# CONTRACT DATA SHEET

Monroe County Division of Purchasing
200 County Office Building, Rochester NY 14614

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| **TITLE:** | SECURITY GUARD SERVICE |
| **CONTRACT #:** | 1204-11 |
| **CONTRACT DATES:** | 2/1/12-12/31/16 |
| **BUYER:** | WALTER B. LARAUS |
| **PHONE:** | 585/753-1121 |
| **FAX:** | 585/753-1104 |
| **VENDOR(S):** | U.S. SECURITY ASSOCIATES<br>625 DELAWARE AVE., SUITE 200<br>BUFFALO, NY 14202<br><br>PH: 716-855-1766<br>FAX: 716-852-1528 |

# TERMS AND CONDITIONS

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| **BID ITEM:** | **SECURITY GUARD SERVICES** |
| **FOR:** | **DEPARTMENT OF ENVIRONMENTAL SERVICES (DES)** |
| **DEPARTMENT CONTACT:** | **Jesse Shaw, (585) 753-7567** |
| **DUPLICATE COPIES:** | **PLEASE SUBMIT YOUR BID IN DUPLICATE; THE ORIGINAL AND ONE (1) COPY.** |
| **BID INFORMATION:** | At the time of bid, the bidder shall supply detailed specifications covering the item(s) contained herein and shall clearly indicate any areas in which item or items offered do not fully comply with the specifications contained herein. |
| **SUBMITTAL OF FORMAL PROPOSAL:** | Bid proposal must be legible and submitted in the original form, bearing an original signature. **EMAILS AND FACSIMILES ARE NOT ACCEPTABLE.**<br><br>All bidders must submit proof that they have obtained the required **Workers' Compensation** and **disability benefits** coverage or proof that they are exempt.<br><br>Any exceptions to bids which materially alter the specifications of the bid may be grounds for rejection. A determination as to whether an exception is material will be made at the sole discretion of the Purchasing Manager. |
| **SPECIFICATION ALTERATIONS:** | Specifications will be construed to be complete and be considered the entire description of the goods or services upon which Monroe County is now seeking bids. **Only formal written addenda can materially alter this set of specifications.** No verbal statement made by a Monroe County employee or anyone else is binding nor shall such statement be considered an official part of this public bid proposal. |
| **WAGE RATES:** | Bidder agrees to comply with the provisions of the New York State Labor Law relating to the payment of prevailing wage rates to the extent that such rules may be applicable to the Bidder. A copy of the wage rate is attached. |
| **CONTRACT TERM:** | Contract will start with the date of the award and run through **December 31, 2012** with the option to renew the contract up to four (4) additional twelve (12) month periods at the mutual consent of both parties. |
| **QUALIFIED BIDDER:** | Each bidder must be prepared to present satisfactory proof of his capacity and ability to perform this contract. Such proof may include, but is not limited to, an inspection of the bidder's facilities and equipment, financial statements, references and performance of similar contracts. The Purchasing Manager reserves the right to reject any bid where the bidder cannot satisfy the County as to his ability to perform. Monroe County reserves the right to reject any and all bids if the Monroe County Purchasing Manager deems said action to be in the best interest of Monroe County. |
| **METHOD OF AWARD:** | Monroe County intends to award the bid to the lowest responsive and responsible bidder based on the **LOWEST STRAIGHT HOURLY GUARD RATE**. The County reserves the right to reject any and all bids if the Purchasing Manager deems said action to be in the best interest of the County. |

**PURCHASE ORDER ISSUANCE:**

Delivery of services may be directed by the receipt of a Purchase Order only. Items that are not part of this bid will not be paid for by Monroe County. Contractor must be prepared to begin project within thirty (30) days ARO.

**SECURITIES AND INSURANCE:**

Any Certificate of Insurance, Bonds or other forms of security required by this bid are to be submitted to the Purchasing Manager no later than ten (10) normal business days following the date of notification of award. Documents must be received by the close of business, 5:00 PM on that day.

**COMPLIANCE WITH THE LAW:**

The Bidder agrees to procure all necessary licenses and permits. The Bidder shall comply with all laws, rules and regulations pertaining to the payment of wages and all other matters applicable to the work performed under this contract.

