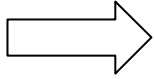


Emergency Quote Request

Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

Quotes due October 9, 2017 @ 11:00AM



Fax to Brandon Havranek at (412) 456-5007

Scope of Work

****Award is contingent upon the Offeror meeting the Responsibility Determination of the Security Department prior to being awarded a contract.****

General Description of Communities: Contractor shall provide the following services, meeting the requirements set forth below:

- A. Contractual security services for the protection of all Authority residents, employees, customers, invitees, management personnel and other assets in or on the development sites (as identified below) against any criminal activity including but not limited to vandalism, theft, trespass, fire, bodily harm and other events detrimental to the security of such individuals, assets or property in any of the following locations:
 - a. Northview Heights Hi-Rise, 533 Mt. Pleasant Road, Pittsburgh, PA 15214
 - b. Northview-Mount Pleasant Welcome Station, Pittsburgh, PA 15214
 - c. Northview-Penfort Welcome Station, Pittsburgh, PA 15214
- B. The Authority is seeking to qualify one (1) vendor to provide contractual security services at one (1) high-rise and two (2) welcome stations. Contractor shall submit their proposal detailing their ability to provide the required services at some or all of the sites listed. Contractor shall provide armed Security Guards to patrol one (1) high-rise and two (2) welcome stations. Contractor will provide Security Guard service each day. One (1) Security Guard shall work simultaneously at each location. The Authority reserves the right to increase or decrease the hours, number of Security Guards to be provided, or number of properties serviced, to include properties that are in addition to those referenced in this scope of work, by providing a twenty-four (24) hour written notice.
- C. Contractor must employ a roving Security Guard supervisor to be responsible for monitoring, supervising and directing Security Guards at all assigned sites during their shifts. Roving Security Guard supervisor responsibilities will include but are not limited to:
 - 1. Periodic monitoring of the security guards to ensure that they are performing their required duties. Specify the frequency the Contractor intends to conduct this monitoring and include the proposal as part of an overall Quality Assurance Plan.
 - 2. Completion of a Daily Activity Report to be submitted to the Authority by 6:30 AM.
 - 3. Be equipped with a GPS tracking system on his or her phone.
 - 4. The Roving Security Supervisor may be required to work from the Public Safety Office of the Authority located at 200 Ross Street, Pittsburgh, Pennsylvania

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15219 during his/her shift at times to be agreed upon by the Contractor and the Authority. During these times, the Roving Security Supervisor will be required to utilize the Authority's video surveillance system to monitor and direct Security Guards during their shifts and will be required to complete quality control reports pertaining to the performance of the Security Guards. These reports will be completed in a format acceptable to the Authority.

The roving Security Guard supervisor will be a non-billable expense. Contractor's proposed hourly rate will incorporate the cost for operating the supervisor.

The Security Guards' employment in the contract is subject to approval by the Authority. Previous employment or performance on an Authority contract does not guarantee hiring of a Security Guard. All Security Guards are processed and evaluated individually and in accordance with all applicable laws and regulations. The Authority shall provide Contractor with the final requested coverage schedule. This schedule is subject to change by the written notification of the Authority and allowing for changes to include 24-hour coverage at sites with 24-hour prior notice. Contractor's proposed costs should include all costs associated with performing these services.

1. In addition to those services that the Security Guard is required to provide to HACP residents, the Security Guard shall provide or agree to the following:
 - a. Provide services that are in addition to and will be considered to be above the baseline services of patrol and investigation of 911 services.
 - b. Agrees that a Contractor policy manual exists to regulate Security Guards' conduct and activities while working on HACP properties. Contractor will provide this manual to the Authority as part of their proposal.
 - c. Agrees that all Security Guards working on the HACP properties have received the required certifications and training to provide Security Guard service and possess valid certifications to carry and utilize a firearm on Authority property. All firearms to be utilized in service of this contract must be approved by the Authority prior to the firearms being used on Authority property.
 - d. Agrees that he or she will provide all Security Guards working on the HACP properties with such basic equipment (including but not limited to radio, cell phone, uniform, firearm) as may be necessary and reasonable in order to allow the Security Guards to carry out the duties anticipated under the contract with HACP. The equipment utilized by the Security Guards under this contract will be Contractor-issued resources. Section C under Description of Duties for minimum required equipment.
 - e. Provide supervision, control and direction of work activities and assignment of Security Guard personnel, including disciplinary actions. Contractor will be required to provide notice to HACP of any disciplinary action pertaining to security guards assigned to the property.

Contractor is required to submit, as part of their proposal, a detailed procedure for progressive disciplinary action against its employees to be adhered to throughout the duration of the contract. It is expressly understood that the Contractor alone shall be responsible for the compensation of the Security Guards to include court time and all related expenses, holiday time, overtime (if applicable to the security contractor) and all employee benefits, including but not limited to any and all insurance or liability payments for any injury to Security Guards or their property while on the HACP property.
 - f. Contractor shall develop, outline and submit in their proposal a training program to be approved by HACP prior to execution of a final contract. Costs of training shall not be billable to the Authority. All Security Guards working on the contract must have current Act-235 certifications. Contractor must provide written certification to the Authority that employees have received the approved training prior to beginning work. At a minimum, the training must include instruction in the following areas and be administered by a certified instructor and/or an HACP approved instructor:

