

ISSUING DEPARTMENT INPUT DOCUMENT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☐ New ☐ OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency

Previous Contract/Project No.

BW9808-0/22

Contract

☐ Re-Bid ☐ Other – Access of Other Entity Contract

LIVING WAGE APPLIES: ☐ YES ☐ NO

Requisition No./Project No.: RQID2100126

TERM OF CONTRACT: ☐ YEAR(S) WITH ☐ YEAR(S) OTR

Requisition /Project Title: Security Guards for DTPW

Description:

To provide armed security guard services, in a manner that ensures the highest level of security throughout the Department of Transportation and Public Works (DTPW) maintenance facilities, Metrorail and Metromover stations, bus maintenance facilities, passenger-park and ride lots, major bus terminals, and all other facilities that support the mass transit efforts of Miami-Dade County.

Issuing Department: DTPW

Contact Person: Pablo Castillo

Phone: (305) 375-1795

Estimate Cost: 153,307,804

GENERAL

FEDERAL

OTHER

Funding Source: Operating

ANALYSIS

<u>Commodity Codes:</u> 99046					
Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.					
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>		
Contractor:	U S SECURITY ASSOCIATES INC				
Small Business Enterprise:					
Contract Value:	119,777,926.00				
Comments:	Living Wage was applied to current contr				
Continued on another page (s): <input type="checkbox"/> YES <input type="checkbox"/> NO					
<u>RECOMMENDATIONS</u>					
	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor	
SBE					
Basis of Recommendation: <div style="border: 1px solid black; height: 30px; width: 100%;"></div>					
Signed: J. Lee		Date sent to SBD: 5/03/21			
		Date returned to SPD:			

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SECURITY GUARD SERVICES FOR DTPW

2.0 SCOPE OF WORK**2.1 Background**

The purpose of the Contract is to provide armed security guard services, in a manner that ensures the highest level of security throughout the Department of Transportation and Public Works (DTPW) maintenance facilities, Metrorail and Metromover stations, bus maintenance facilities, passenger-park and ride lots, major bus terminals, and all other facilities that support the mass transit efforts of Miami-Dade County. DTPW currently utilizes over 1,277 Closed Circuit Television (CCTV) cameras (both Pan-Tilt-Zoom and static/stationary), and various software platforms to view and record imagery throughout the DTPW properties and vehicles. CCTV improves security program performance by providing information needed to adjust security procedures, and also aids investigations. It is the intent of the County to protect its personnel, patrons and/or property by means of well-trained, experienced, alert, interested, and reliable security personnel. In addition, the County is integrating security equipment and technology with the human element, to maximize DTPW's security system effectiveness.

It is the intent of the County and DTPW to award this contract to one (1) responsive bidder. This shall not prohibit the sole awarded vendor from engaging outside firms as sub-contractors in order to meet the operational requirements. Any sub-contractor utilized by the awarded vendor shall meet the minimum requirements contained herein. Furthermore, the awarded vendor shall be responsible for all work performed as a result of this award by any sub-contractor engaged by the awarded vendor during the term of any contract resulting from this solicitation.

2.2 DTPW Infrastructure/Facilities

The services for armed security guard services, enhanced with technology, will be provided at the DTPW facilities listed below, as well as any additional County facilities as may be required by the County during the term of the Contract, including any renewals and extensions thereof. Following are the DTPW Facilities:

A. Metrobus, Metrorail, and Metromover Maintenance Facilities:

- 1) Metrobus has three bus repair division facilities (bus maintenance yards), where bus operations, administration, and maintenance activities are performed (Northeast, Central, and Coral Way). General repairs and maintenance are performed at all locations. The major overhaul facility is the Central Bus yard. DTPW's combined bus fleet is approximately 900 buses.
- 2) Metrorail maintenance and repairs are performed at the William Lehman Center located in Western Miami-Dade County.
- 3) Metromover maintenance and repairs take place at the Joseph Bryant Metromover Maintenance Facility located in Downtown Miami. Following are the site addresses for facilities:

	Facility	Address
1	Central Bus Facility	3300 NW 32nd Avenue
2	Coral Way Bus Facility	2775 SW 74th Avenue
3	Northeast Bus Facility	360 NE 185th Street
4	William Lehman Center	6601 NW 72nd Avenue
5	Joseph Bryant Metromover Maintenance Facility	100 SW 1st Avenue
6	South Miami-Dade Bus Maintenance Facility [proposed]	TBD

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B. Metro Rail Stations and Facilities

- 1) Security Sectors: Metrorail stations are divided into five security sectors as specified below:

Sector 1	Sector 2	Sector 3	Sector 4	Intermodal Sector
Dadeland South	Coconut Grove	Civic Center	Dr. Martin Luther King, Jr.	Miami International Airport and Intermodal Center
Dadeland North	Vizcaya	Santa Clara	Northside	
South Miami	Brickell	Allapattah	Tri-Rail	
University	Government Center	Earlington Heights	Hialeah	
Douglas Road	Overtown Village Culmer	Brownsville	Okeechobee Palmetto	

- 2) Metrorail Stations: The Metrorail is a 25-mile elevated, heavy rail service with 23 passenger stations, and nine parking facilities. Metrorail services approximately 1.5 million patrons per month. Following are addresses for the 23 stations:

Metrorail Stations		
Station		Address
1	Allapattah	3501 NW 12 th Avenue
2	Brickell	1001 SW 1 st Avenue
3	Brownsville	5200 NW 27 th Avenue
4	Civic Center	1501 NW 12 th Avenue
5	Coconut Grove	2780 SW 27 th Avenue
6	Culmer	710 NW 11 th Street
7	Dadeland North	8340 South Dixie Highway
8	Dadeland South	9150 Dadeland Blvd
9	Douglas Road	3100 SW 37 th Avenue
10	Earlington Heights	2100 NW 41 st Street
11	Government Center	101 NW 1 st Street
12	Hialeah	113 E 21 st Street
13	Martin Luther King Jr.	6205 NW 27 th Avenue
14	Miami International Airport	3814 NW 25 th Street
15	Northside	3150 NW 79 th Street
16	Okeechobee	2005 W. Okeechobee Road
17	Overtown	100 NW 6 th Street
18	Palmetto	7701 NW 79 th Avenue
19	Santa Clara	2050 NW 12 th Avenue
20	South Miami	5949 Sunset Drive
21	Tri-Rail	1125 E 25 th Street
22	University	5500 Ponce de Leon Blvd
23	Vizcaya	3201 SW 1 st Avenue

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- 3) Metrorail Parking Facilities: Following are the addresses for the Metrorail parking facilities:

Metrorail Parking Facilities		
	Facility	Address
1	Dadeland South Surface Parking Lot	9150 Dadeland Boulevard
2	Dadeland North Garage	8340 US Highway 1
3	South Miami Garage	5449 Sunset Drive
4	University Surface Parking Lot	5500 Ponce de Leon Blvd
5	Earlington Heights Parking Garage	2100 NW 41 st Street
6	Martin Luther King, Jr. Parking Garage	6205 NW 27 th Avenue
7	Hialeah Surface Parking Lot	113 E 21 st Street
8	Okeechobee Garage and Surface Parking Lot	2005 W. Okeechobee Road
9	Palmetto Surface Parking Lot	7701 NW 79 th Avenue
10	Miami Intermodal Center Parking Lot	3811 NW 21 st Street

- 4) Metromover Stations: Following are addresses for the Metromover stations:

Metromover Stations		
	Station	Address
1	Adrienne Arsht	1455 Biscayne Blvd
2	Bayfront Park	150 Biscayne Blvd
3	Museum Park	1191 Biscayne Blvd
4	Brickell	1200 SW 1 st Avenue
5	College North	100 NW 5 th Street
6	College/Bayside	225 NE 5 th Street
7	Eighth Street	59 SE 8 th Street
8	Eleventh Street	1098 NE 2 nd Avenue
9	Fifth Street	35 SE 5 th Street
10	Financial District	50 SE 14 th Street
11	First Street	225 NW 1 st Street
12	Freedom Tower	600 NW 2 nd Avenue
13	Government Center	101 NW 1 st Street
14	Knight Center	100 SE 2 nd Street
15	Miami Avenue	90 South Miami Avenue
16	Park West	800 NE 2 nd Avenue
17	Riverwalk	88 SE 4 th Street
18	School Board	50 NE 15 th Street
19	Tenth Street/Promenade	1011 NE 1 st Avenue
20	Third Street	250 South Miami Avenue
21	Wilke D. Ferguson, Jr.	90 NW 5 th Street

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- 4) Bus Park and Ride Locations: Parking//Park and Ride facilities are located throughout the County where DTPW passengers park their personal vehicles and transfer to DTPW buses. Following are the Bus Park and Ride locations:

Bus Park and Ride Locations		
	Facility	Address
1	Golden Glades Park & Ride Facility	NW 159 Street/NW 2 Avenue
2	Park & Ride Lot SW 152 Street/South Dade Transitway	SW 152 Street/US Highway 1
3	Park & Ride Lot SW 168 Street/South Dade Transitway	SW 168 Street/ US Highway 1
4	Park & Ride Lot SW 112 Avenue/South Dade Transitway	SW 112 Avenue/ US Highway 1
5	Park & Ride Lot SW 296 Street/South Dade Transitway	SW 296 Street/US Highway 1
6	NE 2 Drive/Civic Center Street	NE 2 Drive/Civic Center Street (Homestead)
7	I-75 Park and Ride	I-75/Miami Gardens Drive
8	836 Express - Tamiami Station	TBD
9	Dolphin Park and Ride - 966 [17 hours x 5 days]	NW 14 Street/Florida Turnpike
10	Coral Reef/Florida Turnpike	SW 152 Street and SW 117 Avenue
11	Park & Ride Lot SW 244 Street/South Dade Transitway	SW 244 Street/ US Highway 1
12	Park & Ride Lot SW 344 Street/South Dade Transitway	SW 344 Street/ US Highway 1
13	Park & Ride Lot SW 197 Street/South Dade Transitway	SW 197 Street/ US Highway 1
14	Miami Gardens Drive Park and Ride	Miami Gardens Drive/NW 73 Avenue
15	West Kendall Terminal	9155 SW 162 nd Avenue
16	Kendall Drive/SW 127 Avenue	9001 SW 127 th Avenue
17	Hammocks Towne Center	10201 Hammocks Boulevard

- C. Additional DTPW Facilities: DTPW may require miscellaneous services at the locations listed below:

Additional DTPW Sites		
	Facility	Address
1	Miscellaneous DTPW Services	111 NW 1 st Street
2	Central Business District	SW 1st Street/USW 1st Avenue
3	Omni Bus Terminal	1500 NW Biscayne Boulevard

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Proposed DTPW Bus Rapid Transit Stations		
Facility		Address
1	Bus Rapid Transit Stations (BRT)	SW 177th Avenue (SR 997 / Krome Avenue)
2	Bus Rapid Transit Stations (BRT)	Civic Court (near MDC – Homestead Campus)
3	Bus Rapid Transit Stations (BRT)	SW 312 th Street (Campbell Drive)
4	Bus Rapid Transit Stations (BRT)	SW 296 th Street
5	Bus Rapid Transit Stations (BRT)	SW 264 th Street (Bauer Drive)
6	Bus Rapid Transit Stations (BRT)	SW 244 th Street (Coconut Palm Drive)
7	Bus Rapid Transit Stations (BRT)	SW 112 th Avenue (SR 989 / Allapattah Road)
8	Bus Rapid Transit Stations (BRT)	SW 200 th Street (Caribbean Boulevard)
9	Bus Rapid Transit Stations (BRT)	Marlin Road
10	Bus Rapid Transit Stations (BRT)	SW 184 th Street (Eureka Drive)
11	Bus Rapid Transit Stations (BRT)	SW 168 th Street (Richmond Drive)
12	Bus Rapid Transit Stations (BRT)	SW 152 nd Street (SR 992 / Coral Reef Drive)
13	Bus Rapid Transit Stations (BRT)	SW 136 th Street (Howard Drive)
14	Bus Rapid Transit Stations (BRT)	SW 104 th Street

Notes:

Facilities may be added or deleted at the complete discretion of the County. The County may delete/amend operational needs/service at any facility when such service is no longer required, upon three (3) calendar days, written notice to the awarded Bidder.

