CITY OF HOUSTON  
SCOPE OF WORK  
for  
Alarm Response Security Patrol  
For the  
GENERAL SERVICES DEPARTMENT – Security Management Division

It is the intent of the City of Houston to solicit the lowest and best responsible bid or price under competitive conditions.

Hire Houston First

Designation as a City Business or Local Business

To be designated as a City or Local Business for the purposes of the Hire Houston First Program, as set out in Article XI of Chapter 15 of the Houston City Code, a bidder or proposer must submit the Hire Houston First Application and Affidavit (“HHF Affidavit”) to the Director of the Mayor’s Office of Business Opportunities and receive notice that the submission has been approved prior to award of a contract. Bidders are encouraged to secure a designation prior to submission of a bid or proposal if at all possible.

Download the HHF Affidavit from the Office of Business Opportunities Webpage at the City of Houston e-Government Website at the following location:

www.houstontx.gov/obo/moreforms/hirehoustonfirstaffidavit.pdf

Award of Procurement of $100,000 or More for Purchase of Non-Professional Services, Including Construction Services:

THE CITY WILL AWARD THIS PROCUREMENT TO A “CITY BUSINESS,” AS THAT TERM IS DEFINED IN SECTION 15-176 OF THE CITY OF HOUSTON CODE OF ORDINANCES (“THE CODE”):

- IF THE BID OF THE LOCAL BUSINESS IS THE LOWEST RESPONSIBLE BID OR IS WITHIN 3% OF THE LOWEST BID RECEIVED, AND
- UNLESS THE USER DEPARTMENT DETERMINES THAT SUCH AN AWARD WOULD UNDULY INTERFERE WITH CONTRACT NEEDS, AS PROVIDED IN SECTION 15-181 OF THE CODE.

IF THERE IS NO BID OF A LOCAL BUSINESS THAT MEETS THESE CRITERIA, THE CITY WILL AWARD THE PROCUREMENT TO THE LOWEST RESPONSIBLE BIDDER.

Award of Procurement under $100,000 Purchase of Non-Professional Services Including Construction Services:

THE CITY WILL AWARD THIS PROCUREMENT TO A “LOCAL BUSINESS,” AS THAT TERM IS DEFINED IN SECTION 15-176 OF THE CITY OF HOUSTON CODE OF ORDINANCES (“THE CODE”):

- IF THE BID OF THE CITY BUSINESS IS THE LOWEST RESPONSIBLE BID OR IS WITHIN 5% OF THE LOWEST BID RECEIVED, AND
- UNLESS THE USER DEPARTMENT DETERMINES THAT SUCH AN AWARD WOULD UNDULY INTERFERE WITH CONTRACT NEEDS, AS PROVIDED IN SECTION 15-181 OF THE CODE.

IF THERE IS NO BID OF A LOCAL BUSINESS THAT MEETS THESE CRITERIA, THE CITY WILL AWARD THE PROCUREMENT TO THE LOWEST RESPONSIBLE BIDDER.
Award of Procurement that may be More or Less than $100,000 for Purchase of Non-Professional Services, Including Construction Services:

THE CITY WILL AWARD THIS PROCUREMENT TO A "LOCAL BUSINESS," AS THAT TERM IS DEFINED IN SECTION 15-176 OF THE CITY OF HOUSTON CODE OF ORDINANCES ("THE CODE"):  

- IF THE BID OF THE LOCAL BUSINESS IS LESS THAN $100,000 AND IS THE LOWEST RESPONSIBLE BID OR IS WITHIN 5% OF THE LOWEST BID RECEIVED, OR  
- IF THE BID OF THE LOCAL BUSINESS IS MORE THAN $100,000 AND IS THE LOWEST RESPONSIBLE BID OR IS WITHIN 3% OF THE LOWEST BID RECEIVED, AND  
- UNLESS THE USER DEPARTMENT DETERMINES THAT SUCH AN AWARD WOULD UNDULY INTERFERE WITH CONTRACT NEEDS, AS PROVIDED IN SECTION 15-181 OF THE CODE.

IF THERE IS NO BID OF A LOCAL BUSINESS THAT MEETS THESE CRITERIA, THE CITY WILL AWARD THE PROCUREMENT TO THE LOWEST RESPONSIBLE BIDDER.

