIBILITIES

4.1 Service Requirements & Responsibilities

The Security Guards shall:

- 4.1.1 Be available twenty-four hours per day, seven days per week, including Contractor and City holidays. Security Guard services are required regardless of weather, disaster, strikes, or threatened strikes.
- 4.1.2 Work as an extension of the City's security work unit/force in the same manner as a City employee while on duty. The City will provide Security Guards direction, instruction, training, guidance, and feedback as necessary. The City will notify the Contractor as necessary regarding performance issues, concerns, corrections, and communication.
- 4.1.3 Provide services for sites that include corporate offices, service yards, receiving docks, material storage facilities, construction sites, public safety sites, events, patrol, pedestrian walkways, exterior perimeters of facilities and other sites and activities related to municipal government.
- 4.1.4 Contact the appropriate Public Safety branch; Austin Police Department, Emergency Medical Services, and/or Austin Fire Department as soon as possible by calling 311 (for non-emergencies) or 911 (for emergencies) when responding to emergency, mischievous,

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and/or criminal activities. Security Guards shall fill out IRs for the event and shall provide the IRs to the Supervisor/Lead Security Guard and to the DCM at the end of the shift.

- 4.1.5 Not work for more than twelve hours in a twenty-four hour period. This includes any scheduled work hours during the twenty-four hour period that are in conjunction with different City departments.
- 4.1.6 Complete reporting such as an IR (as applicable) and a DOR by at least one Security Guard per shift.
- 4.1.7 Not leave their post unless the Security Guard is performing the final shift of the day (no relief or replacement Guard will be arriving) or has been relieved by a replacement Security Guard, or Supervisor/Lead Security Guard.
- 4.1.8 Not stay in one spot or inside vehicles unless assigned to a specific post by the DCM.
- 4.1.9 Patrol the sites at least once every four hours per twenty-four hour period.
- 4.1.10 Perform site surveillance and related functions including interior and exterior (either by foot or via patrol vehicle) as follows:
 - 4.1.10.1 Performing random checks of parking lots, vehicles, storage lots and out buildings along with the exterior fence, lighting, doors and windows, and HVAC and other mechanical work areas;
 - 4.1.10.2 Documenting found property via the DOR and submitting found property to the City;
 - 4.1.10.3 Responding to and assisting City staff in emergency incidents;
 - 4.1.10.4 Observing and reporting weapon possessions, angry or hostile behavior, and trespassing persons to DCM, calling 911 if the situation warrants;
 - 4.1.10.5 Escorting employees or patrons to their vehicles;
 - 4.1.10.6 Reporting suspicious vehicles that enter City property by documenting in IR and reporting license plate numbers to the City;
 - 4.1.10.7 Notifying the DCM of persons observed removing property from the City site/facility (911 may be notified first if appropriate);
 - 4.1.10.8 Questioning persons involved in suspicious activity (individual behaving inappropriately or appearing to act in a stealthy or secretive manner);
 - 4.1.10.9 Maintaining accurate IRs and DORs;
 - 4.1.10.10 Maintaining the Security Guard post in a clean, neat, professional manner (papers and equipment in order, post free of dirt and clutter);
 - 4.1.10.11 Being alert and attentive to assigned duties and greeting employees and visitors courteously;
 - 4.1.10.12 Operating a Closed-Circuit Television and Access Control System; and/or

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- 4.1.10.13 Controlling access to sites by persons or vehicles.
- 4.1.11 Not engage in any activity or conduct that would mitigate fair and impartial enforcement of policies and procedures (i.e. Security Guards enforce policies without favoritism and without discriminating on the basis of race, creed, religion, or national origin).
- 4.1.12 Not carry any weapons while on City property. A list of weapons are defined as, but not limited to the following:
 - 4.1.12.1 Firearms, including air pistols or air rifles;
 - 4.1.12.2 Switchblade knives, or knives with blades longer than 5 ½ inches in length;
 - 4.1.12.3 Explosive materials;
 - 4.1.12.4 Toxic agents or any other weapon/device intended to be used as a tool of violence (i.e. chains, brass knuckles, baseball bats, tire irons); and/or
 - 4.1.12.5 Tasers or stun gun type devices.
- 4.1.13 Not use personal electronic devices (phones, tablets, etc.) during a shift except while on an approved break or in the event of an emergency situation.
- 4.1.14 Not be under the influence of drugs, inhalants, or alcohol while assigned to a City site.
- 4.1.15 Not be under the influence of medication and unable to perform his/her duties.
- 4.1.16 Not display behaviors that may create unsafe or uncomfortable working conditions for City employees or patrons including the following:
 - 4.1.16.1 Insults, harassments and rudeness to City employees or patrons;
 - 4.1.16.2 Sleeping on duty;
 - 4.1.16.3 Post abandonment (away from post without authorization or replacement by an authorized person) and/or dereliction of duty (significant failure to perform prescribed job);
 - 4.1.16.4 Theft, attempted theft, willful damage, or unauthorized use of City property;
 - 4.1.16.5 Participation in illegal activities;
 - 4.1.16.6 Falsification of documentation;
 - 4.1.16.7 Insubordination (willful failure to follow Supervisor's or DCM's lawful directions);
 - 4.1.16.8 Loss of required state licensure;
 - 4.1.16.9 Conviction of a crime, especially a felony (refer to Texas Occupations Code Chapter 1702);
 - 4.1.16.10 Receipt of three complaints (verified by the DCM and/or the Contractor and are deemed valid) annually; and/or

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4.1.16.11 Carrying a weapon (as defined previously).

4.2 City's Expectations

- 4.2.1 If a Security Guard has been identified as failing to perform their duties in accordance with the prescribed standards and instructions, the DCM will notify the Contractor. The Contractor shall rectify the problem within two hours from the time the Contractor is notified. If a replacement Security Guard is needed, the Contractor shall provide a replacement Security Guard within 30 minutes from the time the Contractor is notified. The Contractor shall be responsible for all discipline and/or termination of their staff.
- 4.2.2 The City may deem that the Security Guard is not performing the work in a manner acceptable to the City. The DCM has the final approval on work performed. If the Contractor receives written notice of unacceptable work performance from the DCM, Contractor shall submit to the DCM a corrective action plan within seven calendar days. Corrective action plans shall include a time frame to correct each issue identified by the DCM.