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- i. Use of Force and Powers to Detain
- ii. Defensive Tactics
- iii. Observation and Documentation
- iv. Public Relations
- v. Customer Service
- vi. Handling Difficult People
- vii. Liability and Legal Issues
- viii. Post Orders & Assignments
- ix. Crisis Prevention & Intervention (302 issues)
- x. Cultural Diversity and Sensitivity Training
- xi. Emergency Medical Care – First Aid/CPR
- xii. Report Writing
- xiii. Firearms Training – Act 235 (armed sites)
- xiv. Crowd Control/Safety and Defensive Tactics
- xv. Other training required by HACP after execution of a contract to include the Admissions and Continued Occupancy Policy (ACOP), Lease One Strike Policy and Reasonable Accommodations and any other training HACP will provide.
- xvi. Radio Procedures
- xvii. Trespassing
- xviii. Supervision of Security Personnel
- xix. Baton use (if applicable)
- xx. Disaster preparedness
- xxi. Counterterrorism
- xxii. Fire Safety

A resume and valid certifications for all instructors to be utilized in performing this contract must be provided to the Authority as part of the Contractor's proposal submission.

Security Guards shall receive the minimum mandatory training hours as set forth in the training program approved by HACP.

2. The duties and extent of services of the Security Guards shall include, but shall not be limited to:
 - a. Provide a single and back-up Liaison whom is able to be available 24 hours a day to assist with facilitating the terms and conditions of the contract, to include review and submittal of reports on the timeframe established by the HACP to ensure timely invoicing of activities performed. The Liaison shall also be available to monitor Security Guards and Security Guard supervisors during their shifts to ensure compliance with the terms of the contract. See attached Procedures for Security Services in HACP Residential Communities.
 - b. Provide monthly security guard schedules to Authority one (1) month in advance. If the schedule changes from what was previously submitted, contractor agrees to provided revised schedule within a timely manner.
 - c. Assist with the facilitation of a Neighborhood Watch/Crime Watch Program to include the provision of training (if applicable) for resident participants.
 - d. Assist and cooperate with law enforcement personnel as well as HACP Public Safety staff.
 - e. Monitor 911 calls and report as necessary all emergency situations.
 - f. Provide monthly statistical data summaries and statistical workload reports for the HACP by the 5th of each month to serve as supporting documentation, partnership initiative and crime reduction strategies. Attachment D to the scope of work contains the Authority's required template for the monthly report.

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- g. On a monthly basis, contractor executive staff will be required to meet with HACP staff to discuss any and all issues related to the execution of the contract to be scheduled by the Public Safety Director.
- h. Collection and delivery of found property and evidence to City Police with follow-up documentation on a separate report.
- i. Enforcement of illegal traffic and parking. Criminal trespass citations and warnings will be issued by the authorized agent of the property, i.e., police, property manager or designee, and may be in the presence of a Security Guard. All records will be maintained by the Contractor. A copy of the required records will be provided to the HACP for documentation of services rendered and activity of occurrence.
- j. Assisting/Counseling residents in crisis.
- k. They shall comply with all City and State Laws.
- l. Investigating lost or missing persons.
- m. Attend community association meetings; tenant council meetings and other meetings as needed and directed by Public Safety Director.
- n. Respond to Anonymous Telephone Calls on the HACP Anonymous Tip Line (as directed by Public Safety Director) and keep a log of all investigations and actions taken which is to be reported to the Authority on a weekly basis in a format deemed acceptable by the Authority.
- o. Assist the Housing Authority's anti-drug coalitions or special interest groups, e.g., in fighting drugs and crime in the communities.
- p. Attend workshops on crime prevention and security as pertains to public housing sites (if applicable and financially feasible).
- q. Liaison shall meet weekly with the HACP Public Safety Director according to agreed upon schedule.
- r. Assist in conducting security assessments and surveys.
- s. Provide technical assistance, to include consultation on planning of grant funded security programs within the Authority.
- t. Complete daily reports, including but not limited to, arrest reports and incident reports, daily activity reports, 911 calls for service, 3rd party accident/liability reports, tip investigation reports and provide said reports to HACP by 6:30 AM of the day following the shift date or within three (3) hours of the end of the shift. The Contractor shall provide to HACP's Public Safety Director in a prompt and timely manner, reports of all daily incidents, calls, arrest records, and other information, that will enable HACP to take remedial action against offenders, for example, legal action for eviction, vandalism or trespass.
This information shall be provided by 6:30 AM, or within three (3) hours of the end of the shift.
- u. Security Guards will be required to patrol pre-designated checkpoints, the location and frequency of which will be determined by HACP prior to the start of the contract. Security Guards are to perform the checkpoints throughout their shift and document the time and location of checkpoints encountered on their Daily Activity Reports. Deter loitering in corridors, stairwells and streets located within HACP properties.
- v. They shall identify vehicles that are abandoned or illegally parked on HACP property for the City police to issue citations and arrange for towing.
- w. Enforce HACP policies against drinking, gambling, use or sale of alcoholic beverages and illegal narcotics in public areas of HACP developments.
- x. Deter trespassing, vandalism, disorderly conduct, gambling and enforce all other applicable laws.
- y. Report any dangerous conditions, vandalism, or any safety hazards to HACP's Public Safety Director immediately after becoming aware of such condition and follow up, in