The following are the minimum acceptable specifications:

1.0 UNIFORMS AND EQUIPMENT  
1.1 The Vendor shall furnish Armed, licensed patrol officers in uniform, with a patrol vehicle marked as "Security" with the company name and the company DPS private security company number. Patrol Officers shall be proficient in speaking and writing English. Officers shall be issued, and the contractor shall be responsible for all keys and City of Houston badges used for access to City property during and after the terms of this contract. All responding patrol officers shall be badged as contractors by City of Houston prior to serving this contract. The vendor shall furnish the patrol officers “smart phones” capable of providing photos from the dispatch location and communication between the patrol officer and the OCI. The vendor shall provide via e-mail a report of the response containing details of when, where, who, and what, was found at the location of the dispatch within 12 hours of the dispatch. Hard copies of the reports should be submitted with invoices for service.

1.2 Patrol Officers shall be licensed as Commissioned (Armed) officers by Texas Department of Public Safety Private Security Bureau as commissioned Security officers. Patrol officers shall have had background checks within the last year. Vendor will provide I-9 MOU for all officers on this PO.

2.0 Dispatch Requirements  
The dispatch shall not fail to respond to calls. Failure of the dispatch to answer the phone two times in three months is in violation of this agreement. Placing the OCI on hold for over 2 minutes is in violation of this agreement. The vendors dispatch office shall be a 24-hour professional response.

3.0 Quote Structure  
This service is to be quoted are as follows:
• Rate for initial response; to include the first hour at the site.

• After initial response the patrol waits at the site until released. The hourly rate is applied in half hour increments after the first hour on site, at the beginning of each additional half hour on site.

4.0 Badging

The General Services Department requires that all contractor personnel pass the background check for badging. Upon the completion of the background check, all contractors' employees and sub-contractors shall be required to obtain a City of Houston Contractors Badge from the General Serveries Department’s Security Office located at 611 Walker Street, Houston, TX. Time and scheduled hours will be provided.

5.0 KEYS:

5.1 The City of Houston shall provide keys to the contractor for access to various facilities. The contractor will be responsible for the keys provided to the officer until they are returned and signed off by General Services Security Management. The cost of replacing lost keys or rekeying compromised facilities will be borne by the contractor.

5.2 The contractor will return all keys at the end of this agreement.

6.0 Contractor Badges:

6.1 The contractor must have a City of Houston contractor ID badge to work on City of Houston premises after hours. The contractor shall badge all patrol responders and recover all badges when the responder is no longer servicing this agreement. The contractor will return the contractor ID badges at the end of this agreement. The City of Houston will recover costs of badges not returned from the contractor.

7.0 Scope of Work

7.1 The Vendor shall provide all labor, equipment, tools, materials and supplies to perform services under this Agreement and as described herein.

7.2 This request is for a purchase order to provide armed patrol service for Intrusion alarm response directed and coordinated by the On-Call Investigator (OCI).

7.3 The patrol is to be dispatched by the OCI or Control Room Operators anytime 24/7. The patrol officer shall respond by appearing on site of alarm calls within 40 minutes. If a breach is detected, the patrol notifies the OCI, and then calls the police. The patrol shall wait for the Key holder and the police to clear the building. The patrol shall remain on site until the building can be secured. The patrol shall be able to communicate with the OCI via text and e-mail and shall be able to provide site images immediately via text upon request of the OCI. The patrol shall notify the OCI immediately via voice call if a facility is secure upon searching for breaches and discovering the facility is intact. Patrons may also be dispatched to escort the
pharmacist after hours in the event a vaccine refrigerator reports an Off-Temperature alarm. A patrol may be dispatched upon the OCI learning a building is not secure or cannot be secured, or for other security reasons determined by the OCI. The contractor shall have sufficient resources to dispatch simultaneous different patrol officers to different location upon the OCI’s request. Dispatch calls anticipated are 0 - ≤ 25 responses/week.

7.4 Vendor shall provide appropriate and necessary management and supervision for all Contractor’s employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with City of Houston rules and regulations, as well as any other policy established contract.

7.5 Vendor shall agree to remove an officer from response patrol serving this agreement, whenever requested to do so by City of Houston. Any employee considered by City of Houston to be unsatisfactory or undesirable to City of Houston.

8.0 Technical Requirements

Technical Criteria for Armed Patrol Services

The following are the minimum acceptable specifications:

8.1 Armed Patrol Response Officer, Shall have a uniform of the contraction company In Uniform and Marked vehicle.

8.2 Dispatch Response Immediate.

8.3 Armed Patrol Response Time; Patrol response to appear on site in less than forty (40) minutes.

8.4 Number of Simultaneous Responses; ability to dispatch Minimum 2 simultaneously as needed.

8.5 Responds for any security needs primarily alarm response and short-term coverage such as: Vaccine refrigerator escort, responds to unsecured buildings, other emergencies.