4.3 Uniform Requirements

The Security Guards shall:

- 4.3.1 Wear a visible picture ID with the Security Guard's name and company name clearly identified when working at any City site.
- 4.3.2 Wear clean and properly fitted uniforms to maintain a professional appearance.
- 4.3.3 Wear only acceptable accessories such as flashlights, flashlight holders, multifunction tools, and other equipment necessary to perform job functions, as are deemed acceptable by the DCM.
- 4.3.4 Not wear personal clothing and jewelry unless approved in writing by the DCM.

The City will:

- 4.3.5 Not accept Security Guards who do not meet uniform requirements. Improper attire includes wearing clothing that is not approved by the DCM or wearing an article of clothing that is not a recognized portion of the uniform issued by the Contractor.

5. CITY RESPONSIBILITIES

The City:

- 5.1 May review the Contractor's procedures and personnel records to ensure personnel being assigned to the City Contract are fully qualified to perform under the Contract. Once a written request from the DCM is received, the Contractor shall provide the requested records within two business days.
- 5.2 DCM will train and orientate Security Guards with the site layout, equipment at their assignment or post, location of access control devices and/or other emergency equipment including emergency routes, elevator locations, stairwells, and fire exits prior to assignment.
- 5.3 Will inform the SPOC of any no-show employee as soon as practicable. However, the Contractor shall ultimately be responsible for monitoring attendance and performance.

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5.4 Will provide written approval on all Contractor training programs, and changes that shall be made to those programs.

6. CONFLICTING REQUIREMENTS

If there is any conflict between the provisions of this Scope of Work and the requirements outlined in Attachments A-G, Specific Departmental Requirements, the provisions of the applicable Attachment prevail.

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Specific Requirements for Austin Convention Center Department (ACCD)

ACCD is an enterprise department with a mission to provide exemplary customer service. The department maintains and operates the Austin Convention Center, Palmer Events Center and three parking garages. ACCD has a variety of facilities and offers a variety of services to their client. For more information, visit the following website: www.austinconventioncenter.com

AUSTIN COVENTION CENTER (ACC)
500 East Cesar Chavez Street (1st street)
Austin, Texas 78701

PALMER EVENTS CENTER (PEC)
900 Barton Springs Road
Austin, Texas 78704

PARKING GARAGES (3 LOCATIONS)
Brazos Street Parking Garage (also referred to as the 2nd Street Parking Garage)
201 East 2nd Street
Austin, Texas 78701

Day	Shift Hours	Guards Required
Sunday	1:00 am to 10:30am	One
	5:00 pm to 6:30 am	One
Monday	8:30 pm to 6:30 am	One
Tuesday	8:30 pm to 6:30 am	One
Wednesday	8:30 pm to 6:30 am	One
Thursday	8:30 pm to 6:30 am	One
Saturday	1:00 am to 6:30am	One

5th Street Parking Garage
601 East 5th Street
Austin, Texas 78701

Day	Shift Hours	Guards Required
Sunday	6:15 am to 10:15 am	One
	5:30 pm to 6:00 am	One
Monday	9:00 pm to 6:00 am	One
Tuesday	9:00 pm to 6:00 am	One
Wednesday	9:00 pm to 6:00 am	One
Thursday	9:00 pm to 6:00 am	One

PEC Garage Parking (adjacent to PEC)
900 Barton Springs Road
Austin, Texas 78704

1. For the purposes of this Attachment A, Security Guard Services for ACCD, the term "Guard" shall mean Security Guard or Guard and Event Security Guard, as defined in Section 0500, Scope of Work.
2. CCD's general Guard services usage is dependent upon the demand for services at each location and event, which cannot be precisely predicted.

The Contractor shall:

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- 2.1 Utilize the IR and DOR reports, although on occasion Contractor may need to change or add reporting requirements to maintain consistency with ACCD policies and business needs.
- 2.2 Provide their Guards radios and/or phones. On some occasions, ACCD may provide radios and/or phones to Guards; however, some events require that all ACCD-owned radios and phones are deployed to ACCD staff only. Contractor shall return any ACCD-provided equipment at the end of the shift/event, as directed by ACCD.
- 2.3 Immediately notify ACCD Security when Guards contact 311 (for non-emergencies) or 911 (for emergencies).
- 2.4 Behave in a professional and courteous manner when interacting with ACCD clients, patrons, and visitors to its facilities.

ACCD:

- 2.5 Reserves the right, at no additional cost, to immediately dismiss/release a Guard who is not providing services as prescribed by the written Contract. This may be done with or without prior notification to the Contractor's SPOC. However, ACCD notifies the Contractor's SPOC within 24 hours of the dismissal.
- 2.6 ACCD may refuse a Guard who has been previously dismissed from ACCD. The Contractor shall provide a replacement Guard within 30 minutes from ACCD's request for a replacement.

3. Guard Services Specific to ACCD Security Division include:

- 3.1 Based on historical usage, and forecasted future use, it is estimated that ACCD may use up to 4,000 annual hours for Guard Services to supplement ACCD Security. This number of estimated hours is for services provided at ACCD event facilities and may be used for a single event or multiple events throughout a calendar year. The requested security services may include Security Guard or Guard, Event Security Guard or a combination of both. Total hours used and the type of Guards used by ACCD Security Division is dependent on each individual event or show hosted at ACCD facilities and may be more or less than the estimated annual amount provided.
- 3.2 The DCM will provide the SPOC written notification of the event schedule including an estimate of the type and number Guard hours required and the Contractor shall provide written confirmation of ability to provide the requested services. The Contractor's response shall include a cost estimate for each type/level of Security Guards and the number of hours the Contractor can fill. Notification and response times shall be based on the below schedule. The DCM will make every reasonable effort to provide the SPOC with the earliest possible notification for required services.
 - 3.2.1 For requests of 50 hours and less: when a need is identified for services, the DCM will provide immediate written notification to the SPOC. The SPOC shall provide written confirmation of coverage within one calendar day, or within some other mutually agreeable response period, of the DCM's request.
 - 3.2.2 For requests of 51 hours to 250 hours: the DCM will provide the SPOC written notification at least 14-calendar days prior to the start of an event requiring Guard services. The SPOC shall provide written confirmation of coverage within four calendar days, or within some other mutually agreeable response period, of the DCM request.
 - 3.2.3 Requests for 251 and above hours: the DCM will provide written estimate of services needed no less than four calendar weeks prior to the start of an event requiring Guard services. The Contractor will provide written confirmation of the coverage within 10

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calendar days, or within some other mutually agreeable response period, of the DCM request.