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- writing, with a report of the incident by 6:30 AM of the day following the shift date, or within three (3) hours of the end of the shift.
- z. The Contractor shall carry \$5,000,000 public liability, workers' compensation, unemployment compensation and vehicle liability insurance and such other necessary and proper insurance. Evidence of insurance shall be provided prior to execution of the contract with HACP.
 - aa. The Contractor will supervise, schedule and deploy Security Guards in a manner to best minimize criminal activity in HACP's developments.
 - bb. The Security Guard shall record on a daily activity log their presence on HACP property and details of their activity thereon.
 - cc. The Contractor agrees to require all Security Guards who are assigned to work at HACP's premises pursuant to this Agreement to attend the ACOP, Lease, One-Strike and ADA/ 504 Training. An updated log of Security Guards who have received this training shall be sent to HACP Public Safety Director on a monthly basis and by the 5th of each regardless of whether or not the list has changed since the previous month. The format of this list will be provided by the Public Safety Director.
 - dd. The Contractor agrees that the Director/Manager, or his/her designee, will meet quarterly with an HACP designated representative and the Resident councils of HACP's developments based on a pre-determined schedule set by the Public Safety Director, in order to discuss items of mutual concern and interest to the police, HACP, and the residents of the aforementioned developments. Prior to the quarterly meetings, the Contractor will provide to HACP its quarterly report on such activities. The report shall be submitted in a manner deemed acceptable by the Authority and will be due on the 5th day of the first month following the quarter. Meetings will also be conducted on a monthly basis. The contractor owner, or his or her designee, will be required to attend. Attachment D contains the Authority's required template for the quarterly report.
 - ee. Contractor agrees to maintain a GPS tracking system on all vehicles used in service of any contract. GPS tracking systems shall also be utilized on Security Guard Supervisors cell-phones to be carried on them at all times while on HACP property. The GPS tracking system shall be coordinated to interface with the HACP. Contractor must provide daily GPS tracking information to HACP electronically via e-mail or by means of a web based service by 6:30 AM of the day following the shift date. These reports shall be included with the other daily reports provided to the Authority on a daily basis. Contractor is expected to utilize the GPS tracking information to cross-reference the Security Guard Supervisors daily reports for all sites to confirm that Security Guard Supervisors are working at the appropriate locations. Reports of these evaluations must also be submitted to HACP within 24 hours of the end time of the day's shift in a format approved by the HACP. If feasible, Contractor shall provided HACP with a direct interface to their GPS tracking and reporting software enabling the Authority to generate and review GPS reports independently from the Contractor. Contractor must establish a protocol to monitor the GPS and ensure that it is working at all times and provide for secondary measures to be implemented in case the primary GPS system fails at any time. A detailed outline of this protocol must be submitted with the Contractor's proposal.

Description of Duties.

The selected security services company shall provide all labor and equipment to perform the following security services at all HACP sites. The selected security services company shall be required to attend meetings with the Public Safety Director, to discuss adjustments to the sites and schedules during transitional times, and to ensure that the Security Guards meet the following expectations and perform the following responsibilities:

- A. Security Guard Requirements: Security Guards performing services under the contract to be executed based on this RFP must:

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- Have a high school diploma or the equivalent GED.
- Have completed training and be licensed to provide Security Guard services or the equivalent through certification, experience and training.
- Possess all required licenses and certifications to carry and utilize a firearm on Authority property when performing this contract. (where applicable)
- The Security Guard shall be completely outfitted with Authority approved uniforms, identification and other equipment as needed and as deemed acceptable by the HACP, at all times while on duty. As part of their proposal, contractor shall submit pictures of proposed uniforms and vehicles.
- Comply with the requirements of the security company's Employee Handbook which contractor shall provide to the Authority as part of their proposal.
- Pass a criminal background check that is to be reviewed by HACP Public Safety Director.

B. Patrol Duties: If applicable, Security Guards shall sign-in and meet with the site management staff to receive important information at the start of their shift at the designated location, and provide security checks at key points in each community to provide maximum security for the residents and property. These security checks shall be varied and conducted randomly throughout each shift. The Security Guards shall provide ingress and egress control as well as foot patrol throughout the areas(s) designated by the HACP. All activities should be documented on the Daily Activity Reports.

C. Methods of Patrol and Communication. The Contractor shall provide patrol vehicles to Security Guards for each community. Patrol vehicles must be equipped with Authority approved markings and/or decals prior to the start of the contract. Contractor shall submit a picture of the proposed vehicles to be used on the contract as part of their proposal.

Foot patrols shall be mandatory for the patrolling officers for all communities in order to make a better connection and promote effective communication with the residents in the communities. In order to ensure continuity of services and familiarity with the residents and dynamics of each community, the security company shall make every effort to ensure that specific Security Guards assigned to a community remain constant during the term of the contract. Security Guards must:

- Be equipped with Authority approved uniforms for both summer and winter weather. Contractor shall provide to Authority a picture of the proposed uniforms as part of their proposal along with guidelines for use of issued uniforms as it pertains to changes in weather. At no cost to the Security Guard, Contractor shall provide each Security Guard 3 pairs of pants, 2 short-sleeve and 2 long-sleeve shirts, appropriate outdoor clothing, including a coat, and 1 pair of shoes.
- Be equipped with a radio in order to maintain direct communication with one another during the time when Security Guards are on duty at any of the communities;
- Be equipped with a pager and/or cellular phone (cell phones are preferable) in order to receive and respond to calls from HACP Public Safety Director, site staff or management at all times and to stay in communication with law enforcement agencies. If the contact telephone number for the Security Guards is changed during the term of the contract the new telephone number should be provided to the Public Safety Director as soon as possible.
- Be equipped with equipment that will enable the Security Guard to monitor police communications and emergency calls.
- All equipment is subject to approval by HACP.
- All equipment must remain functional at all times during shifts.

