



CITY OF HOUSTON

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June 17, 2015

SUBJECT: Letter of Clarification No. 2 to Invitation to Bid No. S19-L25385 for Security Guard Services for Various Departments

TO: All Prospective Bidders:

This Letter of Clarification is issued for the following reasons:

- Revise the Electronic Bid Form, revise Section "B" Scope of Work/Specifications, Exhibit "BB"/Facilities List and respond to questions posed by perspective bidders.
- 1.) Remove Page numbers 1, 13, 27-32, 62 and replace with page numbers 1, 13, 27-32, 62 marked, REVISED 6/15/2015.
 - 2.) The Electronic Bid Form has been revised. Electronic bids entered prior to 6/16/2015 will need to be re-entered.
 - 3.) The following questions and City of Houston responses are hereby incorporated and made part of the invitation to bid.

Question No 1: Who is the current incumbent.

Answer: G4S Secure Solutions-USA, Inc.

Question No 2: When was the current contract awarded.

Answer: June 17, 2009.

Question No 3: Estimated usage (number of hours) of prior contract.

Answer: Not available.

Question No 4: Estimated number of hours for this contract.

Answer: The estimated hours can be found on the online Electronic Bid Form.

Question No. 5: What is the current bill rate (for each category, if applicable).

Answer: For Non-Houston Airport System Sites are as follows:

| | |
|-------------------------|--------------|
| Unarmed Security Guard: | \$15.93 Hour |
| Armed Security Guard: | \$18.31 Hour |
| Sergeant Rate: | \$18.31 Hour |
| Site Supervisor: | \$20.70 Hour |
| Project Manager; | \$23.07 Hour |

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For Houston Airport System Sites:

| | |
|--------------------------|--------------|
| Unarmed Security Guards: | \$20.95 Hour |
| Armed Security Guard: | \$23.61 Hour |
| Sergeant Rate: | \$23.39 Hour |
| Site Supervisor: | \$26.00 Hour |
| Project Manager: | \$29.41 Hour |

Question No. 6: What was the bill rate upon initial award of current contract (for each category, if applicable).

Answer: First Year Rates.

| | |
|---------------------------|--------------|
| Unarmed Security Guard: | \$10.00 Hour |
| Armed Security Guard: | \$11.50 Hour |
| Field Supervisor Officer: | \$11.50 Hour |
| Site Supervisor Officer: | \$13.25 Hour |
| Project Manager: | \$15.00 Hour |

Second Year Rates.

| | |
|---------------------------|--------------|
| Unarmed Security Guard: | \$10.25 Hour |
| Armed Security Guard: | \$11.75 Hour |
| Field Supervisor Officer: | \$11.75 Hour |
| Site Supervisor Officer: | \$13.50 Hour |
| Project Manager: | \$15.25 Hour |

Third Year Rates.

| | |
|---------------------------|--------------|
| Unarmed Security Guard: | \$10.50 Hour |
| Armed Security Guard: | \$12.00 Hour |
| Field Supervisor Officer: | \$12.00 Hour |
| Site Supervisor Officer: | \$13.75 Hour |
| Project Manager: | \$15.50 Hour |

First Option Year Rates (Year 4).

| | |
|---------------------------|--------------|
| Unarmed Security Guard: | \$10.75 Hour |
| Armed Security Guard: | \$12.25 Hour |
| Field Supervisor Officer: | \$12.25 Hour |
| Site Supervisor Officer: | \$14.00 Hour |
| Project Manager: | \$15.75 Hour |

Second Option Year Rates (Year 5).

| | |
|---------------------------|--------------|
| Unarmed Security Guard: | \$11.00 Hour |
| Armed Security Guard: | \$12.50 Hour |
| Field Supervisor Officer: | \$12.50 Hour |
| Site Supervisor Officer: | \$14.25 Hour |
| Project Manager: | \$16.00 Hour |

Question No. 7: How are contractors to setup pricing submittals.

Answer: Bidders/contractors must complete the online Electronic Bid Form, which after completed, signed and submitted to the City Secretary's Office as instructed in solicitation document is the bidders pricing submittal. Bidding forms, specifications/scope of work, and all necessary information related to the solicitation should be downloaded from the internet at <http://purchasing.houstontx.gov>.

