

Request for Proposal

SECURITY OFFICER SERVICES

I. GENERAL: It is the intent of this Scope of Work to describe the minimum requirements for SECURITY OFFICER SERVICES for the City of Milwaukee Department of Public Works. Locations for this service include the City Hall Complex, outlying Department of Public Works facilities, Health Department and Milwaukee Water Works facilities. Term of contract shall be for a period of One (1) years from date of award with option to extend for four (4) additional one-year periods upon mutual consent. Bill rates may be negotiated for the coming year extension.

II. CONTRACTOR EXPERIENCE AND OTHER REQUIREMENTS:

- A. The Proposer and SBE must be an ongoing *security firm* where security guard services, private investigations and security consulting account for at least 51% of annual revenue.
- B. The Proposer will partner with a City of Milwaukee recognized Small Business Enterprise to provide a minimum of 25% of the services on this contact. All provisions of this contract apply equally to the prime proposer and the SBE proposer. The proposal will be submitted as one package. Invoices for services will only be received from the prime proposer. Invoiced hours will be billed at the same rate, regardless of the work being conducted by the prime proposer or the SBE proposer. For day-to-day management of security staff, interviews, disciplinary measures, etc., the SBE contractor will report directly to DPW/Water Works Management.
- C. The Proposer will have experience in technical security systems including, but not limited to, IP security cameras, security management systems, computer aided dispatch systems, remote security operation center operations and drone technology. The goal of this contract is, over its course, to reduce staffed hours and supplement staffed hours with advanced monitoring capabilities.
- D. The Proposer must have a minimum of five (5) years' experience in providing Security Officers in following types of environments:
- High rise metropolitan office buildings
 - Public service agencies
 - Supply yards
 - Maintenance/repair facilities
 - Utilities

The Proposer **must** include the following information in their bid:

- Number of years in business
- Number of employees on payroll
- Employee turnover rate for the past three years.

The Proposer must also be able to furnish trained, licensed, uniformed, and bonded officers for all of the locations listed herein.

E. The successful Proposer will be required to provide a Certificate from a bonding company or a Certificate of Insurance and Affidavit of No Interest.

Standard Insurance Requirements:

Coverage Amounts Workers' Compensation Statutory Limit
Comprehensive Liability – Bodily Injury \$500,000 per occurrence/\$1,000,000 aggregate – Property Damage \$500,000 per occurrence.
Automobile Liability – Bodily Injury \$500,000 per person/\$\$1,000,000 per occurrence – Property Damage \$500,000 per occurrence.

Employee Dishonesty Coverage at a minimum of \$30,000 per security officer.
Umbrella \$2,000,000

- F. Proposer must be licensed by the State of Wisconsin as a security contractor or private detective agency (in accordance with SS. 440.26). A copy of the Proposer's and SBE's agency license **must** be included with Proposer's proposal.
- G. Officers supplied by the Proposer and SBE must have a current State of Wisconsin Private Security Permit.
- H. All reporting shall be completed on the owners computerized reporting and computer aided dispatch system on phones provided by the proposer.
- I. The Proposer shall maintain for the duration of the contract term and for any extensions an office located within Milwaukee County that is staffed twenty-four (24) hours a day and that must be able to provide a return call from a responsible contact person within twenty minutes of receiving a call from the City.

The address of this facility **must** be included with the Proposer's proposal

- J. The Proposer **must** include details on the type of pre-site training that is given to their security officers with the proposal. Security officers that are assigned to this contract must have a minimum of 32 hours of pre-site placement training on, but not limited to, the following topics:
 1. Specialized emergencies (i.e. basic firefighting, bomb threat procedures, etc.)
 2. Interpersonal relationships
 3. Communication skills (i.e. report writing and record keeping)
 4. First aid (including CPR/AED)
 5. Criminal and civil law
 6. Utilization of security systems
 7. Report writing
 8. Tour and Patrol Techniques

Proposers **must** also provide proof that each officer has received a minimum of twenty four (24) hours of on the job training at each site for which they are qualified in such areas as post orders, tour routes and special instructions. Officers shall also be required to receive at least twenty-four (24) hours of refresher and/or new training as determined by the contractor and/or the City on an annual basis. Each post has different training needs and additional requirements will be outlined later in this specification.

Proof of pre-site officer training **must** be provided to DPW/Water Works management. Additionally, a candidate's drug screening and background check must be submitted to DPW/Water Works Management. Pre-site training, drug screen and background check will be reviewed by DPW/Water Works of satisfactory completion. Security officers who have not received the required pre-site or have not passed a certifiable drug screening test and background check detailed herein will not be allowed to provide the services requested herein.

NOTE: DPW may provide the successful Proposer with other site-specific duties, assignments, training requirements, etc. in addition to those detailed in this Scope of Work to supplement the supervisor and officer training prior to assignment to a site specific location and on an as needed basis.