3.2.4 For any occurrences where the Contractor fails, to provide written confirmation, or is unable to provide the full number of requested hours, as stated within this Scope of Work, the City may choose to engage other third-parties for Guard Services. The Contractor shall be responsible for any and all differences in cost if the City engages another party to provide the requested Services.

3.2.4.1 This provision may not apply for those circumstances in which ACCD's client/or customer requests services or requests an increase in services less than the notification or response periods stated above.

3.3 For requests under 3.2.1 and 3.2.2 the Contractor shall provide a written complete schedule with the Guard's name and shift time assignments to the DCM by email or paper copy at least 24 hours, or within some other mutually agreeable response period, prior to the first scheduled day of the event work-assignment. For requests under 3.2.3 the Contractor shall provide a written complete schedule with Guard's name and shift time assignments to the DCM by email or paper copy at least 5 business days, or within some other mutually agreeable response period, prior to the first scheduled day of the event work-assignment.

3.4 The DCM may require changes to scheduled event security services, such as increasing or decreasing the number of Guards. If the DCM requested hours are increased and provided to the Contractor less than the notification periods stated in above, the Contractor may bill the City at the Non-Regular bill rate for the maximum of the first two days of the newly added shift(s), thereafter the Contractor shall resume invoicing at the Regular Hourly rate as established in the Contract. Any other event security hours that are scheduled within and meet the provisions of the notification periods stated above will be billed by the Contractor at the Regular Hourly rates established in the Contract.

3.5 Guards shall check in at the designated shift start time.

3.5.1 Guards are considered late for duty if they arrive after the scheduled start time of the assigned shift. If a Guard has been documented as late without sufficient reason on three separate occasions within a 12-month period, the Contractor shall restrict the Guard from working for ACCD Security Division unless prior written approval has been received from the DCM.

3.6 If a Guard fails to show up within 15 minutes after the scheduled start time, the Contractor shall provide a Guard replacement within 30 minutes of notification from the DCM or designee.

3.7 Guards shall be assigned posts based on the most current plans and information. The assigned posts are subject to change; ACCD may move or re-assign Guards as necessary and at any given time without prior notice.

3.8 Copies of IRs shall be provided to ACCD Security at the time of a reported and/or documented incident.

3.9 On occasion, ACCD may require the Guard to wear an ACCD-issued uniform (shirt, trousers, and/or blazer). ACCD-issued uniforms shall be returned immediately to ACCD upon completion of the Guard's shift.

3.10 Guards shall not work more than 14 hours in a 24-hour period. This includes any scheduled work-hours during the 24-hour period that are in conjunction with different City departments.

4. Guard Services Specific to ACCD Parking Division:

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- 4.1 Services shall be provided at the 5th Street Parking Garage and at the 2nd Street Parking Garage. During the term of the Contract, ACCD reserves the right to add other Parking Garage locations, at different times of the day depending on the requirements of the facility.
- 4.2 Based on historical usage, and forecasted future use, an estimated 55 weekly hours will be needed for Guard services at the 5th Street Parking Garage and an estimated 65-70 weekly hours will be needed at the 2nd Street Parking Garage.
- 4.3 Guard services shall be performed daily with some exceptions on Fridays and Saturdays. ACCD may change the hours and days of services due to events at ACCD and in the downtown area.
- 4.4 15 minutes prior to the schedule start of shift, Guards for both the 2nd and 5th Street Parking garages shall check-in at the 5th Street Parking Garage booth with ACCD Parking Staff. At check-in:
 - 4.4.1 ACCD Parking Staff may provide Guards with special information related to the Guards shift and location.
 - 4.4.2 Guards will check out necessary equipment, including but not limited to; access cards, radio, and keys.
- 4.5 Immediately upon end of their shift, Guards will return all equipment which was checked-out at the start of shift. Equipment shall be returned to ACCD Parking Staff.
- 4.6 Guards shall patrol the property on foot a minimum of every two hours, with results documented on the DOR.
- 4.7 Guards may be required to assist and provide information to patrons utilizing the parking facility.
 - 4.7.1 ACCD will provide basic training for the Guards to assist customers who may be experiencing issues with the automated pay-stations. Under no circumstances shall the Guards process payment by a customer, nor shall the Guards handle cash/funds used for payment by a customer.
- 4.8 Guards shall submit their completed reports at the location designated by ACCD Parking Garage staff.
- 4.9 The Contractor shall coordinate with ACCD Parking Staff to provide site-specific training to all Guards newly assigned to ACCD Parking Garages.
 - 4.9.1 Training materials will be provided by ACCD Parking Garage staff.
 - 4.9.2 As new Guards are added to the schedule, the Contractor shall verify with ACCD Parking Garage staff that no changes or updates have been made to the training materials.
 - 4.9.3 ACCD Parking Garage staff will update the training materials to ensure consistency between ACCD and City policies.

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Specific Requirements for Austin Public Library

The Library is committed to providing easy access to books and information for all ages, through responsive professionals, engaging programs and state-of-the-art technology in a safe and friendly environment. For more information, visit the following website: <https://library.austintexas.gov/>

1.1 The Contractor shall provide Guard services for the following:

Terrazas Branch, 1105 East Cesar Chavez

Day	Shift Hours	Guards Required
Monday	10:00 am to 3:00 pm	One
Tuesday	10:00 am to 3:00 pm	One
Thursday	10:00 am to 3:00 pm	One
Friday	10:00 am to 6:00 pm	One
Saturday	10:00 am to 5:30 pm	One

Little Walnut Creek Branch, 835 West Rundberg Lane

Day	Shift Hours	Guards Required
Monday	10:00 am to 9:15 pm	One
Tuesday	10:00 am to 9:15 pm	One
Thursday	10:00 am to 9:15 pm	One
Friday	10:00 am to 6:00 pm	One
Saturday	10:00 am to 5:30 pm	One

**CITY OF AUSTIN
SECURITY GUARD SERVICES FOR
MUNICIPAL COURT & DOWNTOWN COMMUNITY COURT-ATTACHMENT C
SOLICITATION NO.: RFP RWS0501**

Specific Requirements for Municipal Court & Downtown Austin Community Court

The Municipal Court is committed to administering justice in a fair, efficient, and timely manner. The four court divisions are Judiciary, Court Operations, Support Services and the Downtown Austin Community Court. The Court is made up of more than 160 employees.