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- Question No. 8:** Are online bids accepted or are physical copies required.
- Answer:** Hard/physical copies are required. Please refer to Table 2 - entitled "Documents & Forms" and download the "Formal Instruction for Bid Terms" from the City's website at <http://purchasing.houstontx.gov/forms/shtml> and follow the instructions in the documents.
- Question No. 9:** What costs are associated with the badges at the airport.
- Answer:** \$55.00 (includes badge cost and background checks).
- Question No. 10:** Can the hours be separated from the lump sum for the airport.
- Answer:** Yes; COH hours and Houston Airport System hours are separate in the e-bidding system.
- Question No. 11:** What is the amount of the annual liquidated damages that has been charged.
- Answer:** Not available.
- Question No. 12:** What are the costs associated with CJIS.
- Answer:** None.
- Question No. 13:** How many current parking spaces are needed.
- Answer:** Unknown.
- Question No. 14:** What are the estimated hours of coverage needed for holidays.
- Answer:** For PWE, approximately 224 hours; Houston Airport System (HAS) is 24/7, 365 days per year operation and GSD is estimated at 288 hours per contract year.
- Question No. 15:** What are the costs associated with the City of Houston ID badges.
- Answer:** None.
- Question No. 16:** How many hand-held scanners are needed.
- Answer:** 10.
- Question No. 17:** What is the estimated mileage driven per vehicle.
- Answer:** Unknown.
- Question No. 18:** Question regarding the Incident management system; does the GPS tracking need to be fully integrated into the IMS. Can it be a stand aside to the platform.
- Answer:** Yes, fully integrated for PWE; not required by GSD.
- Question No. 19:** Does the incumbent utilize an MWBE.
- Answer:** Yes.
- Question No. 20:** The 25% MBE requirement is significant; is there a response mechanism to a smaller participation with an appropriate justification.
- Answer:** No.

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- Question No. 21:** The fuel costs for the patrols of the lift stations will be extraordinary and volatile year over year. Is there a bill back provision? Is there a historical estimate of the miles driven. Are the vehicles required to be marked. If yes, please provide specifications.
- Answer:** Fuel costs should be billed to the COH at cost with a percentage markup. Yes, vehicles must be marked with company name and license plate number with emergency lights.
- Question No. 22:** The Segway requirement is significantly upgraded from standard units; which specific model is required.
- Answer:** Three wheel model.
- Question No. 23:** Are the Screeners armed officers.
- Answer:** No.
- Question No. 24:** What are the scanner/screener hours. Are they only in City Hall or are their other locations such as HAS.
- Answer:** The scanner hours are usually 24/7 if the post is operational. Duty will be based on actual need. They are located at various City locations.
- Question No. 25:** Are there tour tracking systems in place at each lift station facility. If yes and if displaced, does the awarded contractor need to replace the system. If no, is the contractor required to install guard tour systems for each location.
- Answer:** Yes, the Contractor shall install the guard tour system in coordination with PWE Security.
- Question No. 26:** How many armed officers by location are required. The cost of the weapons, ammunition and storage are needed to develop pricing.
- Answer:** For PWE; 3 at Southeast Water Plant, 2 at the Northeast Water Plant, 1 at the Westpark Water Plant, 1 at McGovern Link Library, 1 at Hennington Alief Library, 1 at West End Health Center and 1 at 8000 North Stadium; HAS does not require armed guards.
- Question No. 27:** Is GPS tracking required for all officers or a specific scope of work or officer task.
- Answer:** No.
- Question No. 28:** In order to properly budget the provision of the Metro passes, it is required to know the number of employees working in the downtown district. If the hours are segmented by location, this cost will be calculated.
- Answer:** Estimated 60. The City will not pay for any Houston Contractor Metro Passes.
- Question No. 29:** Can the total hours per category be redefined per location. The uniform cost and training by location is disparate and required as a cost item.
- Answer:** No.
- Question No. 30:** What percentage of the officers require phone communication.
- Answer:** 100-percent.

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- Question No. 31:** The total hours; armed or unarmed at HAS that are needed. The pay rates for the HAS based staff combined the significant training and license costs require separation from the other locations.
- Answer:** The total hours are shown for each position from Years 1 through 5 on the revised "electronic bid form" for the Houston Airport System.
- Question No. 32:** What is the total number of officers being fielded by current contractor.
- Answer:** 400 plus.
- Question No. 33:** Will the COH be able to provide a detailed break-down of coverage requirements (man hours / position) by location.
- Answer:** No.
- Question No. 34:** What markup percent (%) is currently in place for vehicles.
- Answer:** 10-percent.
- Question No. 35:** How many handheld scanners are currently in place.
- Answer:** 10.
- Question No. 36:** How many employees are currently SIDA badged; how many are located at the airport.
- Answer:** All Airport security personnel are SIDA badged. For security reasons, quantity will not be disclosed.
- Question No. 37:** Are there any vehicles at the airport.
- Answer:** Yes; one vehicle at each airport (IAH and HOU).
- Question No. 38:** When will the new Houston Airport System (HAS) Scope of Work be posted.
- Answer:** HAS doesn't have specific statement of work but each airport has its own specific post orders.
- Question No. 39:** Would you define the minimum number of hours for your requirement of a similar contract.
- Answer:** N/A
- Question No. 40:** How many hours of initial training is provided by Houston Airport System (HAS).
- Answer:** No specific number of hours.
- Question No. 41:** For the Houston Airport System (HAS), is a custom bond required.
- Answer:** Custom bond is not required.
- Question No. 42:** For HAS, what is the typical duration of SIDA badge training and how often is it provided.
- Answer:** SIDA badge training is approximately 1.5 hours and is provided on as needed basis to airport employees working inside the Secure Identification Display area.