**SUBCONTRACT:**

The Bidder shall not subcontract any work without first obtaining the written consent of the Monroe County Purchasing Manager.

**BACKGROUND CLEARANCE:**

The successful bidder, at the request of Monroe County, will obtain from Monroe County Sheriff's Department and/or Rochester Police Department, a background police record check for any or all guards that will be assigned as a result of this contract to include registry for child abuse; must also submit names of children to NYS Central Registry for Abuse and Maltreatment. All guards have to be registered with proof of registration and certificate of the pre-assignment training course. Information obtained as a result of this check will be provided to the Monroe County Purchasing Manager or her designee. The above qualifications will be used by the County in determining the reliability and reputability of the bidder. They may be modified when, in the interests of the County, reliability and reputability can be better determined. Background checks and Central Registry checks must be done upon hiring of any and all guards.

**DELETIONS OR ADDITIONS TO THE CONTRACT:**

The County of Monroe reserves the right to delete any location/job classification used in these specifications if service should no longer be required by the department or office concerned. Likewise, the County reserves the right to add additional locations/job classifications to be serviced should it be required. The cost of such service shall be negotiated with the Contractor at a price consistent with other unit prices within the contract.

**PRICE CHANGE ALLOWANCE:**

The Contractor may request a change in the unit prices for each contract extension provided that such request is submitted to the Purchasing Manager in writing at least forty-five (45) days prior to the expiration of the current contract. The Purchasing Manager reserves the right to accept, modify or reject any price change requests, based upon changes in the Consumer Price Index (CPI) for the preceding year, documented changes in the Contractor's base costs and efforts by the Contractor to improve productivity and otherwise keep the County's costs as low as possible. Should the County and Contractor not be able to agree on a price change, the County reserves the right to not extend the contract and to request bids for a new contract. Price adjustments will be made in wages and supplemental benefits dependent upon the annual July 1st published Prevailing Wage Rate.

**INFORMATION REQUIRED:**

Within ten (10) calendar days of a request, a bidder will supply to Monroe County Purchasing the following:

1. New York State registration and certification for all proposed guards.

2. Job application or resume containing educational background and/or experience for all proposed guards.

3. New York State Department of State license as a watch, guard or patrol agency or private investigator.

4. Proof of insurance as required by New York State Department of State to operate as a security guard company in New York State.

5. All background checks on all proposed guards, as listed in "BACKGROUND CLEARANCE."

**QUALIFICATIONS OF BIDDERS:**

The bidder shall file, with their proposal, financial and experience statements, which shall be attested to by a notary public of the State of New York.

The bidder shall show that they have available, sufficient and qualified personnel on their payroll or immediately available for hire, with which to complete the service called for in accordance with the proposal.

In addition, the bidder will be required to show proof that their security personnel have either: 1) a high school diploma or equivalency or 2) a minimum of three (3) years experience in said field.

In addition, the bidder will be required to prove to the satisfaction of the County that they have successfully performed service of similar nature, having the same or greater magnitude, in his/her own name, for a period of three (3) years preceding the date of the submission of the proposal of this work.

Bidders must demonstrate that they have an existing local presence at the time of the bid.

**INDEMNIFICATION:**

The Contractor agrees to defend, indemnify and save harmless the County, its officers, agents, servants and employees from and against any and all liability, damages, costs or expenses, causes of action, suits, judgments, losses and claims of every name not described, including attorneys' fees and disbursements, brought against the County which may arise, be sustained or occasioned directly or indirectly by any person, firm or corporation arising out of or resulting from the performance of the services by the Contractor, arising from any act, omission or negligence of the Contractor, its agents and employees or arising from any breach or default by the Contractor under this Agreement. Nothing herein is intended to relieve the County from its own negligence or misfeasance or to assume any such liability for the County by the Contractor.

# SECURITY GUARD SERVICE SPECIFICATIONS

## 1. Security guard company minimum requirements:

A. New York State Watch guard, Patrol & Security Guard Licensed as required under New York State Licensing Law.

B. The successful bidder must also have a local office and on local staff certified crime prevention officer(s) or instructor(s) to assist the County Security Supervisor with Crime Prevention Programs or Security Surveys when requested. Such support shall be provided at the sole expense of the contractor.