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- Respond within 30 minutes or less to telephone calls from HACP staff or management.
- Maintain and have available at all times while on duty a list of key contacts, and make direct contact with Public Safety Director, emergency maintenance or on duty HACP management and/or staff as necessary.
- Go to residents' and/or homeowner homes, as needed, to respond to security concerns.
- Complete a one-time orientation with the HACP Public Safety Director and /or staff before beginning patrol duties at the locations.

- D. Communications with Residents, Homeowners and Youth. Security Guards shall interact positively and encourage effective communication with residents, homeowners and youth. In particular, to the greatest extent possible, Security Guards shall interact and dialogue with the youth of each community, in order to reinforce positive behaviors and to provide alternative behaviors for youth who are violating community rules and/or creating disturbances.
- E. Communication with the Pittsburgh Police Department (PPD). Security Guards are a critical element in maintaining security and law enforcement at the HACP communities. The Contractor shall ensure that the Security Guards work cooperatively with, and establish and maintain good, positive communications with the PPD and the Community Policing officers assigned to the geographic area. Contractor should provide a description of their experience working with municipal police departments.
- F. Domestic Violence. Security Guards must record domestic violence and other family disturbances and contact the PPD immediately as well as document them in daily reports to the HACP Public Safety Director as well as the 911 call log.
- G. Cooperation with HACP Personnel. The contractor and its Security Guards shall work cooperatively with the HACP Property Management and staff at all HACP Communities.
- H. Premises Checks. On each shift, Security Guards shall patrol the HACP communities, including the rental and for sale properties, the perimeter of the construction zone, areas of high activity, and agency and management offices, as specified by HACP. Security Guards shall make daily checks of locks and gates leading into construction zones, and intermittently patrol the perimeter and/or fenced area. Security breaches or hazards shall be reported to the Public Safety Director immediately upon becoming aware of such issues and will be followed-up in daily reports.
- I. Interaction with Loiterers. Security Guards shall assist with enforcing curfews and "No Trespassing" rules, identify loiterers and trespassers, and escort violators to their residences or off the premises as applicable. All incidents will be documented and forward to the HACP Public Safety Department.
- J. Drug or Suspicious Activity. Security Guards shall identify persons and/or residential units involved in drug or suspicious activity, and note the destinations of such individuals within each community and/or their associations, and shall notify PPD and HACP Public Safety Department.
- K. Deterrence Through Enforcement. Security Guards shall maintain a visible presence in the community, assist in enforcing the community rules, and inform residents and guests of community rules and trespass policies.
- L. Complaints by Residents. Any complaints about other residents, about problems encountered by visitors or guests that Security Guards receive shall immediately be documented and referred to the HACP Public Safety Director.

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- M. Trespass Notices. Security Guards shall enforce trespass rules, ask violators to leave the premises, identify residents associated with trespassers and telephone 911 for assistance in removing uncooperative individuals and document all incidents in reports.
- N. HACP Exclusion List. Security Guards shall enforce the HACP Exclusion List, ask violators to leave the premises, identify residents associated with trespassers and telephone 911 for assistance in removing uncooperative individuals and document all incidents in reports.
- O. Daily Log. Security Guards shall record their activity at least hourly into a Daily Activity Report, which is submitted to the Public Safety Director by 6:30 AM of the day following the shift date.
- P. Towing Authority. Security Guards shall ticket and/or arrange towing for vehicles that violate HACP community parking rules. Northview Heights Estates includes private streets. The other HACP communities include public and private streets and private lot and/or cul-de-sac parking. On public streets, Security Guards shall work with the PPD to tag inoperative, unlicensed vehicles. Registration information will be made available to Security Guards who shall check vehicles for operable condition and for parking permits in assigned HACP Communities. All activity will be documented in daily logs.
- Q. Illegal Dumping and Disposal. Security Guards shall monitor all HACP sites for improper or illegal dumping of trash, furniture or any debris into common areas and/or Housing Authority of the City of Pittsburgh Security Guards for the Family Communities construction zones. Security Guards shall record information on the vehicles involved, shall attempt to identify the individuals, and shall contact PPD for ticketing and/or arrest, if opportunity arises. Security Guards shall contact violators and advise them to cease dumping, and shall notify the Property Manager and Public Safety Director, as appropriate, for follow-up action.
- R. Building Access. Security Guards shall monitor access to tenants and guests at HACP high-rise buildings if applicable. Security Guards shall not provide access into residential units, unless access to the unit is specifically authorized by HACP/Management Staff.
- S. Alarm Responses. When a Security Guard is on duty, he/she will take care of alarm responses.
- T. Special Occasions. Special Occasions include such things as security during Community gatherings, scheduled events in the buildings such as weddings, and extra security during special programming of the HACP, etc. Most Special Occasions will be scheduled well in advance, however, if there are some unexpected problems that arise, HACP wants to be able to have security services available on short notice. These occasions will be scheduled through the Public Safety Director.