8.6 Must provide written reports within 6 hours of dispatch.

8.7 Armed Patrol Officers must provide texts to On Call Investigator (OCI) with photos from scene of dispatch.

8.8 Armed Patrol Officers report to the OCI upon arrival to the scene of dispatch and upon leaving the scene upon being released.

8.9 The dispatch office shall be a office operating 24 hours and not a residence or rovers vehicle.

8.10 Invoices shall be billed weekly or bi-weekly and shall include dispatch and site reports.

8.11 All Armed Patrol Officers under this PO shall be commissioned officers
and licensed under the Texas Department of Public Safety Private Security Bureau to perform this work.

8.12 Dispatch shall only be authorized by City of Houston General Services Department Security Management On Call Investigators, GSD Security Division Managers, GSD Deputy Assistant Director, the Director of General Services or Acting director of General Services.

8.13 Dispatching upon requests from persons not listed in 8.12 shall not be an obligation of payment from the City of Houston or General Services Department.

For questions regarding site information contact Security Management Division Manager Quin Harris 832 393 8480.

At current usage projected hours used will be 820/ year, with 750 responses and 70 hours of securing property.

The amounts of one type of service are estimated and not guaranteed, and funds for allocated amounts may be applied to either service to exhaust the purchase order.

**Bid Form:**

<table>
<thead>
<tr>
<th>Description of Service</th>
<th>Qty</th>
<th>Unit of Measure</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost Per Dispatch, includes travel and 1 Hour at dispatch destination; combined cost.</td>
<td>750</td>
<td>each</td>
<td></td>
</tr>
<tr>
<td>Cost Per Hour (Securing property) after First hour</td>
<td>70</td>
<td>hour</td>
<td></td>
</tr>
</tbody>
</table>

**9.0 WARRANTY:**

9.1 The Contractor shall guarantee all of the work that is performed under this contract, including all materials, workmanship, for a minimum of one (1) year from the date of full acceptance of the work.

**10.0 DISCREPANCIES:**

10.1 If there are discrepancies in the specifications, the Contractor shall ask for a clarification from the City prior to bid opening.

10.2 If no clarification is requested, the City’s judgement shall rule.

**11.0 INSURANCE:**

11.1 Contractor must comply with the City of Houston and state of Texas Department of Public Safety Private Security Bureau mandated insurance requirements; provide insurance certificate, insurance endorsements, and drug
policy forms within three (3) days of request.

12.0 WORKMANSHIP:

12.1 All work shall be performed and completed in a thorough, workmanlike manner and in accordance with the latest proven practices of the trade by thoroughly skilled and experienced workmen.

13.0 LICENSES AND PERMITS:

13.1 Unless specifications state otherwise successful Contractor shall be responsible for securing any licenses and all permits for proposed work. Any fee charged for these licenses or permits shall be the responsibility of the Contractor and not the City of Houston.

14.0 SITE INFORMATION:

For questions regarding site information contact Security Management Division Manager Quin Harris 832 393 8480.

15.0 TERMINATION OF AGREEMENT:

15.1 This Contract may be terminated by the City Purchasing Agent upon thirty (30) days notice in writing, if the materials and/or services furnished do not conform to the standard set forth herein; or if the deliveries and servicing of this Contract do not conform to the requirements detailed herein.

16.0 NO CONTACT PERIOD:

16.1 Neither bidder(s) nor any person acting on bidder(s)'s behalf shall attempt to influence the outcome of the award by the offer, presentation or promise of gratuities, favors, or anything of value to any appointed or elected official or employee of the City of Houston, their families or staff members. All inquiries regarding the solicitation are to be directed to the designated City Representative identified on the first page of the solicitation. Upon issuance of the solicitation through the pre-award phase and up to the date the City Secretary publicly posts notice of any City Council agenda containing the applicable award, aside from bidder's formal response to the solicitation, through the pre-award phase, written requests for clarification during the period officially designated for such purpose by the City Representative, neither bidder(s) nor persons acting on their behalf shall communicate with any appointed or elected official or employee of the City of Houston, their families or staff through written or oral means in an attempt to persuade or influence the outcome of the award or to obtain or deliver information intended to or which could reasonably result in an advantage to any bidder. However, nothing in this paragraph shall prevent a bidder from making public statements to the City Council convened for a regularly scheduled session after the official selection has been made and placed on the City Council agenda for action, or to a City Council committee convened to discuss a recommendation regarding the solicitation.