The Bus Rapid Transit (BRT) facilities and corresponding addresses are proposed and are subject to change.

2.3 MINIMUM REQUIREMENTS AND SERVICES TO BE PROVIDED

The awarded Bidder shall provide, in all instances as required by the County within the scope of this solicitation, adequate number of personnel to provide the services stipulated herein at the designated locations and hours, as may be amended by the County. In addition, the awarded Bidder shall provide all items to provide the service including adequate uniforms, equipment and vehicles, for the specified schedules at each location.

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1. Notice to Proceed Requirements

The awarded Bidder shall meet the following requirements, prior to issuance of a Notice-to-Proceed (NTP) or Purchase Order (PO). These requirements are continuing conditions throughout the term of the Contract, including any renewals and extensions thereof.

- a) Meet Performance Bond Requirements.
- b) Meet requirements of the Central Dispatch Center *[Refer to Sections 2.6.11; 2.17; and 2.19]*
- c) Provide documentation that the Local Management Office is operating and is located in Miami-Dade County. *[Refer to Section 2.18]*
- d) Meet the Insurance requirements. The Bidder will furnish to the County, prior to the commencement of any work, Certificates of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.
- e) Have a communications system that meets requirements *[Refer to Section 2.19]*
- f) Provide a Quality Assurance Plan *[Refer to Section 2.33]*
- g) Prepare post orders, and get approval from County *[Refer to Section 2.7]*
- h) Provide all necessary licenses, permits and certificates for Bidder.
- i) Ensure all personnel assigned to Contract are approved by DTPW prior to assignment
- j) Provide personnel files, all necessary licenses and certificates for all personnel verifying compliance with all applicable federal, state and municipal laws. *[Refer to Sections 2.4.1 and 2.4.2]*
- k) Provide applicable training to security personnel *[Refer to Section 2.5]*
- l) Commence work upon the issuance of NTP.

2. General Requirements

The awarded Bidder shall:

- a) Furnish management, supervision, security personnel, dispatch personnel, equipment, supplies, etc., necessary to provide security services.
- b) Provide armed security guards at each designated facility. Security coverage must be proposed to and approved by the County Contract Administrator or designee throughout the term of the Contract.
- c) Ensure that all personnel are fully equipped and all personnel wear complete County approved uniforms while performing services. The cost of uniforms and other equipment will be the responsibility of the awarded Bidder. *[Refer to Sections 2.23 through 2.27, as applicable]*
- d) Ensure all personnel have access to the Post Orders at each facility. Post Orders shall be in the form of a bound, hard copy format AND electronically maintained on the EMVD.
- e) Provide training for each employee providing security services *[Refer to Section 2.5]*
- f) Provide Transit approved Project Manager and Crime Analyst to be assigned to Contract in accordance with Section 2.4 of this Document.
- g) Provide documents for each security guard prior to commencement of work:
 - i. Urinalysis reports (performed by outside agency within preceding 60 days)
 - ii. Medical examination reports (dated within preceding 60 days)
 - iii. Psychological assessment/ examination reports (dated within preceding 60 days)
 - iv. Applicable training completion/test results and applicable certifications
 - v. Proof of minimum education/License requirements
 - vi. Results of background check to include Florida Dept. of Law Enforcement (FDLE) and National Crime Information Center (NCIC) certification of no felony record (dated within the preceding 60 days)
 - vii. Proof of citizenship or work permit or INS 1-9 certification
- h) Provide all tools and equipment needed to provide the services at no charge to the County. *[Refer to Sections 2.23 through 2.27, as applicable]*