- K. The successful Proposer **must** supply a letter detailing each of the licensed officers that will be assigned to each City location listed herein. This letter shall be provided to DPW/Water Works management for review and approval prior to starting any work. The written confirmation (letter) for each officer assigned to a particular City location that they have completed a background check, list all training completed, outline the candidates

educational background and passed a certifiable drug screening test and are participating in a drug re-screening program that is acceptable to the standards of the City. The drug screening test and re-screening program shall be applied to each officer that is assigned to a City facility. All costs related to the drug screening tests shall be the responsibility of the Proposer. **The CITY also reserves the right to conduct an on-site right of refusal interview with every officer designated for assignment to a City facility after receipt of the confirmation documentation. The DPW reserves the right to remove a contract employee immediately for any conduct determined to be detrimental to the DPW or the City of Milwaukee. DPW/Water Works management will notify Proposers Project Manager of a determination to remove a contract employee giving cause.**

- L. The successful Proposer **must** also conduct a complete background investigation of all security officers assigned to the City facilities and **must** provide that information to the appropriate DPW/Water Works representative in the letter noted above prior to the start of any work. All costs related to the background investigations shall be the responsibility of the Proposer.

NOTES:

The successful Proposer is also required to provide the documentation for proof of pre-site and on the job training, along with the drug testing, and the background checks to the site specific designated DPW representatives no later than fourteen (14) calendar days prior to the contract commencement date and prior to new officers starting once the contracted has been awarded. Names of the site specific designated DPW representatives will be provided to the successful Proposer at time of contract award.

- M. **IMPORTANT** Recognizing the confidential nature of the information associated with this work, neither the Proposer nor any of the contractor's employees and subcontractors shall discuss nor disclose any information regarding any of the internal security operations of DPW and this Scope of Work with any uninvolved persons or agencies. The security contractor shall not release any information either verbally or in writing to any uninvolved persons and agencies without prior written approval from DPW. Also, no photographs of any of the DPW facilities or its operations covered by this Scope of Work are permitted without the written consent of the site specific designated DPW representative.
- N. Proposer shall insure that all uniformed personnel provided under this Scope of Work are on time, alert, and capable of performing their assigned duties. If the assigned officer does not report on time the Proposer is required to send a replacement officer within one hour of receiving notice unless another arrangement has been made with the site specific designated DPW/Water Works representative.
- O. All services shall be performed in a professional manner. All security officers shall be dressed in security uniforms provided by the successful proposer. They shall be neat and clean; and their appearance shall set a good example.
- P. In emergency situations, Proposer **must** be capable of providing three (3) additional officers to back-up assigned officers within a period not exceeding two (2) hours of receiving notification from the DPW. More back-up may be requested and the Proposer must respond quickly to fill such requests.
- Q. The successful Proposer shall be responsible for furnishing their security officers with uniforms, flashlights, batteries, chargers, smart phones compatible with the owner Computer aided dispatch system, and other related equipment (exclusive of that specifically identified in this specification as being furnished by the DPW or otherwise assigned to the Proposer), and all required supervision and training. Vehicle patrols, parking structure patrol and tow lot patrols must all wear high visibility vests for safety.

Officers must have a valid security company ID containing a picture of the officer. This pictured ID card must be displayed at all times while in the facility as part of their uniform requirements.

Supervisor, SOC/Patrol Officers, Drop Off Center and Security Officer coverage can be modified by DPW/Water Works upon request without affecting the proposed billing rates (i.e. increase or decrease in the number of required hours at a particular facility, increases or decreases in the number of officers required, increases or decreases in the number of facilities or changes in required duties)

NOTES:

DPW/Water Works will provide the Contractor with a minimum of twenty-four hours' notice for any changes.

- R. Bi-Weekly quality meetings shall be conducted between representatives of DPW/Water Works and the Proposer (prime and SBE) in order to discuss methods of maintaining and improving the overall quality of service provided by the Proposer. When requested by DPW, the Proposer's representative(s) should be prepared to provide suggestions at these weekly meetings detailing how the level of security service currently being provided at a particular location can be improved. The Proposer's representative(s) should also use these meetings to recommend their own changes to the security requirements at a particular location for the purpose of improving or streamlining the current level of security service at a particular location. Security level improvements shall not be implemented without the prior written approval of the site specific designated DPW representative.
- S. Proposer is required to provide annually updated written post orders documenting site specific operational instructions the officers are to follow. These procedures are to be created with input from the DPW designated representatives at each site and must be approved in writing before they are implemented. All assigned officers shall read and sign off on these post orders as part of their on-going training. Multiple quizzes on the material in Post Orders shall be developed by the Proposer and completed by their employees on site at a frequency of once every four months. Results will be shared with the designated DPW representative.
- T. Proposer shall be required to perform all necessary security services and duties as outlined in this Scope of Work. The requirements of this Scope of Work shall continue uninterrupted despite strikes, threats of strikes or walkouts, terrorist activities, emergencies, and adverse weather conditions or disasters (natural, deliberate, or accidental). Should the Proposer at any time be unable to provide the required personnel or equipment, the DPW shall reserve the right to obtain resources on the open market from other security contractors as needs arise. Should the cost for obtaining resources from other security contractors exceed those proposed by the successful Proposer, the DPW shall make deductions from current invoices for the difference between the proposed price and the open market price.
- U. Proposer **must** provide colored pictures of the different types of supervisory and trained personnel uniforms that are available with their proposal submittal. The DPW reserves the right to choose more than one type of uniform for the security personnel working at the various DPW facilities.