The Downtown Austin Community Court collaboratively addresses the quality of life issues of all residents in the downtown Austin community through the swift, creative sentencing of public order offenders. The Court seeks to hold people responsible while also offering help to change behavior. For more information, visit the following websites: <https://www.austintexas.gov/department/municipal-court> and <https://www.austintexas.gov/department/community-court>

Standard hours are as follows:

Municipal Court, 700 East 7th Street

Day	Shift Hours	Guards Required
Monday	6:30 am to 10:30 pm	Two
Tuesday	6:30 am to 10:30 pm	Two
Wednesday	6:30 am to 10:30 pm	Two
Thursday	6:30 am to 10:30 pm	Two
Friday	6:30 am to 6:30 pm	Two

Downtown Austin Community Court, 719 East 6th Street

Day	Shift Hours	Guards Required
Monday	7:30 am to 5:30 pm	Two
Tuesday	7:30 am to 5:30 pm	Two
Wednesday	7:30 am to 5:30 pm	Two
Thursday	7:30 am to 5:30 pm	Two
Friday	7:30 am to 5:30 pm	Two

1. The Contractor shall :
 - 1.1 Provide two Security Guards that are to be stationed at the metal detector for both sites shown above and for the shifts shown above. These shifts include from arrival 30 minutes prior to the beginning of business hours to departure 30 minutes after the end of business hours. During off-hours there shall be a minimum of two Security Guards monitoring the metal detector.
 - 1.2 Run background checks (at Contractor expense) on Security Guards prior to placement to ensure they have no convictions for Class B misdemeanors or more severe offenses.
2. The Guards shall:
 - 2.1 Take particular care to observe and report weapon possession, angry or hostile behaviors and entry by unauthorized persons.
 - 2.2 Wear City provided digital pagers so that City staff is able to contact the Security Guards for situations requiring immediate response as determined by the City.

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- 2.3 Make hourly checks of the facility after hours, paying specific attention to waiting areas, restrooms, and the second floor hallway, judges' office, and magistrate's area.
- 2.4 Log in and out custodial staff after hours.
- 2.5 Understand and utilize the following procedures for the metal detector:
 - 2.5.1 All persons entering the Courts Building entrance are required to pass through the metal detector. This includes Court staff, contract employees, and the general public. This entry requirement does not apply to certified peace officers. However, peace officers must provide a picture I.D. verifying peace officer status.
 - 2.5.2 All purses, backpacks, satchels, briefcases, luggage, and similar items either successfully clear the metal detector, x-ray machine or are inspected to insure that there are no concealed weapons.
 - 2.5.3 If an individual other than a certified peace officer is found to be carrying a weapon, that individual is asked to leave the building and return when he or she can successfully pass through the metal detector and does not have a weapon of any kind. If the individual has a weapon and refuses to leave the building, the Security Guards shall immediately dial 911.

**CITY OF AUSTIN
SECURITY GUARD SERVICES FOR
BUILDING SERVICES DEPARTMENT-ATTACHMENT D
SOLICITATION NO.: RFP RWS0501**

Specific Requirements for Building Services Department (BSD)

Building Services provides reliable, efficient and sustainable City facilities. Building Services provides property management, custodial, maintenance, project management and other asset management services to optimize the comfort and operational efficiency of other City departments.

1. The Contractor's assigned Security Supervisor provides 40 hours of site specific training to all newly assigned Guards before the Guards are allowed to work alone at the Rutherford Lane Campus. The Contractor may invoice for 24 hours of such training after trained Guards have successfully worked at the Rutherford Lane Campus for at least 90 days. Only 16 hours of site specific training (not invoiced to City) is required at 4201 Ed Bluestein Road before the Guard can work alone.
2. Guards who have completed all Contractor training designed for assignment to BSD sites will receive a site specific orientation implemented by the BSD DCM.
3. The Contractor shall provide an electric golf cart for patrol of the Rutherford Lane Campus. Patrol frequency shall be once every one to two hours during daylight hours (more frequently at BSD's discretion during the night). The cart shall be used as needed in response to incidents or emergency situations.
4. Current hours are as follows:

Rutherford Lane Campus (RLC), 1520 Rutherford Lane

Day	Shift Hours	Guards Required
Monday-Friday, Supervisor	7:00 am to 3:00 pm	One
Monday-Friday, Officers	7:00 am to 3:00 pm	Two
Monday-Friday, Officers	8:00 am to 4:00 pm	One
Monday-Friday, Officers	3:00 pm to 11:00 pm	Two
Monday-Friday, Officers	11:00 pm to 7:00 am	Two
Saturday-Sunday, Officers	7:00 am to 3:00 pm	Two
Saturday-Sunday, Officers	3:00 pm to 11:00 pm	Two
Saturday-Sunday, Officers	11:00 pm to 7:00 am	Two

RLC Parking Lot, 1520 Rutherford Lane

Day	Shift Hours	Guards Required
Tuesday	6:00 am to 1:00 pm	One
Thursday	6:00 am to 1:00 pm	One

Technicenter, 4201 Ed Bluestein

Day	Shift Hours	Guards Required
Monday-Friday	7:30 am to 5:30 pm	One

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City Hall, 301 West 2nd Street (as-needed)

Day	Shift Hours	Guards Required
Monday-Friday	7:00 am to 3:30 pm	One
	7:30 am to 4:00 pm	One
	9:00 am to 5:30 pm	One
	1:30 pm to 10:00 pm	One
	3:00 pm to 11:30 pm	One

Municipal Building, 124 West 8th Street (as-needed)

Day	Shift Hours	Guards Required
Monday-Friday	7:00 am to 5:00 pm	One

**CITY OF AUSTIN
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AUSTIN WATER-ATTACHMENT E
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Specific Requirements for Austin Water (AW)

For more than 100 years, Austin Water (AW) has been committed to providing safe, reliable, high quality, sustainable and affordable water services to our customers. Austin Water consistently ranks among the best in the country when it comes to water quality. For more information, visit the following website: <https://www.austintexas.gov/department/water>

1. Purpose: AW requires 24 hour Security Guard services for various AW facilities.
2. Tasks/Requirements
 - 2.1 The Contractor shall provide 17 uniformed security officer posts at the following Austin Water Utility facilities/locations. The Contractor shall also offer the option to provide two or more uniformed officer posts at Austin Water's discretion at any time during the contract within 24 hours of request. Austin Water Utility reserves the right to close a security officer post based on business need at any time during the contract with a 24 hour notice.