C. The successful bidder must also have law enforcement experienced investigator(s) on local staff to assist the County Supervisor with any investigation of an incident involving the security guards. Such support shall be provided at the sole expense of the contractor. Documentation of this experience must be presented at the time of bidding.

D. **Start-up:**

Employees of the successful bidder will be of sufficient number within a thirty (30) day period to begin shift responsibilities as herein enumerated. Evidence of sufficient and properly trained staff, both guards, supervisory personnel and trainers and any and all other personnel that may work on a County site or with any function of the County and all other requirements must be presented prior to award of this contract.

E. A trainer with a minimum of three years training experience shall do the training. Such support shall be provided at the sole expense of the contractor.

F. Security supervisors shall have a minimum of five years supervisory or security experience.

## 2. Guard Performance and Minimum Requirements:

A. All guards must be New York State Certified.

Minimum age requirement is 21 years of age to work at Monroe County Sites.

Must have a minimum General Equivalency Diploma (GED) or High School Diploma and present proof of either and have a copy in their file.

A minimum of three (3) year's experience in either law enforcement, military background (with DD214, honorable discharge) or security guard experience.

Supervisor and all guards must be fully trained for each Monroe County site the guard may be working at, including fire alarm systems, security alarm systems and all areas of concern at that site.

Supervisors shall be paid an additional $2.00 per hour over general guards.

Prior to each guard's assignment, the contractor will submit to the Supervisor of County Security written documentation of training and knowledge and must provide a checklist prior to guard placement (see attached). All guards must have law enforcement background check and NYS Central Registry check prior to being assigned to a Monroe County facility.

B. **County Procedures:**

Guards must have full knowledge of all Monroe County Site Specifics and follow procedures. There shall be sufficient guard numbers to allow rapid transfer of a guard from one location to another in the event of an emergency. The Supervisor shall have the ability to roam the site and not be assigned to a specific post.

C. **Punctuality:**

Guards must report to their assigned County facility and be on their post five minutes before the start of their shift.

D. **Appearance:**

Guards must report to duty in full uniform.

The uniform that the guards will wear will be approved by the County. The uniform look will consist of industry standard apparel, officer shirt, short and long sleeve, pants, skirt, blouse, ties, blazers, black shoes, weather uniforms and gear as needed. This will include the corporate look and standard uniform appearance. All uniforms and equipment shall be provided at the sole expense of the contractor.
Monroe County issued identification, badges, company shield, name tags, New York State identification, all must be visibly displayed.

Uniforms must be cleaned and pressed and shoes must be shined and polished.

Uniforms must fit and be worn properly. Contractors shall be responsible for properly fitting uniforms of all their personnel while they are on duty at Monroe County sites.

E. **Conduct:**

Contractor agrees to remove from Monroe service of any employee whose conduct Monroe County feels is detrimental to the best interest of the County.

Guards are not allowed to bring in or use televisions, radios or any other personal electronic or entertainment devices.

Guards are not permitted to socialize with friends, bring or allow family, friends or personal visitors into any County site while the guard is working or on lunch or break. Guards will not inquire about special favors for friends or family.

Guards will not use site business telephones or any other business equipment owned by the County or its employees for personal use, without prior consent.

Cell phones/public phones must be used for personal use only when the guard is on his/her assigned break or lunch. If a personal emergency necessitates, the use of a County phone may be used and must be so noted on the Monroe County incident report. If at any time a guard has been found to use a Monroe County telephone in which charges of any nature are incurred, such as user time charges, etc. he/she and or the contractor will be held responsible for those charges.

3. **Guard Training Requirements:**

A. It will be the contracted Security Guard Company's responsibility to ensure that proper documentation of training is completed and forwarded to the County Security Supervisor before a new guard starts.

B. **All employees of the successful bidder will be trained in all site specifics:**

1. Basic security responsibilities
2. Patrol procedures
3. Parking lot control
4. Public relations, customer service
5. Report writing
6. Techniques and mechanics of managing aggressive behavior
7. Weapons screening (magnetometer use and handheld units)
8. Standard first aid, CPR Training and Defibrillator
9. On a case-by-case basis, some locations may require more technical skills or training. Such skills or additional training will be at the sole expense of the contractor.
10. Written documentation of training and knowledge for each guard at the site he/she will be stationed at must be presented to the County Security Supervisor before any guard is stationed at any County site.
11. All guards must be trained on Monroe County site specific procedures.
12. In addition to the New York State required training, each guard will be required to have a minimum of 16 hours site training before starting normal duties at the sole expense of the contractor. The 16-hour training requirements include being familiar with fire alarm systems; security systems and all areas of each building the guard may be working in.
13. Monroe County will provide 4 to 8 hours of training specific to County procedures at County's expense.