III. ACCOUNT MANAGER DUTIES:

- A. Provide administration and operational direction of the security force in carrying out the provisions of the site security program. Visit each individual site locations weekly and provide a detailed supervisor's report of the inspection to the appropriate contact within twenty-four hours of the visit. Meet regularly with SBE management to ensure quality operation across the contract.
- B. In a proactive role, recommend to the DPW new or revised security procedures as deemed necessary for DPW consideration and share them at the monthly quality meetings.
- C. Review and maintain all security records/reports to assure accuracy and completeness.
- D. Provide special training at the request of the site-specific designated contact person in order to address specific client concerns regarding deficiencies in guard training or performance.
- E. Participate in security related training exercises and skill evaluations.
- F. Serve as the primary contact for DPW on any matters regarding the contract and service provided.
- G. Account Manager is a 40 hour a week position that should be built into the billable rate.

IV. SUPERVISOR RESPONSIBILITIES

- A. Operate as the primary supervisor with authority to use progressive disciplinary measures against **all** staff members who do not meet the established DPW standards. Document all instances of performance deficiencies and communicate them to the appropriate site specific DPW contact person.
- B. Serve as a coach and mentor to security officers assigned to the DPW and its facilities.
- C. Provide site-specific training for new security officers according to the provisions explained within this Scope of Work.
- D. Be fully trained and able to perform the duties described in Section V in any conditions.
- E. Supervisors will work a post. The Proposer will provide 1 full time supervisor per shift. At least one supervisor must work on any given day.

V. THE LINNWOOD SECURITY OPERATIONS CENTER (L-SOC)

- A. Vision
 - 1. The Linnwood Security Operations Center will be at the heart of our technology initiative. It will employ, Central Station Officers, skilled security personnel to monitor a vast array of security technical systems including cameras, alarms, and dispatch and reporting software. We envision advanced needs, not yet implemented, to include capability to deploy semi-autonomous drones and other remote technologies.
- B. Requirements
 - 1. Monitor all Security System (Alarm, Access Control, Video Management, Radio and Computer Aided Dispatch system (CAD)) and respond to any alarms or incidents in accordance with established protocols.
 - 2. Investigate incidents and document findings using available resources.
 - 3. Dispatch patrol officers to address issues in the field.
 - 4. Provide access control to the facility using established procedures and systems.

5. Conduct vehicle patrols of unmanned sites in accordance with established protocols and systems to ensure optimized security coverage at these sites. Rotate posts with the vehicle patrol officer once per shift.
 6. Follow all Vehicle Patrol Officer responsibilities.
 7. Follow all General Security Officer responsibilities.
- C. Experience
1. L-SOC officers will meet the following minimum qualifications:
 - i. Hold a private security license with the state of Wisconsin
 - ii. Two years of experience in a Security Operations Center or in a distributed multi-site corporate environment
 - iii. Minimum Associate's degree in a criminal justice, security, public safety or technical related field, Bachelor's degree preferred, or
 - iv. Military Veteran WITH an Honorable Discharge
- D. Hours
1. The Linnwood SOC will be staffed by one officer continuously resulting in 168 hours of weekly staffing.
- E. Equipment (contractor provided)
1. One (1) Android cell phone compatible with the most recent version of the TrackTik app and capable of reading and installing NFC tokens.
 2. A high visibility vest
 3. A flashlight

VI. VEHICLE PATROLS

- A. Vision
1. The vehicle patrols will be the backbone of our security operation staffed by Central Station Officers. As we become leaner in terms of on-site security officers over the course of the contract, in favor of technology, we will rely on quick and precise response from our vehicle patrols. Vehicle patrols are required to remain on/or in transit to DPW/City? property at all times and are to adhere to their assigned location. It is the responsibility of the proposer to ensure all employees including SBE's assigned to vehicle patrol maintain a valid State of Wisconsin Driver License. The proposer will at a minimum run a check bi-annually to ensure all contract employee Wisconsin Driver License validity.
- B. Requirements
1. Remain alert at all times.
 2. Rotate into the L-SOC once per shift and be competent with all requirements
 3. Conduct patrols as described in the post orders.
 - i. This includes physically checking required doors
 - ii. Working in all outdoor conditions
 - iii. Driving
- C. Experience
1. Vehicle Patrol officers will meet the same minimum standard as L-SOC officers (Section V.C).
- D. Hours & Posts
1. North Patrol will be staffed continuously resulting in 168 hours of weekly staffing.
 - i. North Patrol will operate in an area roughly bounded on the south by I-94. The coverage area will extend to the north, east and west bound by the City of Milwaukee limits.
 2. South Patrol will be staffed continuously, resulting in 168 hours of weekly staffing.
 - i. South Patrol will operate in an area roughly bounded on the north by Walnut St in Downtown and I-94 west of downtown. The coverage area will extend to the south, east and west bound, with some exceptions, by the City of Milwaukee limits.
- E. Equipment
1. Provide two (2) marked vehicles, not more than 2 years old or 50,000 miles of service.
 - i. The vehicles should be equipped with a security light bar.
 - ii. Vehicle uptime of 99.5% of service hours is required.