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- i) Provide all personnel with an Electronic Mobile Video Device (EMVD) which will possess the following characteristics:
 - i. Portable
 - ii. Be equipped with a rugged military grade-protective outer shell/casing.
 - iii. Possesses a significant battery life, with sufficient power capacity for up to 20.5 hours of continuous, uninterrupted standby or talk time use, without requiring recharge.
 - iv. Be configured to use DTPW-installed software platforms.
 - v. Have a screen size/dimension/clarity that is easily viewable (no smaller than 2.3")
 - vi. Have the capability to wirelessly connect to, and intermittently view, in real-time, all DTPW'S CCTVs.
 - vii. A plan must be in place for the immediate replacement for a lost/stolen device(s) or the deactivation of a person's ability to view the CCTV images.
 - viii. Have the capability to transmit information regarding incidents/accidents.
 - ix. Provide regular maintenance, repairs and replacements.
- j) Provide technological solutions (hardware/software) to support all security functions and activities.
- k) All technological solutions must be of an "open-architecture-type", and all electronically-generated reports/queries should be available in an DTPW-supported format (allows the County to see all or parts of the Bidders' data without any proprietary constraints).
- l) The technological solutions will produce reports that contain the following information and allow the County to access/view this data in real-time:
 - i. Employee Tracking: Automated scheduling, time/ attendance, security officer post . check-in, automated time collection; attendance verification; invoicing, and billing; employee number, job number, and oversight; real-time monitoring of security vehicle locations, including virtual fence alarms and speed designation alarms; immediate open-post notification; track patrol to specified schedule and frequency.
 - ii. Crime Statistics: Crime trends, crime tracking to include identifying high incident station/areas, types of incidents, descriptions of incidents, etc.
 - iii. Incident/Accident: National Transit Database (NTD) 405 reports, Maintenance Request Report/potential safety hazards; immediate notification upon observation of .a potential safety incident, or when an accident occurs; transmission of images associated with incidents/accidents; notification provided immediately via application, phone, text, or email message.
 - iv. Training/Refresher Training Tracking: Including web-based training portal for online training of staff, drug/alcohol standards and testing results per FTA requirements, to allow the County to track training as needed.
 - v. Documentation/Resources: To allow the County to review Post Orders, Emergency Management Plans, updated Security Bulletins, Be-On-The-Lookout (BOLO), etc.
 - vi. Biometric Time Keeping: The biometric system has the capability of sending an alert to the awarded Bidder in the event a piece of equipment malfunctions. A procedure is in place for the replacement of equipment within 8 hours of the detection.

2.4 MINIMUM REQUIREMENTS AND QUALIFICATIONS OF PERSONNEL

2.4.1. Minimum Requirements of All Personnel

Awarded Bidder shall ensure that all licenses, certifications, and other personnel requirements will be maintained throughout the term of the Contract. Awarded Bidder will assume all costs associated with complying with the personnel requirements, including recruiting, screening, medical examinations and background checks. All levels of security personnel will meet the requirements:

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- a) Citizenship Status: Will be citizens of the United States of America or aliens who have been lawfully admitted for permanent residence as evidenced by Resident/Alien Registration Receipt Card Form 1-551, or who present other evidence from the Immigration and Naturalization Service that employment will not affect immigration status. Acceptable evidence will consist of a birth certificate, or appropriate naturalization or residency documentation. The County reserves the right to perform checks to verify the above required information.
- b) Will be at least 19 years of age.
- c) Proficiency in the English Language: Will be able to communicate (verbally and in writing) in English. Will be fully literate in the English language (able to read, write, speak, understand, and be understood). Verbal commands in English must be sufficient to permit full communication, even in times of stress.
- d) Medical Test and Health Requirements: Will successfully complete medical and psychological examinations performed by a licensed practitioner prior to duty assignment, and when required for reasonable cause by the County. The tests shall include, at a minimum, tests for communicable diseases, vision, color blindness, hearing, and speech. Test shall include a urinalysis test showing abstinence from drug/illegal substance use, except prescribed medications, testing shall be in compliance with 49 CFR P655 and 40as specified by the Federal Transit Administration (FTA) of the US Department of Transportation (DOT).
- e) Criminal Background Checks: Will pass the FDLE and NCIC background check in accordance with Florida Statute 31 1.12. The awarded Bidder shall assume all costs for the background checks. The County reserves the right to use social media to acquire additional background information on any security personnel.
- f) The County reserves the right to require any of the awarded Bidder's personnel providing services to the County to submit to a polygraph examination as deemed necessary by the County Contract Administrator or designee as permitted by law. The awarded Bidder will pay the costs for the examination and the County will not be billed for said examination. If an employee refuses to submit to the examination or fails the examination, that employee will not provide service to the County under this Contract. All employees involved in an investigation will complete a polygraph examination, upon request, as soon as possible, but no later than five (5) working days from the date of request. The Polygraph Examiner will be approved by the County Contract Administrator or designee.