No guard shall be placed in any building or on any site prior to the above requirements being met.

C. Personnel regularly employed by the contractor shall accomplish the service involved in this contract.

D. The successful bidder will provide a trainer who knows the complete operation of each site. The trainer will provide written, detailed documentation to the Monroe County Security Supervisor.

E. All training will be documented and signed by the trainer and the trainee. The documentation must show that the trainee has a complete and thorough knowledge and understanding of the County site and all safety and security requirements of that site.

F. Prior to each guard's assignment, the contractor will submit to the County Security Supervisor, written documentation of training and knowledge at the site the guard will be assigned or stationed. All Law Enforcement Background and NYS Central Registry information shall be submitted to the County Security Supervisor.

**Scope of Services:**

A. Staffing: Approximately 60 guards will be needed to staff the County sites.

The following is a listing of the sites; approximate hours/day or weekly that security services are needed:

111 Westfall Rd. - Monday through Friday, 6 guards at 40 hours each per week plus 1 guard on Saturday for eight hours. Some special details 2-4 days per week at 4 hours per day - 248 hours per week.

691 St. Paul St. - Monday through Friday, 11 guards at 40 hours each per week- 440 hours per week.

39 West Main St. - County Office Building - Monday through Friday, 1 guard at 3.5 hours per day plus 1 guard on Saturdays - approximately 8 hours. Also have monthly legislative meetings during a weekday that average 1 to 5 additional hours - 26 hours per week.

47 North Fitzhugh St. - Watts Building - Monday through Friday - 2 guards - 45 hours per week.

Children's Center - 355 Westfall Rd. - Seven days per week - 2 guards - 72 hours per week.

Irondequoit DMV - Monday through Friday - 1 guard - 8 hours per day - 2 extra on Wednesdays - 42 hours per week.

Greece DMV - Monday through Friday - 20 hours per week - 12:00 pm - 4:00 pm

Henrietta DMV - Monday through Friday - 20 hours per week - 12:00 pm - 4:00 pm

50 West Main St. - CityPlace - Monday through Friday - 5 full time guards, 205 hours per week, 10 overtime hours, plus lunch coverage.

Vehicle Patrol - all Monroe County facilities - 11:00 pm - 7:00 am, Friday, Saturday, Sunday nights, 24 hours per week.

Clinic - 855 W. Main St. - 3 hours per day, 15 hours per week - 1:00 pm - 4:00 pm

County Clerk - 39 W. Main St., - 4 hours last Saturday of the month - 9:00 am - 1:00 pm

Probation - 1099 Jay St., 51.5 hours per week - Monday & Friday, 8:30 am - 5:30 pm;
Tuesday, Wednesday & Thursday, 8:30 am - 8:30 pm

Pediatric and Visitation Center - 451 E. Henrietta Rd., - 2 full time guards & 2 part time - 143.5 hours per week

**Additional Staffing:**

The County shall have the right, at any time, to increase or decrease the amount of security guard services required. No overtime due to late relief or any other reason, without the prior approval by the Monroe County Security Supervisor will be reimbursed. If there is a request for guard service, a minimum of three and one-half hours will be paid to the contractor.

**B. Hourly Rates:**

Monroe County will not pay any shift differential for holidays, weekends, evenings or nights.

**Overtime:**

No overtime shall be paid unless the Monroe County Security Supervisor gives prior approval.

**C. Billing:**

Individual invoices must be submitted by site only with the guard(s) name and hours worked. Special detail assignments must be on a separate invoice detailing the assignment and the site. At no time will training hours or sales tax be on an invoice. All incorrect invoices must be resubmitted.

**D. Lunch/Breaks:**

Contract guards will be allowed to have lunch and breaks at designated locations only at each site and may not leave the site for any purpose. This is for paid and unpaid lunch or breaks.