2. Two (2) Android cell phones compatible with the most recent version of the TrackTik app and capable of reading NFC tokens.
3. A high visibility vest
4. A flashlight

VII. GENERAL SECURITY OFFICERS (Various Sites)

- A. Security Officers
- B. Check all doors to ensure that they are locked, inspect all areas by turning on a minimum number of lights, check for open windows, running or dripping water, locked doors, windows, coffee pots left on, etc. All lights are to be turned off when leaving the area. Other reasonable duties as requested at the various sites shall also be conducted.
- C. Report to their assigned work site on time and in the uniform according to the standards established herein.
- D. Must be able to maneuver stairs and other physically demanding terrain at all of the DPW's facilities as part of regular duties. Security Officers must make all building rounds/tours as assigned by the DPW contact.
 1. Cell phones will be used only for DPW business and to communicate with supervisors. Personal use of cell phones will be limited only to designated break periods.
 2. Take appropriate action to preclude or minimize loss and render reports of all incidents, accidents, property damage, and maintain all records in connection with the duties and responsibilities of the security force.
 3. Report any irregular functioning equipment to DPW personnel on site and document it on the daily officers' report.
- E. Turn off all unnecessary lights.
- F. Check each site for vandalism and properly document it in the daily officer's report.
- G. Continually change their pattern for making rounds, unless directed otherwise.
- H. Assist in serving as crowd monitor for special functions during their shift as directed by DPW's designated site representative.
- I. Record all property damage discovered on rounds and properly document it in via the reporting mechanisms provided by DPW.
- J. Report any out of the ordinary or unusual situations.
- K. Perform other related duties as may be assigned by the site specific DPW designated representative.
- L. Call the police for violations of City Ordinances, State and Federal laws except where an alternative method of reporting is provided by the site specific DPW designated representative.
- M. Assist persons who become ill and call for emergency help. Otherwise assist with the City's first response to medical emergencies.
- N. Investigate thefts and fill out the necessary reports.

- O. Watch for persons who are damaging or stealing City property and report that to the on-site DPW designated representative and the appropriate law enforcement agency.
- P. Officers assigned to work full time at DPW shall not be assigned to other accounts. This does not apply to part time guards.
- Q. No Officers assigned to DPW shall work more than a total of twelve hours out of a twenty-four-hour period. If the contractor is unable to provide relief at the end of a shift, DPW shall not be changed at overtime rates for the extra time an officer has to work until relief is provided.
- R. No Officers shall be assigned to DPW (even as relief) after working another assignment, regardless of the duration, in the preceding 4 hours unless directly cleared with DPW Management.
- S. Shall be uniformed. The uniform will be chosen from options provided to the DPW Security Management by the security provider. The uniform will be distinct from the Site-Supervisor uniform. The uniform will be provided by the contractor at no direct cost to DPW.

T. Fitness for Duty Requirement- All Staff:

If the relief officer shows up in a condition unfit for duty, i.e. sick, under the influence or intoxicated, is out of uniform, brought another person with them, etc., the officer on duty is required to:

- Remain at their post.
- Notify their supervisor immediately.
- Stay at their post until their supervisor or a qualified replacement officer relieves them.

VIII. REFERENCES:

Proposers **must** include with their proposal, the names of at least five (5) firms (current and past) from Milwaukee County for whom they have provided security officer services similar to those described in this specification. References shall include the name of the firm, and the name and phone number of a contact person

IX. WORK LOCATIONS:

A. **CITY HALL COMPLEX BUILDINGS SHALL CONSIST OF:**

<u>City Hall</u> 200 E. Wells St	<u>Municipal Building</u> 841 N. Broadway St.	<u>Broadway Building</u> 809 N. Broadway St
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B. **OUTLYING DPW BUILDINGS REQUIRING PATROL & ALARM RESPONSE:**

4001 S. 6 th St	2657 S. 31 st St	3921 W. Lincoln Ave*
3850 N. 35 th St	1540 W. Canal St	2142 W. Canal St.
123 N. 25 th St	1600 N. 14 th St	1333 N. 33 rd St
3025 W. Ruby St.	8414 Florist Ave. *	8525 W Florist Ave.
6732 N. Industrial Rd.	3641 W Lincoln *	618 E North Ave *
2919 W. Cameron St. *	1313 W. Mt. Vernon	1311 E Chambers *
2275 N Lincoln Memorial Drive	*2900 E Texas Ave *	7401 W Oklahoma Av*
7525-W Lisbon Ave *	1235 N57th *	4900 N 79 th St *