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- Question No. 43:** Will the officers or supervisors drive in the AOA and if so, what is the duration of the AOA drivers training.
- Answer:** AOA driver's training is approximately 1.5 hours and time could be longer based on applicant's ability to pass the test.
- Question No. 44:** For the HAS, is the vehicle screening equipment provided by HAS or the Contractor.
- Answer:** Provided by the Contractor.
- Question No. 45:** Section 1.3.4 requires Contractors to provide the City with a roster of its employees, to include social security numbers, driver's license numbers, and birth dates. It goes on to require annual background checks, with the results sent directly to the City. What protections are in place within the City to ensure that the employees' personal, confidential information is protected at all times.
- Answer:** The information will be secured in a secured work space only accessible by card access and monitored by CCTV.
- Question No. 45A:** Where will this information be stored by the City.
- Answer:** See answer to question number 45.
- Question No. 45B:** Are City systems encrypted sufficiently to prevent disclosure of this information.
- Answer:** Yes.
- Question No. 45C:** Will the City indemnify the Contractor for any privacy claims resulting from the improper use of this information.
- Answer:** No.
- Question No. 45D:** How does the City propose the Contractor comply with this requirement without creating a co-employment risk for the City.
- Answer:** No, this will not create a co-employment risk as the City does not control employees of Contractors.
- Question No. 46:** Section 2.1 requires a 30-day transition, does the City expect all 11,000+ hours per week of coverage to be transitioned within thirty days of award.
- Answer:** Yes.
- Question No. 47:** For section 4.1.1, will the City provide a legitimate business justification for requiring officers to be 21 years or older and not 18.
- Answer:** No.
- Question No. 48:** Section 5.2 requires the City to be informed of the date, time, and place of all training, so the City representative may attend and monitor said training. It goes on to require that the City will be provided with the test results of the Contractor employees. How does the City propose the Contractors require this obligation without creating a risk of co-employment.
- Answer:** The Contractor is requested to provide proof of training personnel assigned to the COH contract available for contract compliance. This is spelled out in this agreement in section 5.2, job specific on-site training.

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- Question No. 49:** Section 7.1 requires uniforms and equipment be provided at no cost to officers. There is a similar requirement for weapons. Does the City prefer these costs be embedded in the hourly rates or direct billed.
- Answer:** The City prefers these costs to be embedded into its hourly rate. However, pricing should be reasonable to address operational expenses.
- Question No. 49A:** For section 7.1, specify the type, style, or model of any equipment required.
- Answer:** See Section 7.0 and 8.0 on pages 12 and 13. The items stated under equipment are described under this section and other equipment.
- Question No. 49B:** Section 7.1 also requires Contractor to provide City with copies of signed documents from the officers attesting to receipt of uniforms. Does the City want to manage the Contractor's employees to this level and create co-employment risk.
- Answer:** Verification of the requested items in Section 7.1 shall not create risk for the City. However, the Contractor will be held accountable for failure to provide the requested items/services as part of the Contract agreement.
- Question No. 49C:** Regarding Section 7.1 for the security guards equipment, is it operationally feasible for the City to review this for X-number of Contractor staff.
- Answer:** Yes.
- Question No. 50:** For section 8.1, specify the number of vehicles currently being utilized.
- Answer:** 4 vehicles and 5 golf carts.
- Question No. 50A:** For section 8.1, given the size of Houston and the traffic constraints, is it reasonable to assume a response time from a supervisor, who may or may not be on site, of 45 minutes.
- Answer:** Yes.
- Question No. 50B:** For Section 8.1, if each officer is required to be outfitted with a cell phone, is a radio per officer necessary.
- Answer:** No, contact information per officer would be required as assigned to this contact. Note: communication devices cannot be the personal property of the security guard.
- Question No. 50C:** For section 8.1, a radio is required for the security control center; does the City have the infrastructure to support a radio system.
- Answer:** No.
- Question No. 50D:** For Section 8.1, what is the intended use of the radio system.
- Answer:** To provide two-way communication.
- Question No. 50E:** For Section 8.1, would the City be amendable to substituting cell phones for this requirement.
- Answer:** Yes.
- Question No. 51:** For section 8.3, how many handheld scanners are requested.
- Answer:** 10 Minimum.