2.1.1 Waller Creek Center 625 E. 10th Street 78701

- 2.1.1.1 Lead Security Officer – 7:00 a.m. to 3:30 p.m. Monday – Friday
(Excluding only City Holidays, 30 minute lunch)
- 2.1.1.2 Security Operations Command (SOC) Officer 1 – 24/7 (Including all City/Contractor Holidays)
- 2.1.1.3 SOC Officer 2 – 24/7 (Including all City/Contractor Holidays)
- 2.1.1.4 Patrol Officer – 24/7 (Including all City/Contractor Holidays)
- 2.1.1.5 Lobby Officer – 6:00 a.m. to 6:00 p.m. Monday - Friday (Excluding only City Holidays)

2.1.2 Glen Bell Service Center 3907 S. Industrial Drive 78744

- 2.1.2.1 Lobby Officer – 7:00 a. m., to 4:00 p.m. Monday – Friday (Excluding only City Holidays, 1hr lunch)

2.1.3 Davis Water Treatment Plant 3500 W. 35th Street 78703

- 2.1.3.1 Control Room/Patrol Officer – 24/7 (Including all City/Contractor Holidays)
- 2.1.3.2 Gate Officer – 6:00 a. m. to 6:00 p. m. Monday – Friday (Including City Holidays as Required)

2.1.4 Ullrich Water Treatment Plant 1000 Forest View Dr. 78746

- 2.1.4.1 Control Room/Patrol Officer – 24/7 (Including all City/Contractor Holidays)
- 2.1.4.2 Gate Officer – 6:00 a. m. to 6:00 p. m. Monday – Friday (Excluding only City Holidays)
- 2.1.4.3 Low Service Gate Officer – 6a-6p Monday – Friday (Including City Holidays as required)

2.1.5 Water Treatment Plant #4 6800 N. FM 620 78732

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2.1.5.1 Control Room/Patrol Officer – 24/7 (Including all City/Contractor Holidays)

2.1.5.2 Gate Officer – 6:00 a. m. to 6:00 p. m. Monday – Friday (Including City Holidays as Required)

2.1.6 Hornsby Bend Waste Water Treatment Plant 2210 S. FM 973 78725

2.1.6.1 Gate Officer – 24/7 (Including all City/Contractor Holidays)

2.1.7 South Austin Regional Waste Water Treatment Plant 1017 Fallwell Ln 78754

2.1.7.1 Gate Officer – 24/7 (Including all City/Contractor Holidays)

2.1.7.2 Construction Gate Officer – 6a-6p Monday – Friday (Including City Holidays as Required)

2.1.8 Walnut Creek Waste Water Treatment Plant 7113 East MLK Blvd. 78724

2.1.8.1 Gate Officer – 24/7 (Including all City/Contractor Holidays)

2.1.9 All Sites

2.1.9.1 Utility wide site patrol – 24/7 (All Holidays) (Lead officer shall fill this position during his/her scheduled shift).

2.2 Post Requirements

2.2.1 Officers assigned to AW shall be separated into 4 categories based on their assigned post. Pay/Bill rates shall be based on the requirements for each category. Job descriptions can be found section 4.0 of this document. At least one officer at each location recommended by the contractor and approved by AW shall be designated as the training officer for that site.

- a) Security Officer I – Assigned to gate posts
- b) Security Officer II – Assigned to lobby or patrol posts
- c) Security Officer III – Assigned to SOC or control room posts
 - A Security Officer II who is being identified for the move to Security Officer III can work as the 2nd officer in the SOC with an approved/trained Security Officer III.
- d) Lead Officer – Assigned to the lead officer post

2.3 Scheduled Shifts

2.3.1 Security officers shall be present at their assigned post in AW approved uniform and ready to assume the post responsibilities from the start time to the finish time of the shift. Shifts shall overlap to ensure coverage despite any unforeseen emergencies, and will give the officers time to provide a proper pass down to the oncoming officer. In the event an officer is delayed or must leave post for personal emergencies, the contractor shall immediately provide a replacement officer to fill the shift or gap

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between shifts. Open posts without notification to the security management staff will not be tolerated.

2.4 Performance Requirements

2.4.1 Officer Performance Requirements

2.4.1.1 Officers shall conduct themselves in a professional manner at all times.

Officers shall exhibit a professional, friendly, and accommodating attitude to all customers. Customers are defined as all City of Austin employees, visitors, and the general public. Continued lack of professionalism or customer service skills are grounds for immediate removal.

2.4.1.2 While customer relations is critical to good service, officers are not permitted to frequently associate with city employees or visitors while on duty and shall maintain a professional distance at all times.

2.4.1.3 Officers with city computer access shall adhere to the City's acceptable use policy as it pertains to computer and internet use.

2.4.1.4 Personal electronic device (phones, tablets, etc.) use during a shift is prohibited except while on an approved break or in the event of an emergency situation.

2.5 Officers shall complete all duties as listed per their post specific post orders.

2.6 Post orders will be provided for each post by the AW security management team.

2.7 Officers shall maintain an electronic log of daily activity. If Officers are located at a remote site the daily activity log can be maintained in hard copy form. However, the SOC Officers shall then be responsible for electronically entering the daily activity log information for the remote site Officer.

2.8 Officers shall document any incidents outside the normal in an electronic incident report.

2.9 Officer shall maintain a clean, presentable company issued, AW approved uniform.

2.10 Company issued shirt, Company issued pants, solid black shoes, black belt, and black socks.

2.11 Officers arriving for work not in full uniform shall not be allowed to assume their post.

2.12 Officers shall remain in full uniform at all times while on AW property.

2.13 Offices shall be sound physically and mentally, and each officer shall exercise good personal hygiene. Hair, mustaches, and beards must be neatly trimmed, well groomed, and professional in appearance.