2.4.2. Specific Personnel Qualifications and Requirements

Armed Security Officer (includes Metrorail patrol, Metromover rovers, Park and ride patrols, officers in parking facilities, officers at bus depots, bus yards, and rail patrols, but EXCLUDES dispatch staff and management personnel assigned to administrative duties).

Awarded Bidder shall ensure that armed security personnel meet the following requirements, in addition to the minimum requirements specified in Section 3.4(1) above:

- a) Have a valid Class ("D") license.
- b) Have a valid firearms ("G") license and a 12-gauge pump action shotgun waiver.
- c) Have a valid State of Florida Driver's license.
- d) Have a minimum of three years of experience as a:
 - i. full-time sworn civilian police officer, or
 - ii. military police officer, career military, or
 - iii. correctional officer (sworn with powers of arrest), or
 - iv. armed security officer, or
 - v. successful completion and graduate of a law enforcement academy

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Armed Security Supervisor (include shift supervisor, sector supervisor, Metromover supervisor, facilities supervisor, and revenue supervisor). Awarded Bidder will ensure that armed security supervisors meet the following requirements, in addition to the minimum requirements specified above:

- a) Have a valid Class ("D") license
- b) Have a valid Firearms ("G") license and a 12-gauge pump action shotgun waiver
- c) Have a valid State of Florida Driver's license.
- d) At least one year of experience as a security personnel supervisor
- e) Have a minimum of three years of experience as a:

full-time sworn civilian police officer, or
military police officer, career military, or
correctional officer (sworn with powers of arrest), or
armed security officer, or
successful completion and graduate of a law enforcement academy

Project Manager

The awarded Bidder shall ensure that the Project Manager meets the following requirements:

- a) Have a valid Manager of a Security Agency License
- b) Have a valid State of Florida Driver's license
- c) Have a bachelor's degree and a minimum of two years of experience in the management and operations of security or police services within past five years, or 10 years of professional security management

Note: The Project Manager shall physically work on-site (4th floor, Stephen P. Clarke Center (SPCC) Building), located at 111 NW 1 Street, Miami, Florida 33128, during normal business hours, Monday through Friday, 8:00 a.m. until 5:00 p.m. throughout the term of a contract resulting from this solicitation.

Crime Analyst

In addition to the minimum requirements specified above, the awarded Bidder shall ensure that the crime analyst meets the following requirements:

- a) Have a minimum of three years of experience compiling, managing, and analyzing computer data, preparing ad-hoc statistical reports, application of statistical methods, and handling database applications (including design). Knowledge of Uniform Crime Reporting is preferred.
- b) Have a valid State of Florida Driver's license.

Note: The Crime Analyst shall physically work on-site (4th floor, SPCC Building), located at 111 NW 1 Street, Miami, Florida 33128, during normal business hours, Monday through Friday, 8:00 a.m. until 5:00 p.m.

Unarmed Dispatcher

In addition to the minimum requirements specified above, the awarded Bidder shall ensure that the dispatcher will meet the following requirements:

- a) Have a High school diploma or G.ED.