8900 W Bluemound *
5353 S 43rd St *

8650 W Adler
2024 W. Holt

8775 W Waterford *
1901 S. KK

* Indicates a Water Works Facility

C. **MILWAUKEE WATER DEPARTMENT BUILDINGS SHALL CONSIST OF:**

Linwood Treatment Plant
Howard Ave. Treatment Plant

3000 N. Lincoln Memorial Dr.
3925 S 6th St

D. **DPW PARKING SERVICES**

MacArthur Square
841 N James Lovell

2nd & Plankinton
724 N 2nd St

1000 Water
1000 N Water St

Tow Lot
3811 W. Lincoln Ave

E. **DROP OFF CENTERS**

Industrial Rd (North)
6660 N Industrial Rd

Lincoln Ave (South)
3897 W Lincoln Ave

F. **HEALTH CENTERS**

Southside Health Center
1639 S 23rd St

Keenan Health Center
3200 N 36th St

Northwest Health Center
7630 W Mill Rd

X. **EQUIPMENT AND KEYS SUPPLIED BY DPW:**

- A. All property furnished by the DPW as part of this contract shall remain the property of the DPW and shall be used only in the performance of the duties outlined in this Scope of Work.
- B. During the contract term, the contractor shall be responsible for the loss or damage of any equipment supplied by the DPW that is the result of negligence or unauthorized use by the contractor's employees and subcontractors.
- C. Upon termination, for whatever reason, the Contractor is responsible for the return of all equipment and keys assigned to them.
- D. Failure to return all equipment and keys shall result in a penalty whereby the Contractor will be held liable for all cost associated with changing of all locks resulting from non-returned or lost keys and/or the replacement of said equipment. Said penalty shall be deducted from the DPW's outstanding balance due the contractor at the time of termination or will be invoiced to the vendor if there are no outstanding invoices.
- E. DPW shall supply radio communication in the form of hand held radios and an internal talk group so that officers can communication within and between DPW facilities.
- F. DPW shall provide a watch tour system with which to conduct tours of all facilities associated with this contract.

XI. **EQUIPMENT SUPPLIED BY CONTRACTOR:**

- A. The Proposer must supply all the uniforms for their personnel. Uniforms shall be of the same color and style, and well suited for the conditions at the various work locations.

Footwear shall be appropriate for the conditions and assignments at the various locations.

- B. The Proposer will be responsible for mobile communication and reporting coverage. The Proposer shall provide android smart phones that are NFC compliant for 10 locations with mandatory 24/7 coverage at all locations with two spares. Phones are billable.
- C. The Proposer shall provide four clearly marked vehicles for the purpose of conducting tours and responding to alarms at DPW sites. Additionally, the Proposer must be able to provide a clearly marked back-up vehicle should the primary vehicle require service. The markings on the back-up vehicle may be temporary, such as magnets, decals, etc. Vehicles fee and mileage are billable.

NOTE: Listing of contractor vehicles MUST be provided with the Proposal.

XII. CITY HOLIDAY SCHEDULE:

New Year's Day	Thanksgiving Day
Martin Luther King Birthday	Day after Thanksgiving
Good Friday	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve
Labor Day	

XIII. SALARY REQUIREMENT & BILL RATES

A. The only acceptable bill rates are as follows:

- Security Officer Rate
- Central Station Officer Rate
- Supervisor Rate
- Security Officer Overtime Rate
- Central Station Officer Overtime Rate
- Supervisor Overtime Rate

B. DPW assumes the responsibility for a per-request Emergency Call Out fee. This fee may be billed to DPW when staffing is requested with less than 24 hours' notice. New staffing requests with less than 24 hours' notice may also be billed at the overtime rate from the start of the request to (a) the end of the request or (b) through the end of the successful Proposers pay week, whichever is occurs first. Requests continuing into a new pay week will be billed at the regular time rate.

C. Overtime will be 1.5 times the respective hourly rate for Security Officers, Lead Officers, and Central Station Officers. Overtime rates may be billed for holidays established by the contractor.

XIV. SITE SPECIFIC REQUIREMENTS:

A. CITY HALL COMPLEX:

1. **SUPERVISION REQUIREMENTS:** The Contractor will provide supervisory staff that will monitor the performance of regularly scheduled officers. The supervisory requirements are as follows:

Shall be assigned by shift filling Central Station Operator Duties.

- i. Shall be trained on-site for a minimum of 32 hours at the contractor's expense.
- ii. Shall work full-time during the hours designated by the DPW.
- iii. Shall be responsible for the direct supervision of all security guards assigned to the DPW Central Station and Howard WTP, including weekend staff.
- iv. Shall check-in with all staff members a minimum of once per month

2. **SECURITY OFFICER REQUIREMENTS:**

- i. Shall meet the requirements as specified in Paragraph VII.
- ii. Shall make random rounds to all floors using the provided access card according to determined guard tour standards.
- iii. Check all hall doors and stairway doors to assure they are locked.
- iv. Check-in, a minimum of once per shift, between the hours of 6:00PM – 7:00 AM with Milwaukee County personnel working in the Data Center on the 4th floor of the 809 building.
- v. Check, a minimum of three times per shift, all entrance doors to the complex.
- vi. Check, a minimum of four times per shift, overhead garage doors to make sure they are closed.
- vii. Question all persons found in the building after-hours. City ID cards shall be checked. Name, date, time, department and reason for being in the Complex shall be recorded for all non-management personnel.
- viii. Shall assist in unlocking the City Hall Complex at the end of 3rd Shift Monday – Friday morning and locking the door at the of the workday Monday-Friday.
- ix. Provide a foot escort to City employees and visitors as requested.
- x. Shall be able to conduct foot patrols of the City Hall Complex and surrounding area for as much as 7 hours of an 8-hour shift.