2.14 Tattoos shall not be visible while on duty. Officers with arm tattoos shall be provided with long sleeved uniforms.

2.15 Piercings shall be limited to ears for female officers while on duty and shall not include "ear stretching." Male officers shall not have piercings while on duty.

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2.16 The security management team reserves the right to refuse the services of any security officer at its sole discretion without explanation or advance notice.

3.0 Training Requirements (not billable to AW)

3.1 Prior to an officer being scheduled to work a post by him/herself a security officer shall complete training with the site training officer.

3.2 This includes an officer being moved from Security Officer I to Security Officer II and to Security Officer III.

3.3 At the end of officers first month the training officer shall conduct a follow-up. AW will provide the training sheet.

3.4 AW will provide the training sheet to be completed by the site training officer.

3.5 The Contractor shall provide an online training schedule for all officers.

3.6 Officers should take a minimum of 2 company specific courses every 6 months (i.e. report writing, customer service, etc.

3.7 AW reserves the right to require specific courses based on any issues that arise.

3.8 All officers shall receive at least one documented performance evaluation per year.

4.0 Home Office Requirements

4.1 Contractor shall place only applicants that have a valid DPS guard card.

4.2 Contractor shall provide a copy of the applicant's resume for any applicant designated to fill Security Officer III and Lead Officer positions.

4.2.2 These applicants shall be preapproved by AW security management prior to placement.

4.3 Office management staff shall perform scheduled and unscheduled site visits, of a frequency to ensure satisfactory performance and contract compliance.

4.4 Office management staff shall meet with AW security management quarterly at a minimum to discuss upcoming events, issues and overall contract performance.

4.5 Office management staff shall conduct all hands meetings with all officers assigned to the AW contract a minimum of twice per year.

4.6 The onsite lead officer shall meet with AWU security management daily to discuss general day to day topics and issues.

4.7 Overtime for any hours worked as regularly scheduled hours shall not be charged to the Austin Water. This would include the rate difference in scheduling a Security Officer III to work a Security Officer I post.

5.0 Required Equipment

5.1 Contractor shall furnish the following:

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5.1.1 One electric powered golf cart at each water and waste water plant, six total. Contractor shall be responsible for aspects of maintaining each vehicle. AW will provide a parking space and a power outlet for charging.

5.1.2 One Texas Department of Transportation registered vehicle for use by the Lead Officer/Patrol to travel to all AW sites. Contractor shall be responsible for all aspects of maintaining this vehicle. City shall not be charged separately for any ownership or maintenance costs on this vehicle. AW will provide a parking space.

5.2 Officer Personal Protective Equipment, flashlights, post phones.

7.0 Contractor Qualification

7.1 Documented evidence of seven years' operating experience, at least three years of which are with requirements of a similar size (2,000 hours per week) and in similar facilities. This experience shall have occurred in Contractor's service region that includes the Central Texas area.

7.2 Documented evidence of licensing and certification by governmental regulatory agencies.

7.3 Current number of employees, locally and nationally.

7.4 Detailed written recruitment and selection procedures.

7.5 Detailed written training procedures and library of available courses.

7.6 Detailed written resumes of all local managers.

8.0 AW Site Addresses

8.1 Below is a list of other sites not manned by a security officer that the utility wide patrol officer may be directed to patrol.

8.1.1 Service Centers

8.1.1.1 North Service Center – 901 W. Koenig Lane, Austin, TX, 78756

8.1.1.2 South Service Center – 3616 S. 1st Street, Austin, TX, 78704

8.1.1.3 Tim Louviere Service Center – 6301-B Harold Court, Austin, TX, 78721

8.1.1.4 Webberville Service Center – 2600 Webberville Road, Austin, TX, 78702

8.1.2 Water Quality Lab

8.1.2.1 Summit Water Quality Lab – 14050 Summit Drive #121, Austin, TX, 78728

8.1.3 North Pump and Reservoir Sites

8.1.3.1 Anderson Mill Reservoir – 12006 FM 2769 Travis County, TX 78726

8.1.3.2 Avery Ranch Reservoir – 13115 ½ Avery Ranch Blvd, Austin, TX, 78717

8.1.3.3 Bell Mountain Pump Station – 8206 ½ Bell Mtn Drive, Austin, TX, 78730

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- 8.1.3.4 Cat Mountain Pump Station – 6311 ½ Ledge Mountain Drive, Austin, TX, 78731
- 8.1.3.5 East Austin Pump and Reservoir – 9526 Hwy 290 East, Austin, TX, 78754
- 8.1.3.6 El Salido Reservoir – 11110 ½ El Salido Pkwy, Austin, TX, 78750
- 8.1.3.7 Forest Ridge Pump and Reservoir – 8115 ½ Aralia Drive, Austin, TX, 78750
- 8.1.3.8 Four Points Pump and Reservoir – 6600 ½ Sitio Del Rio Blvd, Austin, TX, 78730
- 8.1.3.9 Glenlake Pump and Reservoir – 8909 Glenlake Drive, Austin, TX, 78730
- 8.1.3.10 Guildford Cove Pump and Reservoir – 6504 Guilford Cove, Austin, TX, 78730
- 8.1.3.11 Highland Park Pump Station – 4500 Ridge Oak Dr, Austin, TX, 78731
- 8.1.3.12 Howard Lane Pump and Reservoir – 13812 Avenue I, Austin, TX, 78728
- 8.1.3.13 Jollyville Pump and Reservoir – 7329 McNeil Dr, Austin, TX, 78729
- 8.1.3.14 Lakecreek Pump and Reservoir – 10515 ½ Mellow Meadow, Austin, TX, 78750
- 8.1.3.15 Martin Hill Reservoir – 15302 ½ N Mopac SB, Austin, TX, 78728
- 8.1.3.16 North Austin Pump Station – 901 W. Koenig Lane, Austin, TX, 78756
- 8.1.3.17 North Austin Reservoir – 5802 N. Lamar, Austin, TX, 78757
- 8.1.3.18 Pond Springs Reservoir – 13543 Pond Springs, Austin, TX, 78729
- 8.1.3.19 Shepherd Mountain Pump Station – 6904 ½ Finklea Cove, Austin, TX, 78730
- 8.1.3.20 Spicewood Springs Pump and Reservoir – 8100 Spicewood Lane, Austin, TX,
78759
- 8.1.3.21 Tanglebriar Reservoir – 1162 ½ Anderson Mill Rd, Austin, TX, 78750
- 8.1.3.22 Pleasant Valley River Crossing Valve – 79 N. Pleasant Valley Rd, Austin, TX,
78702
- 8.1.3.23 51st Street Reclaim Water Reservoir – 2001 E. 51st Street, Austin, TX, 78723