**E. Shifts:**

When a relief is available, guards working a minimum 8 hour shift will take a ½ hour unpaid lunch break and two 15 minute paid breaks unless the work or an incident prevents that from happening. When no relief is available, the guard may take a 20 minute paid lunch at his post. All other breaks and lunches at all County sites will be discussed with the contractor and agreed upon with the Monroe County Security Supervisor.

**F. Supervision:**

Contractor must have a Supervisor at a site where there are two or more guards assigned. There also must be an Area Manager available that will oversee all Monroe County sites. The Area Manager is to be provided at the sole expense of the contractor. The Area Manager must be solely dedicated to Monroe County without responsibility for other accounts outside of Monroe County Government.

The contracted security supervisor will report directly to the Monroe County Security Supervisor. Site guards from all Monroe County sites will check in and communicate by telephone or other communication system in place with the contract security supervisor. The contract security supervisor will ensure that all vacant positions are filled at Monroe County sites due to sickness and other emergencies when guards fail to report for duty or become ill. On a daily basis, reports of attendance from all County sites will be faxed to the Monroe County Security Supervisor along with an activity log.

It will be the Contracted Guard Company's responsibility to notify the County Security Supervisor of incidents at County sites as soon as possible. The contracted guard company will also be responsible for contacting building maintenance supervisors or their designee of problems related to building functions such as water leaks, fire and other operational functions. This will be done by phone and in writing.

**G. Radio Communications:**

At the direction of Monroe County, the successful bidder must provide operable emergency radio communication from a suitably locally located base station to portable units with on-site guards assigned to Monroe County sites. The total radios that will be needed will be determined by, but not solely, by the number of sites, supervisory personnel, outside patrols and single stationed sites. The contractor shall provide, at the contractor's expense, suitable portable radios so that all guards at each site can communicate with all other guards at that site and other County sites. The contract supervisor must be equipped with cell phone and must be capable of communicating with each of the guards. The successful bidder must provide twenty-four (24) hours per day, per week, seven (7) days on call local service allowing direct communication to the contract supervisor. Minimum requirements are radio for each guard.

**H. Accountability:**

Not limited to the following: neglect, errors, lost keys, loss or replacement of Monroe County Identification, damage, loss of coverage, conduct and any other act that a guard causes, in which the County or an employee of the County, incurs an expense, the contractor will be held liable for any and all expenses the County or employee must incur due to the contractor or guards performance or actions.

**I. Monroe County Identification Badges:**

Monroe County will supply the first ID to all first assigned guards. Any replacement guard identification or identification needed for a new guard to be assigned to a site to replace a guard will be at the sole expense of the contractor at the rate of $10.00 per identification badge. This expense will be subtracted from the invoicing.

**J. Patrol:**

Marked security vehicle must be provided by Contractor. See Scope of Services (Vehicle Patrol).

**UNIT PRICE SHEET**

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| Security Guard | $23.48/hr. |
| Security Guard Overtime | $32.87/hr. |
| Vehicle Patrol | $18.77/hr. |
| Vehicle Patrol Overtime | $25.81/hr. |

# MONROE COUNTY PURCHASING
## Vendor Performance Survey

**Contract Title:**

**Contract Number:**

**Vendor:**

Please rank the vendor performing the contract specified on a scale from “1" to “10" with “1' being poor, “5" average and “10" excellent. Please include any additional comments or suggestions in the space provided below. Monroe County Purchasing appreciates your input.

| | Poor | | | | Average | | | | | Excellent |
|---|---|---|---|---|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Item(s) supplied met specifications | | | | | | | | | | |
| Product provided value (taking into account price, quality, etc.) | | | | | | | | | | |
| Timeliness of delivery | | | | | | | | | | |
| Completeness and accuracy of order | | | | | | | | | | |
| Ability to contact representatives of vendor when needed? (If unavailable was call back prompt?) | | | | | | | | | | |
| Invoices received promptly and accurately | | | | | | | | | | |
| Recommendations received from the vendor (i.e. product information, cost saving strategies, ideas for better use of resources, etc.) | | | | | | | | | | |

Survey Completed by:

Name:

Title:

Agency:

Telephone: _____ Fax:

E-mail:

***Please submit this survey to Monroe County Purchasing.***