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- Question No. 51A:** For section 8.3, what are the preferred model, make and features.
- Answer:** No preferred model required.
- Question No. 52:** For section 8.4, provide the specifications for the guard tour system.
- Answer:** Requested device is left to the vendor to recommend and manage.
- Question No. 53:** For section 8.5, provide the specifications for the incident case management system.
- Answer:** Section 8.5 will be removed from this submittal.
- Question No. 54:** Section 9.2 requires "sufficient" supervisor-to-officer ratio, how many supervisors are currently embedded within the contract.
- Answer:** For PWE; 1 Project Manager and 1 Site Supervisor, 4 Project Managers for GSD and 15 Supervisors for HAS.
- Question No. 55:** Section 9.4 requires supervisors respond within 45 minutes of official notification, irrespective of the time of day. Given the size of the City, City infrastructure, and traffic, this is not feasible, particularly if individuals need to wake up, get dressed, and get to the facility. Is the City amendable to changing this to a more reasonable schedule, or limiting this to emergency scenarios.
- Answer:** No.
- Question No. 56:** Section 11.3 indicates guards shall not be armed. This conflicts with other sections of the ITB. Which positions will be armed.
- Answer:** Section 11.3 states Contractor "Shall not carry a weapon of any kind unless authorized by the Director or designee." For PWE; Water Plants, Permitting Centers and Roving Patrols. Also, see question number 87.
- Question No. 57:** Section 12.1 requires employees be replaced within thirty (30) minutes. This may not be feasible in many circumstances. Would the City modify this request to removal within 30 minutes and replacement as soon as possible?
- Answer:** No; requirement will be addressed on a case by case basis.
- Question No. 58:** Section 13.2 requires daily reports of open posts. How would the City like these reports; electronically or otherwise.
- Answer:** Both electronic and hard copy.
- Question No. 59:** Section 15.1 requires the City's approval to substitute project managers. In certain circumstances (death, termination, resignation, medical leave), this will not always be practical. How does the City propose Contractors comply with this requirement.
- Answer:** Requirement will be addressed on a case by case basis.
- Question No. 60:** Section 19.1 requires Contractor purchase a security guard electronic web-based tour patrol system. Please provide specifications for same.
- Answer:** The City does not suggest the type of tour system that the Contractor must utilize to meet the terms and work requirements of the contract.

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Question No. 61: Section 23.1 requires Contractor to submit weekly work schedules in advance, and that schedules are subject to adjustment. How does the City propose to exercise this level of control over Contractors and its employees without creating co-employment issues.

Answer: There is no co-employment. The City reserves the right to review work schedules for accuracy on the City's needs.

Question No. 62: Section 24 requires COH badges. Is there a cost associated with these badges, what is the lead time for badges, are there any restrictions on badges and will the City issue badges to officers whose security credentials are in pending status or renewal status with the State.

Answer: There is no cost to the Contractor for COH ID badges. The City will not issue an ID badge to a security guard if their credentials are in pending status or renewal with the State.

Question No. 63: Section 25.1 states the City can deduct liquidated damages from payments to the Contractor. Would the City give the Contractor an opportunity to validate or dispute any charge before deducting the amounts from payment.

Answer: Yes.

Question No. 63A: Section 25.2 indicates the City Attorney will be the arbitrator of any disputes between the City and Contractor. Would the City be amendable to a neutral third-party.

Answer: No.

Question No. 63B: Section 25.3 indicates annual liquidated damages can rise to \$350,000. What has the City assessed on an average annual basis for each of the past ten-years.

Answer: Not available.

Question No. 63C: Section 25.5 indicates liquidated damages will accrue for each 24 hours a condition exists. Does this mean one violation could result in multiple fines for an extended period (i.e. \$1,000 x 7 days); does the clock start from the date of notice of the infraction, or the first date of the alleged offense; and If the City discovers an issue on Day 3, but does not serve notice until Day 100, will the City assess damages for 97 days.

Answer: Each assessment will depend on rather or not the damages are correctable or non-correctible. Therefore, most claims will be handled on a case by case basis. Assessments may be assessed once the City has been made aware of the problem (Investigated and Verified) and notification made to the Contractor.

Question No. 64: Section 25.7.2, will these liquidated damages be pro-rated or assessed in whole hour increments.

Answer: Section 25.7.2 states "per hour for each hour of any portion thereof."

Question No. 64A: Section 25.7.4 is arbitrary, what damages would make the City whole.

Answer: This will be addressed on a case by case basis.

Question No. 64B: Section 25.7.13 indicates both 24 hours' notice and 7 days' notice; Which is accurate.

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Answer: After the first 24 hours, the Contractor has 7 days to comply with the request to submit the requested documents.