3. **COVERAGE**

- i. One Officer will be assigned to this post Saturday – Wednesday 1600-2400hrs. One Security Officer will be on duty the remainder of the time Monday – Friday 1600-0800 hours and 24/7 on weekends, City holidays. One Security Officer will be on duty 1600-2000hrs M-F.
- ii. Security Officer Total: 168 hours weekly.
- iii. The DPW reserves the right to reduce, increase or modify the hours as deemed appropriate to meet needs without penalty.

B. SECURITY OPERATIONS CENTER - OUTLYING DPW BUILDING PATROL & RESPONSE

1. **SUPERVISION REQUIREMENTS:** The Contractor will provide supervisory staff that will monitor the performance of regularly scheduled officers. The supervisory requirements are as follows:

Shall be assigned by shift filling Central Station Operator Duties.

- i. Shall be trained on-site for a minimum of 32 hours at the contractor's expense.
- ii. Shall work full-time during the hours designated by the DPW.
- iii. Shall be responsible for the direct supervision of all security guards assigned to the DPW Central Station and Howard WTP, including weekend staff.
- iv. Shall check-in with all staff members a minimum of once per month

1. SECURITY OFFICER REQUIREMENTS

- i. Shall meet all of the requirements as specified in Paragraph VII.
- ii. Shall check each facility listed in Paragraphs IX. A-C and complete tours as required a minimum of one time per shift (exception -water treatment plants are checked twice per shift).
- iii. Shall respond to alarms as dispatched by the DPW Central Station. Shall carry a cell phone provided by the contractor whose number is on file with the DPW Central Station and radio. At no time during the service hours will the Officer be unable to answer the cell phone or radio.
- iv. Shall document arrival and departure times from each location. Shall document any security or building related problems on an incident report. All reports will be completed through the Tour and reporting app located on the cell phone.
- v. Shall coordinate emergency response to any of the facilities listed through the Security Operations Center.
- vi. Shall make random rounds to each facility using the provided access card according to determined guard tour standards. Items to check include security of exterior doors, security of gates and perimeter fencing, adequate lighting, presence of unauthorized individuals, damage to a facility or other City property, proper check-in with City employees, etc.

3. COVERAGE

- i. Two Security Officers will be on duty 24/7/365.
- ii. Security Officer Total: Approximately 336 hours weekly.
- iii. The City reserves the right to reduce, increase or modify the hours described as deemed appropriate to meet needs without penalty.

C. CENTRAL STATION OPERATOR- CENTRAL STATION and HOWARD AVE WTP

1. SUPERVISION REQUIREMENTS: The Contractor will provide supervisory staff that will monitor the performance of regularly scheduled officers. The supervisory requirements are as follows:
Shall be assigned by shift filling Central Station Operator Duties.

- i. Shall be trained on-site for a minimum of 32 hours at the contractor's expense.
- ii. Shall work full-time during the hours designated by the DPW.
- iii. Shall be responsible for the direct supervision of all security guards assigned to the DPW Central Station and Howard WTP, including weekend staff.
- iv. Shall check-in with all staff members a minimum of once per month.

2. SECURITY OFFICER REQUIREMENTS: Security personnel are required to perform the following detailed duties and responsibilities:

- v. Be familiar with and abide by the Milwaukee Water Works Security Procedures at each Work Location.
- vi. Report in to Plant Operations at the beginning of each shift to inquire about special requirements or assignments.
- vii. Complete and maintain a daily log of activity and submit to Water Security Manager through the security app located on the cell phone.

- viii. Control access and maintain documentation of all personnel and visitors entering or leaving the facility grounds in accordance with established procedures.
- ix. Maintain continued presence at main access gate (Linnwood) at all times for control and documentation purposes.
- vi. Monitor all DPW security related systems and respond to alarms as per existing protocols.
- vii. Dispatch officers at DPW sites (on-site or roving) as needed to respond to alarm condition
- viii. Immediately report any breaches of security procedures, unauthorized access or unusual or suspicious activity to the WATER SECURITY MANAGER. Complete written reports of these incidents that are legible, timely and inclusive of all pertinent information and actions taken and submit to Water Security Manager.
- ix. At the Howard WTP perform a roving patrol during the hours of 5:30 PM to 6:00 PM. Inspections shall include but not be limited to, observed reports of any vandalism, facility damage, light outages, fence breaches, etc. The inspections shall also include physical checks of all perimeter entrance and garage doors to ensure they are locked and secured.
- x. Participate and assist in all emergency evacuation procedures.
- xi. Security personnel are required to remain in constant communication at all times with Plant Operations via either two-way radio or cellular telephone.

3. COVERAGE

- i. Security coverage at the Water Plants is required as follows:

Linnwood	One Central Station Officer 24/7 all Days Approximately 168 hours weekly.
Howard	One Security Officer M-F 06:00-18:00 Approximately 60 hours weekly.