Procedures for Security Services in HACP Residential Communities

- I. **General Duties and Responsibilities of Security Guards**
- A. Each Security Guard will treat all residents, guests, and Housing Authority of the City of Pittsburgh (HACP) management staff with courtesy and respect.
- B. When arriving for duty, all Security Guards will log in, receive any special instructions, and conduct an inspection of the property to ensure that it is secure. The first-shift Security Guard shall relay any special

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instructions to the second-shift Security Guard at the start of the second shift. The second-shift Security Guard shall then conduct an inspection of the property to ensure that it is secure.

- C. Each Security Guard will keep a written log which represents a record of service during his/her shift, and which records all incidents, both routine and non-routine. This record will include arrival and departure times, actions taken, incidents observed, and notes on all suspicious activities.
- D. In certain circumstances, and if included in site instructions, the Security Guard will request identification from all entrants coming onto the site, whether they are residents or guests, and will allow entry only to bona fide residents and to guests. Security Guard will verify guest's validity by checking with the tenant whom they are visiting by either calling the tenant or inquiring at the residence directly.
- E. During the initial inspection and while on duty, the Security Guard shall give special attention to the security of entrances to the Management Office, Community rooms, stairwells, to suspicious persons and vehicles on the property; and to safety and fire hazards.
- F. When encountering persons or hazards deemed to be an imminent threat to life, limb, or property, the Security Guard will notify 911 immediately to report the threat or hazard to the proper authorities. If necessary, Security Guard will detain criminal suspects until police arrive.
- G. After notifying 911, the Security Guard will notify the Public Safety Director, or designated HACP employee, then properly log the incident. In the event that HACP staff cannot be contacted, the Security Guard will call a telephone number to be provided after contract award to report the incident to HACP's answering service, which will invoke an emergency protocol to inform appropriate HACP Management staff.
- H. Whenever there has occurred a significant event involving suspicious persons, safety hazards, documented criminal activity, or incidents involving injuries or property damage, the Security Guard will prepare a report and provide a copy to the Public Safety Director by 6:30 AM of the day following the shift date, or within three (3) hours of the end of the shift.
- I. The Security Guard will report any circumstances, which are unusual but not deemed to be emergencies to the Public Safety Director. All circumstances are to be written on a daily report.
- J. The Security Guard will follow all site-specific instructions for the site to which he/she is assigned, as developed by the HACP Public Safety Director.
- K. The Security Guard will abide by all operating rules and procedures adopted by the security service contractor by whom he/she is employed.
- L. At the conclusion of a shift, the Security Guard shall complete his/her log. A copy of all reports will be submitted daily to the Public Safety Director.

II. Daily position description for work on Public Housing Communities.

- A. Develop and maintain rapport with public housing residents, thus fostering an atmosphere of cooperation, compassion, coordination, peace and order within the HACP developments.
- B. Utilize canine patrols, if applicable, within the HACP designated developments.
- C. Encourage residents, through developing a rapport of effective communication and trust, to report any and all suspicious or criminal activities, and suspected/observed abuse or neglect of people, animals, or property.
- D. Communicate with and assist homeless people on HACP properties, referring them to other agencies, when appropriate, for further assistance.
- E. Engage in walking patrols throughout the shift in all public areas of the HACP

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- development a minimum of six (6) hours to deter disorder or crime and to develop a rapport with the residents.
- F. Work with youth in HACP developments to help them understand and comply with HACP policies and procedures.
 - G. Engage in effective techniques to develop a positive rapport with the residents in the HACP communities to include youth i.e. recreational activities.
 - H. Work with Staff residents to help clean up the HACP developments, including organizing or participating in a “community clean-up day” to include removal of trash and debris.
 - I. Notify and report to the HACP for removal of graffiti after documentation and referral to appropriate departments and/or Agencies.
 - J. Remain alert to the emergency needs of residents and visitors, and take the appropriate action to protect life and property.
 - K. Investigate the activities of suspicious persons, as encountered or upon resident complaint, in conformance with legal requirements to determine the identity, activity, and reason for the presence of the suspicious persons.
 - L. Identify and record violations of HACP policies and regulations, vehicle and local ordinances in conformance with legal requirements and police department policies and procedures to include pet and trespassing policies, vehicle parking and exclusion notices.
 - M. Participate in “knock and talk” interactions while working on the HACP properties.
 - N. Attend resident community meetings to develop a “proactive” positive rapport and relationship with the residents.
 - O. Engage persons in common areas to ascertain verified status of HACP residence to include going to address provided to Security Guard by person(s) questioned and documenting conversation with tenant(s) at residence.
 - P. Direct vehicle traffic on HACP property as required, to ensure a safe, orderly flow of traffic.
 - Q. Promptly and properly prepare and submit the required reports of the HACP to the Public Safety Director on each shift.
 - R. Enforce towing of abandoned or stolen vehicles on HACP property.
 - S. Counsel juvenile and adult residents, referring them to the appropriate persons or agencies for further assistance.
 - T. Assist police officers, as appropriate; accept and adhere to lawful direction and orders issued by a superior officer.
 - U. Assist prosecuting and HACP attorneys in the preparation of court cases and, as required, testify at judicial trials and hearings.
 - V. Maintain a professional decorum and attitude in all dealings with residents, visitors, superiors and other department personnel; conduct personal life in a manner that sets a positive example for residents, especially youths. Any behavior deemed unacceptable by the Authority may be grounds for the Authority to request suspension, reassignment, or removal of an employee from performing services on the contract.
 - W. Operate a Security vehicle within assigned geographic area at the direction of a supervisor in order to deter and detect criminal activity.
 - X. The Security Officers shall monitor live, video surveillance cameras during their shift and report and take action as appropriate, on any activity that is criminal, suspicious or otherwise in violation of HACP procedures.
 - Y. Attend training courses to include sensitivity training, as assigned, to increase and enhance professional knowledge, skills, and ability.
 - Z. Provide any service necessary to further the HACP mission and objectives that is not restricted by legal policy.
 - AA. Perform other duties as assigned.