Question No. 65: Section 27.1 indicates the City can change the equipment, supplies, location, and services at any time upon immediate notice and at the same rates. Will the Contractor be able to request adjustments necessitated by the request (i.e. additional personal protective gear is needed, additional training is needed) and will the Contractor be able to adjust rates based on reduction and/or increase in hours, equipment, etc.

Answer: No.

Question No. 66: Section 32.1 requires Contractor provide bus passes for personnel working at City facilities in the downtown district. Please provide information as to whether bus passes are transferable; provide the number of passes required or, alternatively, the number of employees to whom this mandate applies; and will the City require the Contractor to provide parking passes for the officers who choose to drive their own vehicles instead of taking the bus.

Answer: Bus passes transferability will be according to Houston Metro policies and procedures.

Question No. 67: Section 2.1.1 requires a blanket release from Contractor for any and all claims irrespective of City's negligence or legal obligations (strict liability). Why is this release necessary.

Answer: Contractual requirement.

Question No. 68: For Section 4, will the City agree to the addition of a waiver of indirect damages and will the City agree to a cap on liability.

Answer: No.

Question No. 69: Section 9 suggests a 25% M/WBE participation. Do any of the City facilities prohibit the use of minority subs; Is 100% of the work eligible for subcontracting to an M/WBE; and Is 25% a realistic goal, given many of the City facilities prohibit the use of minority subcontractors (i.e. airport).

Answer: Required prime Contractor locations are City Hall, City Hall Annex, 611 Walker, Central Library (Jones and Julia Ideson), Holcombe Lab, 1400 Lubbock. Yes, the 25-percent MWBE goal is a realistic goal.

Question No. 70: Section 3 allows two (2) renewal years at the City's discretion. Will Contractor be able to price the out years, or are bidders meant to be submitting 5 year pricing.

Answer: Contractor will be required to submit pricing for all five years.

Question No. 71: For the Houston Airport System, can the City separate the minimum wage requirements for HAS from the standard City of Houston security officers; what are the current wages for security officers and supervisors at HAS locations; are there any additional costs associated with work at the airport (badges, training, parking, etc.); how is parking at the airport currently being handled; and does the City pay for parking for the officers.

Answer: Yes, the current wages for HAS security guards are shown in response to question #5. Cost of Badge is \$55.00; Contract parking lots at IAH is \$40.00/month/person based on availability or at Terminal A/B garage for \$75.00/month/person. The parking rate at HOU is \$40.00/month/person.

Question No. 72: For the extension period, can this be pushed out a couple of days from today.

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- Answer:** Currently, bids are due June 25, 2015.
- Question No. 73:** For the Houston Airport System guard wages, I don't see a distinction from COH guards to the airport guards. Are the wages the same for both.
- Answer:** There is no separate wage scale for the Houston Airport System.
- Question No. 74:** Will City consider any period of time for termination for convenience.
- Answer:** No.
- Question No. 75:** How many hand wands (scanners) are required.
- Answer:** 10.
- Question No. 76:** How many golf carts are required.
- Answer:** 3 Minimum; for PWE; 2 golf carts; 1 six-passenger and 1 regular golf cart.
- Question No. 77:** Are any bicycles required.
- Answer:** No.
- Question No. 78:** How many computers, laptops or printers.
- Answer:** For PWE; 1 laptop for PM; question does not apply for HAS and GSD.
- Question No. 79:** How many communication devices such as cell phones, smart phones or radios are required.
- Answer:** 25 devices for PWE. Count will vary based on the number of active accounts.
- Question No. 80:** How many tour devices are required.
- Answer:** For PWE; 10 devices (with the possibility of adding additional devices) and one for GSD.
- Question No. 81:** Will internet or Wi-Fi be provided.
- Answer:** Yes at most locations.
- Question No. 82:** Will the COH be asking for Contractor to provide the local dispatch option.
- Answer:** Required by Contract.
- Question No. 83:** What office space is provided for the PM's /APM's.
- Answer:** For PWE; 1 cubicle space for PM. Various by work site (PWE and GSD Project Managers have offices at 611 Walker, City Hall Annex and Central Library.
- Question No. 84:** What is the current staffing by schedule for each location.
- Answer:** Current work schedule will be provided to Contractor by the various Departments once Contract is awarded.
- Question No. 85:** What is the general lead time on special events.
- Answer:** General lead time is three to five days.

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Question No. 86: How much special event work actually takes place.

Answer: The City hosts special events weekly.

Question No. 87: Which sites are armed.

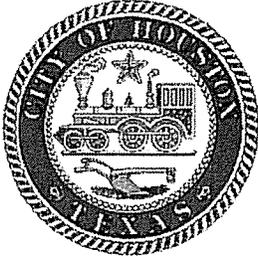
Answer: See answer to question number 26.