8.1.4 South Pump and Reservoir Sites

- 8.1.4.1 Allen Road Pump Station – 1307 ½ Allen Road, Austin, TX, 78746
- 8.1.4.2 Barclay Pump and Reservoir – 1702 ½ Barclay Drive, Austin, TX, 78746
- 8.1.4.3 Camp Ben McCough Pump Station – 11100 ½ FM 1826, Austin, TX, 78739
- 8.1.4.4 Center Street Pump and Reservoir – 700 South Center Street, Austin, TX, 78704
- 8.1.4.5 Capital Of Texas Reservoir – 1107 ½ N. Capital Of TX Hwy, Austin, TX, 78746
- 8.1.4.6 Davis Lane Pump and Reservoir – 2901 Davis Lane, Austin, TX, 78745

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- 8.1.4.7 LaCrosse Reservoir– 10817 ½ FM 1826, Austin, TX, 78739
- 8.1.4.8 Leuthan Lane Pump and Reservoir – 5827 ½ Terravista Dr, Austin, TX, 78735
- 8.1.4.9 Lookout Lane Pump and Reservoir – 3201 Lookout Lane, Austin, TX, 78746
- 8.1.4.10 Loop 360 Pump and Reservoir – 1403 Capital Of TX Hwy, Austin, TX, 78746
- 8.1.4.11 Mt. Larson Pump and Reservoir – 1800 Mt. Larson, Austin, TX, 78746
- 8.1.4.12 Never Bend Cove Pump and Reservoir – 2400 Never Bend Cove, Austin, TX, 78746
- 8.1.4.13 Pilot Knob Reservoir – 8100 Colton-Bluff Springs Rd, Austin, TX, 78744
- 8.1.4.14 Slaughter Lane Pump and Reservoir – 7411 Slaughter Lane, Austin, TX, 78749
- 8.1.4.15 Thomas Springs Reservoir – 8005 Thomas Springs Road, Austin, TX, 78736
- 8.1.4.16 Walsh Tarlton Pump and Reservoir – 2329 Walsh Tarlton Ln, Austin, TX, 78746
- 8.1.4.17 Westlake Drive Pump and Reservoir – 1830 Westlake Dr, Austin, TX, 78746

9.0 Job Descriptions

9.1 Lead Security Officer

Purpose:	
	Under general direction, supervise the activities and operations of security officers in protecting Austin Water sites, operations and personnel.
Duties, Functions and Responsibilities:	
	<p>Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.</p> <ol style="list-style-type: none"> 1. Confirm presence and activities of scheduled security officers at assigned sites. 2. Identify and notify replacement personnel to assume vacant officer assignments. 3. Perform the duties of security officers when necessary. 4. Provide direction and training to site officers as needed to accomplish service goals. 5. Review site documentation, activity and officer tour reports. 6. Monitor welfare of security personnel working after-hour and remote assignments. 7. Provide officer backup when investigating irregularities. 8. Respond to alarm notifications. 9. Patrol utility sub-stations, un-staffed facilities, construction yards, and other sites as needed. 10. Meet and provide access to law enforcement agencies to secured areas as needed. 11. Provide periodic reports to management regarding site activities, irregularities, and identifying needed action. 12. Work outside scheduled hours to ensure consistent coverage, attend training classes, meetings and other activities as needed to meet the business needs of the organization and the workgroup.

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Responsibilities - Supervisor and/or Leadership Exercised:	
	May provide leadership, work assignments, evaluation, training, and guidance to others.
Knowledge, Skills, and Abilities:	
	<p>Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.</p> <ul style="list-style-type: none"> • Knowledge of city practice, policy, procedure, statutes, ordinances, and criminal law. • Knowledge of supervisory, managerial techniques, and principles. • Skill in oral and written communication. • Skill in using computers and related software applications. • Skill in handling multiple tasks and prioritizing. • Skill in handling conflict and uncertain situations. • Skill in data analysis and problem solving. • Ability to work with frequent interruptions and changes in priorities. • Ability to train others. • Ability to quickly recognize and analyze irregular events. • Ability to establish and maintain effective communication and working relationships with city employees and the public.

Minimum Qualifications:			
	<ul style="list-style-type: none"> • Graduation from High School or equivalent, plus five (5) years of providing security services, at least two (2) years, which were in a lead/supervisory role. <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="text-align: center;">Licenses and Certifications Required:</td> </tr> <tr> <td style="text-align: center;">DPS Level II Non- Commissioned Security Officer, TX Class C Driver's License</td> </tr> </table>	Licenses and Certifications Required:	DPS Level II Non- Commissioned Security Officer, TX Class C Driver's License
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9.2 Security Officer III

<p>Purpose:</p> <p>Guard property against damage, fire, theft, trespassing, and illegal entry. Monitor Access Control, Intrusion, and CCTV systems. Develop incident reports of damage, theft, or unusual occurrences. Investigate disturbances and in the event of an emergency maintain order and safety of occupants. Dispatch and provide immediate direction to other officers responding to emergency or alarm situations. This position is responsibilities for lead activities by providing training, technical guidance, or support.</p>
<p>Duties, Functions and Responsibilities:</p> <p>Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.</p> <ol style="list-style-type: none"> 1. Monitors Access Control, Intrusion and CCTV Systems 2. Dispatches officers to alarm situations 3. Gathers information and completes alarm and incident reports 4. Identifies, assists, and gives clearance to entering patrons. Maintains logs and incident reports 5. Provides security and assistance to the public and various law enforcement agencies
<p>Knowledge, Skills, and Abilities:</p> <p>Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.</p> <ul style="list-style-type: none"> • Knowledge of city practice, policy, procedure, statutes, ordinances, and criminal law. • Skill in oral and written communication. • Skill in using computers and related software applications. • Working knowledge of Access Control, Intrusion and CCTV systems • Skill in handling multiple tasks and prioritizing. • Skill in handling conflict and uncertain situations. • Skill in data analysis and problem solving. • Ability to work with frequent interruptions and changes in priorities. • Ability to train others. • Ability to quickly recognize and analyze irregular events. • Ability to establish and maintain effective communication and working relationships with city employees and the public.
<p>Minimum Qualifications:</p> <ul style="list-style-type: none"> • Graduation from High School or equivalent, plus three (3) years of providing security services, at least one year, which was in a console operator role. <p>Licenses and Certifications Required: DPS Level II Non-Commissioned Security Officer, TX Class C Driver's License</p>