II. Examples of Suspicious Activity That Should Be Noted by Security Guards

- A. Any person or persons loitering within the site.

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- B. Any vehicles parked on HACP property that do not have a registration tag (where registration tags are applicable) on the vehicle or are not known to be a vehicle of a guest of a resident.
- C. Suspicious activities may include, but are not necessarily limited to, the following:
 - 1. Transfer of small objects from hand to hand in return for money.
 - 2. Individuals loitering (hanging out), consuming alcohol or other drugs, with discreet exchanges of small items between individuals.
 - 3. Individuals with known gang affiliations loitering inside or near the outside perimeter of the site.
 - 4. Persons attempting to enter the site under false pretenses.
 - 5. Persons wandering the halls of the Management Office, or any of the agency offices, the common areas, or loitering where other persons pass or legitimately congregate.
 - 6. Persons observed “trying” doors in search of unlocked entries.
 - 7. Abandoned vehicles, “junkers” or vehicles leaking excessive engine/driveline fluids.
 - 8. Heavy flow of vehicles to HACP Communities while vehicle occupants remain in their cars and are met by others.
 - 9. Frequent visitors to specific residences who stay for short duration.
 - 10. Non-residents coming and going on a regular basis who have keys to the units.
 - 11. Persons known to be non-residents who are observed over a period of time frequenting specific units, which may indicate that they are lodgers.
 - 12. Uncivil behavior on the part of residents, visitors or homeowners, which may include the disturbance or harassment of other residents or guests, or which may be the result of intoxication or drug abuse.

III. Guidelines for Dealing with Safety Hazards

- A. While conducting inspections or roving the area, Security Guards will ensure that all previously described buildings’ fire doors, common area doors, storage doors and nonresidential doors are closed.
- B. Security Guards will inspect for flammable items left outside the buildings, especially against the buildings, and notify the Property Manager or designated back-up of any flammables found.
- C. While conducting inspections or roving the area, Security Guards will note any volatile chemicals improperly stored or placed inside or outside the area, taking appropriate action to report the finding, according to the level of danger perceived. No Security Guard, resident, or unqualified HACP employee should intervene in the collection or disposal of any chemicals.
- D. Protocol for responding to fire alarms/security alarms will be posted on site, and Security Guards will familiarize themselves with the fire alarm system/security system of the facility in which they are working.
- E. While conducting inspections or roving the premises, Security Guards will note and report any potential tripping hazards or other dangers posed by items found in common areas.
- F. Dangerous weapons and tools should be secured by the Security Guard if that action poses no threat to the Security Guard or to others.
- G. Syringes found in common areas should be disposed of properly by the Security Guard if he/she has been given that training by the security services contractor. Otherwise, the finding of syringes should be reported to the HACP Property Manager or designated back up.
- H. Biological hazards should be dealt with by the Security Guard only to the extent of his/her training. Otherwise, biological hazards should be reported to the HACP Property Manager or designated staff person, if available, or to 911, according to the perceived level of danger.
- I. If a Security Guard receives a threat involving a bomb or other explosive device, the Security Guard shall notify 911 immediately, then notify the Public Safety Director.

IV. General Reporting Guidelines

- A. Any activity or incident which the Security Guard believes creates an imminent risk to life or property must be reported promptly to 911. Calls to 911 must always be followed with a verbal report to the HACP Property Manager if available and the Public Safety Director, and then with a written report to the security contractor supervisor.

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Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

- B. Activities of an unusual but non-emergency nature must be logged in the Security Guards shift log, reported to the HACP Public Safety Director, Property Manager, or designated back-up in the referenced order of hierarchy.
- C. When reporting suspicious activity, the Security Guard should give as accurate a description of the individuals and vehicles involved as possible, endeavoring to note the following features:
 - 1. Persons: Name, place of residence, race, age, height, weight, hair color, skin tone, build, unusual features such as scars, tattoos, or speech patterns; and color and description of clothes, including hat, coat, shirt, pants, and shoes.
 - 2. Vehicles: Color, year, make, model, number of doors, and license plate number and state.
 - 3. Locations with correct unit addresses.