- ii. The City reserves the right to modify or reduce this coverage as deemed appropriate to meet its needs without penalty.

4. EQUIPMENT FACILITIES REQUIREMENTS:

- i. City will furnish and provide temporary and/or permanent guard house facilities at the main gate entrance at each Water plant location. Facilities shall include telephone line communications, electrical power and heat.
- ii. City will permit the use of restroom facilities within the plant proper on an as required basis. No locker or changing room facilities are provided.

D. HEALTH DEPARTMENT CLINICS

- 1. SUPERVISION REQUIREMENTS: The Contractor will provide supervisory staff that will monitor the performance of regularly scheduled officers. The supervisory requirements are as follows:

Shall be assigned by shift filling Central Station Operator Duties.

- i. Shall be trained on-site for a minimum of 32 hours at the contractor's expense.
- ii. Shall work full-time during the hours designated by the DPW.
- iii. Shall be responsible for the direct supervision of all security guards assigned to the DPW Central Station and Howard WTP, including weekend staff.
- iv. Shall check-in with all staff members a minimum of once per month.

2. SECURITY OFFICER REQUIREMENTS:

- i. Shall assist customers checking in for appointments at the front desk.
- ii. Shall make random rounds to all floors using the provided access card according to determined guard tour standards.
- iii. Shall check all hall doors and stairway doors to assure they are locked.
- iv. Shall check, a minimum of three times per shift, all entrance doors to the complex.
- v. Shall check, a minimum of four times per shift, overhead garage doors to make sure they are closed.
- vi. Shall question all persons found in the building after-hours. City ID cards shall be checked. Name, date, time, department and reason for being in the Complex shall be recorded for all non-management personnel.
- vii. Shall assist in unlocking the facilities at the beginning of 1st Shift Monday – Friday morning and locking the door at the end of the workday Monday-Friday.
- viii. Shall be able to conduct foot patrols of the facilities and surrounding area for as much as 7 hours of an 8-hour shift.

3. COVERAGE

- i. One Officer will be assigned to these locations during these hours.

South side Health Clinic:

Monday 8:00 AM – 7:00 PM
 Tuesday 8:00 AM – 6:30 PM
 Wednesday 8:00 AM – 6:30 PM
 Thursday 8:00 AM – 7:00 PM
 Friday 8:00 AM – 6:30 PM

Northwest Health Center:

Monday 8:00 AM – 5:00 PM
 Tuesday 8:00 AM – 5:00 PM
 Wednesday 8:00 AM – 7:00 PM
 Thursday 8:00 AM – 7:00 PM
 Friday 8:00 AM – 5:00 PM

Keenan Health Clinic:

Monday 11:00 AM – 8:15 PM
 Tuesday 8:00 AM – 5:15 PM
 Wednesday 8:00 AM – 5:15 PM
 Thursday 10:30 AM – 8:15 PM
 Friday 8:00 Am – 5:30 PM

- ii. Security Officer Total: 201.5 hours weekly.
- iii. The DPW reserves the right to reduce, increase or modify the hours as deemed appropriate to meet needs without penalty.

E. PARKING SERVICES – GARAGE/PATROL and TOW LOT

1. **SUPERVISION REQUIREMENTS:** The Contractor will provide supervisory staff that will monitor the performance of regularly scheduled officers. The supervisory requirements are as follows:
 - i. Shall be assigned by shift filling Central Station Operator Duties.
 - ii. Shall be trained on-site for a minimum of 32 hours at the contractor's expense.
 - iii. Shall work full-time during the hours designated by the DPW.
 - iv. Shall be responsible for the direct supervision of all security guards assigned to the DPW Central Station and Howard WTP, including weekend staff.
 - v. Shall check-in with all staff members a minimum of once per month.

2. **SECURITY OFFICER REQUIREMENTS:**
 - i. Shall stand post at the Tow Lot customer area and provide assistance to customers as needed. Maintain order in that area and contact police or SOC in the event of issues.
 - ii. Shall conduct tours by vehicle of external lot when not in the lobby in accordance with prescribed standards.
 - iii. Shall Check all doors and assure those that are required are locked in accordance with post orders.
 - iv. Shall Question all persons found on the premise after-hours.
 - v. Shall be able to conduct foot patrols of the premise and surrounding area for as much as 7 hours of an 8-hour shift.
 - vi. Patrol officer will complete assigned patrol in accordance with guard tour standards.

3. **COVERAGE**
 - i. One Officer will be assigned to the Tow Lot 24/7/365 providing patrol service to all of the facilities.
 - ii. Security Officer Total: 168 hours weekly.
 - iii. One officer is assigned to each parking structure from Midnight to 0800 each night of the week.
 - iv. Security Officer Total: 168 hours weekly
 - v. The DPW reserves the right to reduce, increase or modify the hours as deemed appropriate to meet needs without penalty.

F. SANITATION SERVICES – DROP OFF CENTERS

1. **SUPERVISION REQUIREMENTS:** The Contractor will provide supervisory staff that will monitor the performance of regularly scheduled officers. The supervisory requirements are as follows:
 - i. Shall be assigned by shift filling Central Station Operator Duties.

