



SCOPE OF WORK

Annual Requirements Contract for Security Guard Services

1.0 INTENT

The intent of this invitation to bid is to establish an annual requirements contract for armed security guard services for the City of Arlington's City Hall and the City Tower. The City of Arlington is requesting competitive proposals from qualified Armed Security Guard Service firms for two buildings located at 101 South Mesquite Street (City Tower), and 101 West Abram Street (City Hall), Arlington Texas. The City is seeking the services of a qualified Security Guard firm to provide guard services armed and unarmed at two locations:

1. City Tower:

Two (2) on-site uniformed armed security guards for the Municipal Court located at the City Tower from 7:00 a.m. to 5:00 p.m. CST, Monday thru Friday, excluding City holidays. Two (2) Tuesdays out of the month the on-site uniformed armed security guards are required to stay until 5:30pm CST for Teen Court.

One (1) on-site uniformed armed security guard from 5:00 p.m. to 7:00 a.m. CST, Monday thru Thursday.

One (1) on-site uniformed armed security guard from 5:00 p.m. Friday thru 7:00 a.m. Monday including City Holidays.

2. City Hall

One (1) on-site uniformed armed security guard from 4:30 p.m. to 8:00 a.m. CST, Monday thru Thursday.

One (1) on-site uniformed armed security guard from 4:30 p.m. Friday thru 8:00 a.m. Monday including City Holidays.

Holidays observed by the City:

New Year's Day	Good Friday
President's Day	Juneteenth
Memorial Day	Fourth of July
Labor Day	Thanksgiving and Day after Thanksgiving (2 Days)
Christmas Eve	Christmas Day
Martin Luther King Day	



The City reserves the right to make a bid award to either one vendor or to multiple vendors, whichever is in the best interest of the City. If the award is made to multiple vendors, it will be either as one vendor being the primary vendor and the other vendor the secondary vendor, or both vendors awarded jointly.

2.0 OVERVIEW

Security officers will not perform shifts in excess of sixteen (16) hours, with at least twelve (12) hours break in between. Due to the responsibility placed upon security officers for the City Tower daytime shift Monday thru Friday, the City is requesting the positions be filled with highly experienced (2 years or more) and dependable security guards.

1. All persons hired by the successful bidder to work in any capacity set forth above must appear neat, clean, courteous and efficient at all times. Security officers shall conduct themselves in a quiet, courteous manner, respectful to the public and Police Department personnel. Failure to meet these requirements will be reported to the Contractor by the using department. Contractor shall immediately take steps to remedy the situation. Failure to do so will constitute a breach of this contract by the Contractor.
2. Contractor will ensure that security officers are qualified, annually, with their assigned handguns. Records shall be kept, and submitted, if requested, as to date of qualification.
3. Contractor shall have a local business office with a representative who will be available twenty-four (24) hours a day to expedite emergencies, problems or complaints associated with this contract.
4. Contractor shall provide a list of name(s) of individuals, telephone or cell phone numbers of those individuals that the Police Department –can contact in the event of an emergency 24 hours a day.
5. One Security officer during the daytime shift must also be bilingual in Spanish and English.
6. Contractor will have a supervisor inspect each shift at least once a day on a daily basis.
7. All new security officers shall have a minimum of four (4) hours of training before being assigned to a post in order to become familiar with the daily operations of the municipal court and maintain continuity of security personnel.
8. The City reserves the right to request that any particular security officer not work on a City contract.

3.0 OPERATIONAL QUALIFICATIONS AND RESPONSIBILITIES



A. Operational Qualifications

Contractor shall provide the specified service requirements in accordance with all applicable federal, state and local laws, standards and regulations necessary to perform the services, including but not limited to:

1. Texas Administrative Code (TAC), Title 37, Chapter 35, Subchapters A through O as pertaining to the Private Security Bureau of the Texas Department of Public Safety (TDPS).
2. Texas Occupation Code, Title 10, Chapter 1702 Private Security.
3. Contractor must have valid Class B – Security Contractor Company License or Class C – Private Investigation and Security Contractor Company License and qualified Manager’s license issued by the Texas Department of Public Safety Private Security Bureau and be in good standing. Requirements found in the Occupations Code at <http://www.statutes.legis.state.tx.us/Docs/OC/htm/OC.1702.htm#1702.102>
4. Contractor will provide CITY Designee with personnel files on each officer provided by the contractor. Information contained in the personnel file will include but is not limited to: Training, Education, Experience, Background Checks.
5. Contractor must advise CITY Designee of any changes to staff and receive prior approval from City Designee when applicable. Notification must be made no less than 24-hour advance notice.
6. Complete daily logs recording security deficiencies and safety concerns and daily activity shall be available for CITY review. Security deficiencies and safety concerns must be reported to CITY Designee immediately via electronic mail or other means as requested by Designee.
7. Contractor must provide CITY Designee with staff’s daily shift report/journal in weekly basis.
8. CITY reserves the right to approve the report format and require any desired changes or modifications. Additionally, an incident report shall be filled out and turned in on any incidents requiring other than routine activity on the part of the security officer/guard. Incident reports shall be turned in no later than 24-hour after the incident.
9. All personnel assigned to the City Tower will need to complete TCOLE Course #10999, Court Security Officer.