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

Roy Korthals

Roy Korthals
Procurement Specialist
Strategic Procurement Division
832-393-8734

END OF LETTER OF CLARIFICATION 2



CITY OF HOUSTON INVITATION TO BID

Issued: May 22, 2015

BID OPENING

Sealed bids (~~labelled with the company name, address and bid number~~) in duplicate, and ~~one (1) additional electronic CD copy of the bids~~ will be received by the City Secretary of the City of Houston, in the City Hall Annex, Public Level, 900 Bagby, Houston, Texas 77002, until **10:30 a.m., Thursday, June 18, 2015** and all bids will be opened and publicly read in the City Council Chamber, City Hall Annex, Public Level, 900 Bagby at 11:00 AM on that date for the purchase of:

**SECURITY GUARD SERVICES
FOR VARIOUS DEPARTMENTS
BID INVITATION NO.: S19-L25385
NIGP CODE: 905-68**

BUYER

Questions regarding this solicitation document should be addressed to Roy Korthals at **832-393-8734**, or e-mail to roy.korthals@houstontx.gov.

ELECTRONIC BIDDING

In order to submit a bid for the items associated with this procurement, vendor must fill in the pricing information on the "PLACE BID" page.

PRE-BID CONFERENCE

A Pre-Bid Conference will be held for all Prospective Bidders at 900 Bagby, 2nd Floor, Room 242, City Hall Annex, Houston, Texas 77002 at 1:30 p .m. on June 4, 2015.

All Prospective Bidders are urged to be present. It is the Bidder's responsibility to ensure that they have secured and thoroughly reviewed the solicitation documents prior to the Pre-Bid Conference. Any revisions to be incorporated into this solicitation document arising from discussions before, during and subsequent to the Pre-Bid Conference will be confirmed in writing by Letter(s) of Clarification prior to the bid due date. Verbal responses will not otherwise alter the specifications, and terms and conditions as stated herein.

Bidding forms, specifications, and all necessary information should be downloaded from the Internet at <https://purchasing.houstontx.gov/>. By registering and downloading this solicitation document, all updates to this solicitation document will be automatically forwarded via e-mail to all registered Bidders. This information may also be obtained from the Supplier Assistance Desk, Strategic Purchasing Division, 901 Bagby (Concourse Level), Houston, Texas 77002.

The place of the bid opening may be transferred in accordance with Paragraph (b), (5) of Section 15-3 of The Code of Ordinances, Houston, Texas. The bid opening meeting may be rescheduled in accordance with Paragraph (b), (6) of said Section 15-3.

The City reserves the right to reject any or all bids or to accept any bid or combination of bids deemed advantageous to it.

City Employees are prohibited from bidding on this solicitation in accordance with the Code of Ordinances, Section 15-1.

*CONTENTS:

- SECTION A: OFFER
- SECTION B: SCOPE OF WORK/SPECIFICATIONS
- SECTION C: GENERAL TERMS & CONDITIONS

*NOTE 1: Actual page numbers for each Section may change when the solicitation document is downloaded from the Internet or because of Letters of Clarification. Therefore, Bidders must read the bid document in its entirety and comply with all the requirements set forth therein.

*NOTE 2: To be considered for award, please submit the electronic bid form and the forms listed in Section A, including the Official Signature Page, which must be signed by a company official authorized to bind the company.

shotgun. Identification cards shall include the full name (first and last) of the security guard with the name typewritten or printed in ink and shall be worn at all times while on duty.

8.0 OTHER EQUIPMENT: (Except as explicitly provided, Contractor shall provide the following equipment at its expense)

- 8.1 Contractor shall have a sufficient number of vehicles assigned to on-duty supervisors so that the supervisors may meet with the Director or designee within 45-minutes of being summoned. Additionally, the Contractor shall provide vehicles for use by security guard s if required in the LSRL for a particular location. This requirement is in addition to any other requirements of this agreement. All vehicles shall be licensed to operate on public streets, shall have 4-cylinder or larger engines and shall provide their driver with protection from the weather. Each vehicle provided must include a two-way radio or smart phone with sufficient range to provide communications between all security guard s on duty at a particular facility and with the Contractor's base station. Each vehicle shall be clearly marked as a security vehicle. Each vehicle provided shall be in safe operating condition and shall be maintained and operated solely by Contractor. Contractor shall also provide a two-way radio for the security control center located at 611 Walker.
- 8.2 Contractor shall supply a car, truck, (4x4 truck when requested) sport utility vehicle, golf cart, three wheel Segway or bicycle (Vehicle) within 5 working days when requested for a particular facility. Subject to the Director's approval of the make, model and features of the vehicle, Contractor may invoice the lease cost of these Vehicles as a bi-weekly pass-through plus an approved percentage markup (see Exhibit B). All other costs associated with the operation of vehicles, including ~~fuel~~, insurance and maintenance, are the sole responsibility of Contractor. Any safety requirements to operate requested vehicle shall be the responsibility of the contractor.
- 8.3 Contractor shall provide sufficient hand-held scanners to perform services described herein, subject to the pre-approval of the make, model and features by the Director or designee.
- 8.4 Contractor shall provide security guard tour patrol system which is an electronic system for logging the rounds of security guard s in a variety of situations such as patrolling property. The system must ensure that the security guard makes its appointed rounds at correct intervals and can generate written and electronic tour records as required.
- 8.5 ~~Contractor shall provide an electronic secured web based incident case management software platform for reporting and monitoring. Some features will include: the ability to identify and mitigate risks leading to reduced threats, increased site security with real time event monitoring and situational management. Features should include:~~
- ~~• Ability to upload Digital Media i.e. pictures and videos.~~
 - ~~• GPS Tracking capabilities.~~
 - ~~• Management Reports for Trend Analysis.~~
 - ~~• Schedule.~~
 - ~~• Assignments.~~
 - ~~• Post Orders.~~
 - ~~• Daily Activity Reports.~~
 - ~~• Incident Report.~~