V. General Responsibilities of Security Service Contractors and Their Employees

- A. Security Guards will meet all applicable laws for the private security profession.
- B. Contractor shall work with HACP to prepare a standard set of rules, prior to, or within 30 days after contract signing, to be known as the Security ("Orders"). The "Orders" will detail the specific duties and performance levels for the Security Guard. Modifications or additions to the "Orders" may be made by HACP at any time upon written notification to Contractor.
- C. Security Guards shall receive the minimum mandatory training hours as set forth in the training program approved by HACP.
- D. The Security Guard shall have received the minimum mandatory training established by applicable law for carrying a firearm.
- E. All Security Guards will obey all applicable laws while performing security duties for HACP.
- F. Security Guard will observe and follow all relevant HACP policies and procedures while performing security services and interacting with residents, HACP staff, and the general public.
- G. Security Guard will under no circumstances enter a residence, even when invited, unless performing their assigned duties or accompanied by the HACP Property Manager or designated employee.
- H. Security Guards will not smoke inside any HACP property.
- I. Security Guards will not use HACP telephones for any non-business-related purpose.
- J. Security Guards will respect the privacy of all residents by observing strict confidentiality over any resident information which may become known to them, including addresses, telephone numbers, and written information in resident files stored on site.
- K. Contractor will ensure that all Security Guards read, understand and follow the HACP Procedures for Security Services in HACP Communities. Further, Contractors will maintain a record of each Security Guards' training and instructions regarding this directive. Where the Contractor's written procedures conflict with HACP's written procedures, HACP's shall prevail.
- L. Unannounced inspection of the Security Guard on duty may be conducted daily by one of the HACP's Supervisory staff or designee on each site.
- M. In addition to the requirements for invoicing in this Agreement, Contractor shall provide the Authority a sign-in sheet listing the Security Guard's name, community, sign-in and sign-out time for the shift and signature of the Security Guard. All invoices must list the dollar amounts billed for each community and be accompanied by all supporting documentation in the format approved by the Authority. Invoices not meeting these requirements may be rejected by the Authority at which time a new and correct invoice must be submitted by the Contractor, beginning the invoice processing period again. Any error on a submitted invoice will be grounds for the Authority to reject the invoice in its entirety. All invoices must be submitted in a correct format within 90 days of performing services. Any invoices that have not been submitted correctly within 90 days will be permanently rejected. The Authority will not disburse payment for the entirety of the invoice period in question and will not accept any future invoices that bill for the invoice period. Attachments and A, B, and C to the scope of work of this solicitation are required documents to be completed and submitted with all invoices.
- N. Contractor shall maintain a 24-hour per day staffing (dispatch) number or contact source. Said contact source must be capable of communicating with Security Guards for 24-hours a day.

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- O. Contractor must comply with all the requirements of all applicable licensing provisions and laws as related to private security. Contractor must furnish a copy of the appropriate business license required to perform services within the City of Pittsburgh. All Security Guards assigned to the HACP must be authorized to perform security-related duties within the City of Pittsburgh and must carry on their person a valid Commission Card.
- P. Contractor shall provide daily written summaries and incident reports to the Public Safety Director. In addition, the Security Company shall retain copies of all summaries and incident reports. Incident reports shall be submitted to the HACP's Public Safety Director by 6:30 AM of the day following the shift date, or within three (3) hours of the end of the shift.
- Q. Security Guard screening must include, but shall not be limited to, the following areas:
 - aa. Drug Screen
 - bb. Criminal background check
 - cc. Social Security Number verification
 - dd. Driver's License Record check
 - ee. Verification of high school diploma
 - ff. Certification of training in accordance with the HACP-approved training program.
 - gg. Act-235 verification
 - hh. License to possess and utilize a firearm on Authority property.

Within one week of hiring a Security Guard, the Security Company shall provide the results of the Security Guard screening to HACP. Security guards will not be able to perform duties on Housing Authority property until approved by HACP.

- R. Contractor shall provide security guards with two (2) fifteen (15) minute relief periods per eight (8) hour shift. Respondent shall ensure that security officers shall not leave their assigned posts at the end of their shift or for their relief period until relieved by another officer.

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Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

ATTACHMENT A (SAMPLE)

WEEKLY DATA SUMMARY FOR REIMBURSEMENT OF COMPREHENSIVE SECURITY SERVICES ABOVE BASELINE

All of the activities listed on the monthly data summary have been reviewed and are classified “above baseline” for reimbursement of comprehensive security services from the Housing Authority of the City of Pittsburgh (HACP).

Hours	Category and Examples
	Daily Activity Sheet (Ordered Patrols, Saturation Details, Park & Walk)
	Investigation (Surveillance & Narcotics)
	Community Meetings (Resident Meetings, Community Forums)
	Crime Prevention Initiatives (Special Events, Youth Activities)
	Preparation of Reports
	Other (Administrative Liaison Officer)

Notes: Supporting documentation must accompany the monthly summary. The HACP will perform Quality Control Audits of the supporting documentation. If a report contains highlighted ineligible activities, the form will be returned to the security firm and payment will not be rendered for services.

Signature: _____

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Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

ATTACHMENT B (SAMPLE)

Weekly Data Summary Sheet for Week of

Daily Activity:

Total hours for Northview Heights are 194. Of those 194 hours 9.5 hours were Park and Walks.

Total hours for Allegheny Dwellings are 145.5. Of those 145.5 hours 9 hours and 5 minutes were Park and Walks.

Total hours for Addison Terrace are 120.25. Of these hours 7 hours and 20 minutes were Park and Walks.

Total hours for Bedford Dwellings are 108.75. Of these hours 6 hours and 20 minutes were Park and Walks.

There were no directed patrols or saturation details for the week.

Total hours for all communities are 568.5.

Investigations: Hours: 0
No investigations were conducted during this week.

Meetings: Hours 4
The meeting in this invoicing period was for meeting at HACP offices.

Crime prevention: Hours: 0

Preparation of Reports: Hours: 8
Time spent by to review, analyze, and compile statistical and operational data for quarterly report.

*Total hours for park and walks will be dependent upon number # of hours worked.

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ATTACHMENT C

Contractor will be paid based on the following:

Provided it does not conflict with Federal law, state law or HUD requirements, respondents shall pay to full and part time employees a wage rate at or above those that have been published by the City of Pittsburgh with regard to prevailing wage ordinance.