2. **SECURITY OFFICER REQUIREMENTS:**
 - i. Shall make random tours of the yard to observe for any suspicious activity during operations.
 - ii. Assist with locating vehicles that have bypassed the pay both or gatehouse.
 - iii. Take reports and collect information on vehicles and individuals who have refused to pay/have entered the yard after being directed to leave by City staff.
 - iv. Assist with closing operations:
 - a. Inform individuals who may still be waiting in line that they will not be allowed access to the yard due to the time.

- b. Inform individuals in the yard that we are approaching closing time and need to empty their loads in a timely manner.
 - c. Assure that there are no individuals in the yards before the gates are closed and locked for the day.
- 3. **COVERAGE**
 - i. Summer Hours (April 6, 2020 – November 20, 2020):
 - a. One Officer will be assigned to each drop off center Tuesday-Sunday 7:00-3:30 hrs.
 - b. Security Officer Total: 96 hours weekly.
 - c. The DPW reserves the right to reduce, increase or modify the hours as deemed appropriate to meet needs without penalty.
 - ii. Winter Hours (November 30 – April 5, 2021):
 - a. One Officer will be assigned to each drop off center Tuesday-Saturday 7:00-3:30 hrs.
 - b. Security Officer Total: 80 hours weekly.
 - c. The DPW reserves the right to reduce, increase or modify the hours as deemed appropriate to meet needs without penalty.

XV. **PROJECT MEETINGS**

A. **SCOPE:**

- v. **Index:**
 - i. Scope
 - vi. Implementation Meeting
 - vii. Progress Meetings

B. **IMPLEMENTATION MEETING:**

- i. Soon after the award of the contract and prior to the start of construction, the contractor shall attend an implementation conference with DPW Management.
- ii. The contractor shall have at the meeting responsible representatives who are to perform major work on the project.
- iii. The purpose of the meeting is to discuss in detail the plans and specifications. The discussion shall include:
 - i. Schedule
 - ii. Equipment
 - iii. Hiring
 - iv. Quality Control
 - v. Other Implementation Items, to be determined
- iv. The contractor shall submit the final implementation plan to DPW Management in a timely manner so it can be fully executed by the start date of the contract.
- v. Any other questions that the contractor or his subcontractors have about the work or its scheduling shall be raised at these meetings.

- vi. Requirements for contract administration and construction operations will be defined for participants.
- vii. DPW Management will determine time, date, and place of the meeting.

C. .PROGRESS MEETINGS:

1. Monthly progress meetings will be held for the purpose of coordinating and expediting the work.
2. Attendance at progress meetings by the contractor is mandatory. These meetings shall also be attended by representatives responsible for coordinating the work at the various sites.
3. Contractors shall give a verbal report of progress on the project, discuss any new business, and present all conflicts, discrepancies, or other difficulties for resolution.

Responsive Proposer Worksheet

This worksheet is to be completed by the Proposer and the subcontracted City of Milwaukee SBE firm separately. See specification for details

A **responsive proposal** will provide information supporting all of the items on this worksheet as part of the bid package.

A **responsive bid** will include information on all of the following elements.

A Security Firm

Are you a security firm? A security firm is defined by the Department of Public Works as a firm that derives 51% or greater of its annual revenue from security guard services, private investigations and security consulting.

Security Firm Yes _____ No _____

Percent of Annual Revenue derived from Security Services: _____%

Experience Type

Years' Experience

Total number of years in business _____ (5 years minimum)

High rise metropolitan office buildings _____ (5 years minimum)

Public service agencies _____ (5 years minimum)

Supply Yards _____ (5 years minimum)

Maintenance / Repair facilities _____ (5 years minimum)

Utilities _____ (5 years minimum)

Number of employees on payroll _____

Number of employees on payroll in the Milwaukee market _____

Employee turnover rate 2019 _____

Employee turnover rate 2018 _____

Employee turnover rate 2017 _____

Cost Tabulation Page

	Bill Rates	Associated Pay Rates
Security Officer	\$ _____/hr.	\$ _____/hr.
Central Station Officer	\$ _____/hr.	\$ _____/hr.
Supervisor	\$ _____/hr.	\$ _____/hr.
Weekly Vehicle Fee	\$ _____/vehicle x 4 vehicles = \$ _____	
Mileage Rate	\$ _____/mile	
Weekly Mobile Communication (see paragraph XI. B.)	\$ _____/phone x 12 phones = \$ _____	

Please submit information in your proposal in the following order

- **Responsive Proposer Worksheet**
- **Cost Tabulation Page**
- **Employee Dishonesty Coverage**
- **General Liability Coverage**
- **Copy of License (Para II.F.)**
- **Copy of SBE License (Para II.F.)**
- **Business address - MKE County Office Required (Para II.I.)**
- **Training Specifics (Para II.J.1-8.)**
- **Uniform choices (Para II.U.)**
- **Business references (Para VIII)**
- **Vehicle List (including year, make, model of each) (Para XI.C.)**