9.0 SUPERVISION:

- 9.1 Contractor shall have sole responsibility for supervising the security guard s performing under this agreement. Supervision shall consist of that level of management and administrative activity necessary to ensure that each security guard is performing its duties in a safe and efficient manner and to ensure that each location at which security guard service is provided is staffed in accordance with the LSRL (Post Orders) for that facility. The City

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INTRODUCTION

Actions Required by Airport Operators Regulated Under Title 49, CODE Of Federal Regulations (CFR) 1542.

Airport Operations and Security Post Orders for the two Security Inspection booths located on the East and West sides in the Secured/SIDA areas at William P. Hobby Airport.

General Post Order Procedures will specify what is expected of the Security Officers and translates the Houston Airport System and the Transportation Security Administration (TSA) security requirements into written instructions.

Post Orders include a "checklist" and more "detailed instructions". The checklist should be read and adhered to on every shift by each Security Officer, and the detailed instructions must be reviewed periodically for updates and/or corrections.

Occasionally, HOU Management may add information to highlight temporary changes, one-time events, and special instructions. On a day-to-day basis, your Shift Supervisor will remind you to review any pages highlighting temporary changes, one-time events, and special instructions.

Each Security Officer who works this post is responsible for being fully familiar with and responsive to these Post Orders.

GENERAL PROCEDURES

Section 1.0 GENERAL POST ORDER PROCEDURES

- I. Security Officers will be courteous, efficient, exhibit a positive attitude and be diplomatic at all times while in the performance of their duties.
- II. Security Officers will contact the Airport Communications Center (ACC) if an Airport Operations Supervisor is needed.
- III. If a Houston Airport System (HAS) facility emergency situation arises, immediately contact the Airport Communication Center (ACC) 713-845-6555.
- IV. If a Security Officer has a personal emergency situation (for example, sudden illness), contact the ACC or an Airport Operations Supervisor and their Company supervisor.
- V. Officers will conduct periodic, non-routine inspections of their areas of responsibility and immediately report any unusual incident or circumstances, or emergency situation to the Airport Communication Center (ACC).
- VI. Security Officers will allow access to airport facilities to authorized persons only.
- VII. Conduct 100% inspections of HOU ID Badge Media and Vehicles (except exempt vehicles as listed). The inspection process must take place before the vehicle operator and passenger(s) are authorized to proceed through the vehicle access point.
- VIII.
- IX. Security Officers will maintain and turn in to the HOU Operations Supervisor in a neat, orderly, legible fashion, all logbooks, record books, incident reports, or any other written record of duties performed or of any security event.
 - A. Security Officers will complete an incident report on any/all incidents.
 - B. Original inspection logs and incident reports will be turned in at the end of each officer's shift with the officer Daily Activity Report (DAR).

Section 2.0 HOU ID BADGE MEDIA INSPECTION PROCEDURES

I. HOU ID Badge Media Inspection Procedures:

1. First, the Security Officer conducting the Badge inspection process must:
 - TAKE EACH BADGE IN HAND
 - Verify badge by comparing to the STOP LIST to verify the badge is not a lost, missing, or otherwise unaccounted for HOU photo ID/access badge.
 “Stop List” will be updated on a daily basis. The “Stop List” will be provided for the start of the second shift.