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9.3 Security Officer I and II

Purpose:
Guard property against damage, fire, theft, trespassing, and illegal entry. Periodically patrol premises; examine doors, windows, and gates to ensure that they are properly secured. Verify identity of employees and other persons entering the building. Inspect and properly store equipment. Develop incident reports of damage, theft, or unusual occurrences. Investigate disturbances and in the event of an emergency maintain order and safety of occupants.
Duties, Functions and Responsibilities:
<p>Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.</p> <ol style="list-style-type: none"> 1. Picks up stolen property and handle lost and found items 2. Provides delivery/courier services 3. Conducts safety/security inspection of facilities, i.e., fire extinguishers, life/safety equipment, security equipment etc. 4. Performs situation assessments and investigate work incidents 5. Identifies, assists, and gives clearance to entering patrons 6. Provides security and assistance to the public and various law enforcement agencies 7. Issues parking citations 8. Administers first aid 9. Responds to fire alarms, security alarms, and accidents - contact appropriate emergency personnel 10. Directs traffic and provide crowd control services 11. Maintains logs and incident reports
Responsibilities - Supervisor and/or Leadership Exercised:
None.
Knowledge, Skills, and Abilities:
<p>Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.</p> <ul style="list-style-type: none"> • Knowledge of Federal, State, Local laws, and ordinances. • Skill in oral and written communications. • Skill in handling multiple tasks and prioritizing. • Skill in using computers and related software applications. • Skill in data analysis and problem solving. • Ability to work with frequent interruptions and changes in priorities. • Ability to quickly recognize and analyze irregular events. • Ability to establish and maintain effective communication and working relationships with city employees and the public.
Minimum Qualifications:
Graduation from High School or equivalent, plus one year experience providing security services.
Licenses and Certifications Required:
DPS Level II Non-Commissioned Security Officer, TX Class C Driver's License

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Specific Requirements for the Parks & Recreation Department (PAR)

PAR is interested in securing facilities on parkland that are not programmed at this time. In the interim, the department needs patrolling services until these facilities are fully programmed.

1. The type of service that is needed includes:

1.1 24 hour patrolling services seven days per week at various locations throughout the contract period. Locations may change depending on departmental needs.

1.2 Current needs of PAR include:

Security visits and patrol for the Matthew Brown House located at 10104 Old San Antonio Road in south Austin and a homestead at John Trevino Jr. Metro Park at 9501 F.M. 969. Requirements are: three random visits during a 24 hour period (visits at least 6 hours apart), seven days per week. PAR will require photos and written notes documenting each site inspection. This documentation shall be submitted to PAR once a week including any recommendations on resolution of any security issues identified.

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Other Departmental Requirements

Other City departments do not have specific departmental requirements. The sites, shifts and hours for these departments are listed below.

Austin Resource Recovery

Day	Shift Hours	Site	Guards Required
Monday-Friday, Security Guard	6:00 am to 6:00 pm	4108 Todd Lane (Kenneth Gardner Service Center, KGSC)	One
Monday-Friday, Security Guard	*	2514 Business Center Dr. (Household Hazardous Waste, HHW)	*
Monday-Friday, Security Guard	*	3810 Todd Lane (Resource Recovery Center, RRC)	*

* The Security Guard's desk is located within KGSC. The Security Guard will make rounds each day through the KGSC, HHW and RRC facilities.

Austin/Travis County Health and Human Services

Day	Shift Hours	Site	Guards Required
Monday-Friday, Security Guards	7:30 am to 5:30 pm	15 Waller Street (RBJ Building)	Two
Monday, Security Guard	7:00 am to 7:15 pm	2508 Durwood (South Austin Neighborhood Center)	One
Tuesday, Security Guard	7:30 am to 7:15 pm	2508 Durwood (South Austin Neighborhood Center)	One
Wednesday, Security Guard	7:00 am to 6:15 pm	2508 Durwood (South Austin Neighborhood Center)	One
Thursday, Security Guard	7:30 am to 6:15 pm	2508 Durwood (South Austin Neighborhood Center)	One
Friday, Security Guard	7:30 am to 12:30 pm	2508 Durwood (South Austin Neighborhood Center)	One
Monday, Security Guard	7:30 am to 7:15 pm	7500 Blessing Avenue (St. John's Community Center)	One
Tuesday, Security Guard	7:30 am to 7:15 pm	7500 Blessing Avenue (St. John's Community Center)	One
Wednesday, Security Guard	7:30 am to 6:15 pm	7500 Blessing Avenue (St. John's Community Center)	One

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Thursday, Security Guard	7:30 am to 6:15 pm	7500 Blessing Avenue (St. John's Community Center)	One
Friday, Security Guard	7:30 am to 12:30 pm	7500 Blessing Avenue (St. John's Community Center)	One
Monday-Thursday, Security Guard	11:00 am to 7:00 pm	2800 Webberville Road (Rosewood-Zaragosa Neighborhood Center)	One

Fleet Services

Day	Shift Hours	Site	Guards Required
Monday-Friday, Security Guard	10:00 pm to 6:00 am	714 East 8 th Street (Service Center #5)	One

Watershed Protection

Day	Shift Hours	Site	Guards Required
Monday-Thursday, Security Guard	5:00 pm to 6:30 am	901 Dalton Lane	One
Friday-Monday, Security Guard	5:00 pm to 6:30 am	901 Dalton Lane	One