In addition, respondents shall provide, to **full time** employees, benefits at or above those outlined in the City of Pittsburgh's prevailing wage ordinance. In the event a **full time** employee opts out of benefit(s) offered by respondent, respondent shall not be required to substitute a corresponding wage rate increase to compensate for the value of the benefit(s) the **full time** employee opts out of. Respondent shall not be required to provide benefit(s) to **part-time** employees.

The wage rate(s) and benefit(s) that are submitted with your proposal must actually be paid/provided to the employees. Invoicing will require submission of documentation of actual payroll and benefits paid.

For additional guidance with regard to the City of Pittsburgh's prevailing wage rate, please refer to <http://pittsburghpa.gov/controller-office/pwo>.

Failure to comply with the above stated language may, at the HACP's option, result in termination of the contract and/or debarment in accordance with the HACP's Procurement Policy.

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ATTACHMENT D

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Quarterly Data Summary Sheet [Insert Name of Agency]

***Data reflects hours billed to HACP and is based upon supporting documentation.**

Insert Time Period Covered by Report: []

Total Number of Days: []

Patrol and Park/Walk Hours

Community Name	Total Hours	Park & Walk Hours
Total Hours for Communities		

(Insert Narrative Summary to support hours. May include description of why hours at one community exceeded another or any other applicable information. Hours must match what was reflected on time sheets for payment by HACP)

Emergency Quote Request

Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

Additional Hours

*Billable or non-billable hours performed by guards and /or liaison

<u>Description</u>	<u>Total Hours</u>
Investigations -itemized break-out	
Meetings -itemized break-out to include all meetings attended. Example: Can summarize by stating weekly meetings	
Crime Prevention -itemized break-out to include description of why activity is classified in this category	[zero value not acceptable. If zero, supplementary outline of corrective action necessary as to plan of action for remediation]
Preparation of Reports -itemized break-out or reports	
Other (Administrative Tasks) <u>Liaison (itemize duties)</u> <u>Roving Supervisor</u>	

[Insert Narrative Summary as applicable]

Emergency Quote Request

Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

Incident Report Data Review

DISCLAIMER: The incident report data contained, herein, is strictly generated from incident reports and is based upon information reported on scene, at the time of the incident, directly to our Security Guards only. The data may not accurately reflect the nature of the incident based upon on additional investigation(s) or other information obtained at a later time, nor does it reflect or indicate any additional actions Housing Authority of City of Pittsburgh may have taken based on the reported information.

This section of the Quarterly Report identifies the number of incident reports created, categorized by incident and community, for the Quarterly reporting period.

Total Number of Incident Reports: []

Miscellaneous Calls for Service (CFS) are considered lease violations and other non-criminal activity

[Insert graphical data depicting incident reports by category illustrating the # of occurrences]

[Insert Narrative Summary if applicable]

Emergency Quote Request

Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

QUARTERLY INCIDENT SUMMARY

[Break-out by site all incidents should be listed]

Report #	Date	Address	Incident Type

[Insert other applicable graphics/data, include site, type of call and # of occurrences]

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Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

Personnel Assignments

Site/Role	Names

[Insert Narrative Summary]

Emergency Quote Request

**Armed Security Services at Northview Heights Hi-Rise and Welcome
Booths**

Training

[This section of the Quarterly Report identifies any training that personnel engaged in directly with HACP or on its own to improve its overall readiness and performance.]

Emergency Quote Request

Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

Prevailing Wage:

- a. The City of Pittsburgh Code of Ordinances Section 161.38, CITY OF PITTSBURGH SERVICE WORKER PREVAILING WAGE ORDINANCE,,, shall apply to this RFP/Contract. Respondent shall comply with all applicable provisions of Chapter 280, including its obligation to pay its employees employed on the Contract no less than the prevailing wage in effect at the time the work is being performed.
- b. Respondent shall be responsible for ensuring any of its subcontractors comply with the provisions of Section 161.38
- c. The failure to comply with any provision of Chapter 280 shall constitute a material breach of the Contract. In the event it is determined that respondent or any of its subcontractors have failed to pay the prevailing wage, the Authority shall withhold amounts due under the Contract until all wages, liquidated damages, attorney's fees and penalties have been paid.
- d. In the event the County increases the prevailing wage, the Contractor's billable rate shall be increased accordingly, and the Contractor shall increase wages and benefits of Security Guards accordingly.

Right to Inspect:

The Authority shall have the right to inspect the work site and Respondent's offices without prior notice in order to verify compliance with the contract and claims made in Respondent's proposal.

For more information or questions, please contact Brandon Havranek @
412-456-5000 x8546 or Brandon.Havranek@HACP.org

Emergency Quote Request

Armed Security Services at Northview Heights Hi-Rise and Welcome Booths

Quotes due 10/09/2017 @ 11:00AM

Type of Guard	Hourly Rate	Est. Number of Hours (monthly)	Number of Months	Total (rate x est. # hours)
Armed Guard	\$	2,232	5	\$
Total				\$

Total Cost: \$ _____

Total Cost: \$ _____
(in words)

Contract award will be based on lowest responsive and responsible bid amount

(Please print clearly)

Company Name: _____

Address: _____
(of company)

Signature: _____

Print Name: _____
(of person signing)

Phone Number: _____ Fax: _____

Email: _____