10. Background Checks

- a. The Contractor shall provide proof (certification) that all personnel assigned to City facilities have had a criminal background check prior to their assignment. All security guards to be assigned to this contract must have a background clearance, which will be conducted and approved by the Arlington Police Department prior to the officer being allowed to work under this contract. Contractor will replace any security officer where it is determined it is determined through background check that he/she is unacceptable for guard duty.
- b. Contractor shall conduct and coordinate background check on all employees responsible for performing services in any facility prior to beginning work in such facilities to determine their suitability for working with or around children. Contractor is required to maintain the proof of background checks.
- c. Under no circumstances is Contractor to allow any employee who have committed any crimes against children or who is under an investigation for a crime against children.
- d. Both locations within the City transmit, store and receive information that are subject to the rules and regulations of Criminal Justice Information Services (CJIS). All CONTRACTOR personnel assigned to these locations must pass a CJIS background check, **to include fingerprint submission** prior to being granted access. Further, all contractor personnel must maintain CJIS clearance, **complete required CJIS training**, and comply with all CJIS rules.
- e. Contractor must immediately notify City Designee of any citation or arrest that could impact CJIS clearance.
- f. Contractor shall ensure all security guards have their Texas Security Registration Card current, and on their person while on duty.
- g. No security officer assigned to duty shall, at any time during that duty, have any active arrest warrants or commitments issued against him/her prior to or during the contract term.

B. Contractor Responsibilities / Duties

1. Report to assigned post location as designated by CITY Designee. Post shall be manned at all times as outlined by CITY Designee.
2. Contractors assigned staff shall be alert and conscientious of their surroundings while on duty.



3. Contractors' staff will operate screening equipment such as metal detectors and x-ray equipment to screen individuals and personal property for unauthorized objects.
4. Contractor assigned staff shall become familiarized with the facility and be able to interact with public, giving directions, information and responding to inquiries.
5. Contractor shall provide consistent staffing to all facilities in order to minimize training and orientation of security staff to the facilities.
6. Contractor may be required to follow set procedures as set by CITY.
7. Contractor will be responsible for providing direct supervision to its security personnel. CITY shall have no direct supervisory authority over security personnel, except as expressly agreed upon and in emergency situations where the exercise of supervision by CITY becomes necessary.
8. Contractors' staff will not eat at post. Lunchbreak as discretion of contractor. (no PD resources)
9. Contractors' staff shall not use Alcohol/Tobacco/E-Cigarette while on duty. Smoking is not allowed on city property.
10. Contractors' staff shall not use any personal electronic devices while on duty.
11. Contractors' staff shall not engage in any type of personal activities or interests, i.e. reading, games, etc.
12. Contractor shall ensure staffing is maintained at all times during the designated hours, to include ensuring there is replacement officers for break, lunch, no-show, etc. coverage. If CITY must provide coverage for absence, then the Contractor will be bill based on Arlington Police Officer standard payrate.
13. Contractor must provide staff's working schedule and sign in sheet to CITY Designee weekly. Contractors' staff need to sign-in daily on the sign in sheet. Sign-in sheet shall include guards name, assignment and number of hours worked during the period.
14. Contractor's staff must perform hourly courtyard and building check.
15. Contractor's staff will be responsible for putting up and taking down the flag at City Hall, business day Monday – Friday.
16. Contractor shall provide a hard copy of their General Post Orders at each assigned post. All general and specific orders shall be prepared by the Contractor and reviewed by the CITY and



shall be subject to the CITY approval. The Orders shall include a copy of the Contractor's Drug-Free Policy document(s).

C. Dress Code and Professional Appearance

Contractor shall provide, with submittal, a detailed description of uniforms used by Contractor in the performance of their duties to include photos of uniforms.

1. Armed Security Officers/Guards Uniform Requirements: Uniform shirts shall meet all TAC Standards. All uniform clothing garments shall be clean, neat and pressed when reporting and while on duty. The armed security officer/guard will be equipped with duty style belt including but not limited to:
 - a. Holster which is minimally rated as "Security Level II" to minimize the risk of loss of the firearm during an incident. No open holsters, cross draw holster, thigh or drop leg holster or other insecure methods of carry shall be authorized.
 - b. Utility belt and components shall be of either nylon or leather manufacture. The two styles will not be mixed.
 - c. Ammunition, not less than one full reloads of the duty pistol will be carried by the armed guards.
 - d. Handcuffs and handcuff case
 - e. Flashlight
2. Contractor's staff shall maintain a professional appearance and portray a professional image at all times.

D. City Identification Badges

1. All Contractor personnel present or working in any facility must wear and exhibit City of Arlington identification badges which are issued by the City of Arlington Human Resources Department, 101 S. Mesquite St. Suite 700, contact telephone 817-459-6869.
2. Successful Contractor should be aware that badge processing time will take at least seven (7) days, assuming all required documentation is submitted with badge application, and should plan accordingly.
3. **Badges are, and shall remain, the exclusive property of the City and must be surrendered at the termination of this contract. Additionally, any employee upon termination of employment with the Contractor shall surrender their badge to the City.**
4. Lost or misplaced badges must be reported immediately to the offices of the City's Human Resource Department. The replacement costs, to be paid by the Contractor, are as follows:



- First replacement: \$10
- Second replacement: \$20
- Third replacement: \$30
- Fourth replacement: \$40

Each employee of Contractor shall only wear an authorization badge specifically issued to that employee.