2. Second, the Security Officer will visually inspect the Badge to:
 1. Inspect the picture on the ID and see if it matches the holder’s face.
 2. Inspect expiration date to ensure badge is not expired.
 3. Visually inspect for evidence of tampering and falsification.
 4. Badge MUST NOT be faded, cracked, taped, scored or otherwise defaced or covered with company/personal stickers or labels to the point of not being able to discern face, person’s name, company name, expiration date, escort privileges, or driving privileges.
 5. Check a drivers badge to verify if they have a “D” or “M” designation on their badge to verify they have driving privileges on the airport. If a driver does not have one of these designations, call on radio to the ACC to report the badge issue.
 6. Check back of badge for identification number located at bottom of badge. If badge ID number is unreadable, contact the ACC.
 7. Check the color of ID for proper level of access. The ID should be one of the following colors in order to gain access to the secured area:

| COLOR | ACCESS AREAS |
|--------------|---|
| Blue Badge | Indicates authorized unescorted access to all areas of indicated airport, and allows Full Escort Authority. Issued to City of Houston government employees. |
| Red Badge | Indicates unescorted access authority to the Sterile Area, Secured Area, SIDA, and Airport Operations Area (AOA). Can only escort if “Escort” is designated on badge. |
| Yellow Badge | Indicates authorized unescorted access to all areas of the airport. Can only escort if “Escort” is designated on Badge. |

II. Individual Does Not Pass HOU ID Badge Media Inspection

If the photo does not match, the expiration date is not valid, verification is not valid then:

- A. Do NOT give the ID back to the individual.
- B. Do NOT allow access into the secured area.
- C. Call the ACC by radio or at 713-845-6555 immediately to request an Airport Security Representative.
- D. Attempt to get the individual(s) name, however, DO NOT persist if you recognize a problem. Get as much information as possible, concerning the individual.
- E. Explain to the person(s) that you cannot allow him/her/them access and they need to remain at the location until an Airport Security Representative arrives.
- F. The Security Officer is not expected to physically detain any person. If an individual proceeds through the access point without proper clearance, the officer should get as much information as possible concerning the individual and contact the ACC at 713-845-6555 or via radio immediately. Attempt to gather as much of the following information as possible:
 - 1. Description of Individual
 - 2. Description of Vehicle and Vehicle ID# if available
 - 3. Company Name
 - 4. Direction travelling
 - 5. Time and date of incident
- G. Fill out an incident report.

III. Individual Passes HOU ID Badge Media Inspection

If the photo matches, the expiration date is valid, and verification valid, then allow them access.

IV. Any person(s) being escorted by an authorized badged individual will need to provide a minimum of a valid federal or state photo identification, passport or foreign photo ID to determine that the person(s) presenting the ID is whom they actually say they are. All of which will be recorded by the officer on the appropriate inspection form(s) as follows:

- A. Name, company name and phone number, valid state issued driver's license number or federal photo identification or company identification badge number.

Section 3.0 VEHICLE INSPECTION PROCEDURES

- I. Security Officers must conduct vehicle inspections, in accordance with the criteria listed below, at each operational vehicle access gate that provides direct access to the Secured area. The goal of the vehicle inspection is to provide a visual deterrent for any adversary that might attempt to introduce a large vehicle improvised explosive device (LVIED) onto the airport.
 - A. Exceptions: The following vehicles are exempt from the vehicle inspection required by SD:
 - 1. Airport crash fire rescue vehicles.
 - 2. Marked airport operations vehicles.
 - 3. Federal, State, and local law enforcement vehicles.
 - 4. Marked U.S. Federal Government agency vehicles.
 - B. Vehicles attempting to enter the HOU Secured Area must be inspected as follows:
 - 1. Passenger compartments of the vehicle must be inspected.
 - 2. Hood must be opened and the underhood area inspected.
 - 3. Trunk must be opened and inspected.
 - 4. Bed/cargo area of a truck must be inspected.
 - 5. The entire under carriage of the vehicle must be inspected using the security mirror.
 - 6. Boxes, cartons, containers, racks or packages that have been commercially prepared, labeled and sealed need not be physically opened if their external appearance does not indicate any signs of tampering or alteration.
 - 7. The vehicle operator must have in his or her possession a commercial manifest, which identifies the contents of the vehicle and/or trailer.
 - C. Random Vehicle Inspections
 - 1. All Aircraft Operator Service Vehicles are subject to Random Inspections.
 - 2. Random Inspections must be completed on a minimum of 30% of all vehicles subject to Random Inspections.
 - 3. All Random Inspections shall comply with the requirements in Section 3.0 I. B. above.

Section 4.0 VEHICLE/INDIVIDUAL BYPASSES INSPECTION UNAUTHORIZED ACCESS

- I. The Security Officer is not expected to physically detain any person.
- II. If an individual proceeds through the access point without proper clearance, the officer should immediately take descriptive information as much as possible concerning the individual and vehicle. During observation, contact the ACC at 713-845-6555 or via radio immediately to state "Security Incident requesting immediate response of Operations to location".

Attempt to gather as much of the following information as possible:

1. Description of Individual
2. Description of Vehicle and Vehicle ID# if available
3. Company Name
4. Direction travelling
5. Time and date of incident