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- b) Have a minimum of two years of customer service experience, or as a dispatcher in transit security, law enforcement, or military operations.

Note: ALL Dispatch and TRANSITWATCH staff shall physically work on site (5th floor, SPCC Building) located at 111 NW 1 Street, Miami, Florida 33128, during hours of assigned operation.

2.5 Training Requirements

The awarded Bidder shall offer the following training as outlined below. The County Contract Administrator or designee may visit training classes without notice, to monitor and evaluate all training. All costs associated with training will not be billable to the County or DTPW.

- a) Trainers will be approved by the County.
- b) All trainers will be appropriately certified and licensed by an accredited licensed institution of learning or governmental educational certification body, or by documentation that the individual has sufficient experience with the subject matter to instruct students in an authoritative, practical, and current manner. Resumes for potential trainers will be submitted to the County prior to the training for approval.
- c) Ensure that the following trainings are provided to all personnel. In all cases regarding training and the requisite examinations, the awarded Bidder shall ensure that all training afforded personnel required to perform the services specified herein conforms with Chapter 493 of the Florida Statutes and Sections 5N-1.134 and 5N-1.140 of the Florida Administrative Code, as may be amended from time-to-time.
- d) Employee Orientation Training (8 Hours)
- e) Site Orientation (24 hours)
 - i. General and specific post orders for the facility,
 - ii. Policy and specific procedures for responding to emergency alarms, threats of sabotage, fires, incendiary devices, track emergencies, and suspicious packages,
 - iii. Policy and specific procedures for viewing CCTV cameras through the EVMD and responding to viewed locations.
 - iv. Procedures for access control, trespass, and policy on fare media and station entry,
 - v. Operation of the security system within the facility,
 - vi. Operation of the station's Emergency Trip Station (ETS), fire suppression equipment and alarms.
- f) DTPW safety (8 Hours)

DTPW will provide Metrorail and Metromover safety training (attendance is mandatory). All personnel assigned to the Contract will attend and successfully complete the Safety Training Course. No employee will be allowed to commence service until this course is completed and documentation acknowledging successful completion is provided to the County's Contract Administrator or designee.
- g) Additional Training (40 Hours)
 - i. Basic orientation;
 - ii. Transit operations laws, rules, and regulations;
 - iii. Overview of the County Contract;
 - iv. On-Site procedures;
 - v. Post orders, duties, and responsibilities;
 - vi. Miami-Dade County Code Chapter 30-B, Transit Agency Rules and Regulations;
 - vii. Legal aspects of the job including authority, authority to detain, preservation of scene, courtroom testimony, etc. Officers do not have powers to arrest;

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- viii. Legal issues concerning suspicious and criminal activity, search and seizure, misdemeanors, and felonies;
 - ix. Professionalism, and courtesy;
 - x. Customer service;
 - xi. Sensitivity training;
 - xii. Americans with Disabilities Act (ADA) Compliance;
 - xiii. Tourist assistance;
 - xiv. Overview of the County's Transit System including routes, fare structure, fare collection and associated systems, stations, etc.; Route information;
 - xv. Conflict management;
 - xvi. Site specific equipment, features;
 - xvii. Interpersonal skills and human relations;
 - xviii. Interpersonal skills, courtesy, and safety processes when dealing with the elderly, people with special needs, people with mental illness, and/or people with disabilities.
 - xix. Bomb threats.
 - xx. Suspicious persons/activity;
 - xxi. Photography at DTPW facilities;
 - xxii. Managing aggressive behavior/Crisis Management.
 - xxiii. Use-of-Force.
 - xxiv. Evacuation procedures;
 - xxv. Fire emergency procedures; and
 - xxvi. Revenue loss prevention.
- h) Patrolling Techniques
- i. Vehicle safety;
 - ii. Shift work and sleep adjustment;
 - iii. Using senses, staying alert;
 - iv. Avoiding distractions;
 - v. Foot patrols; and
 - vi. Vehicle, bicycle, and golf cart patrolling techniques.
- i) First Aid/CPR
- i. Basic first aid and CPR.
- j) Tactical Response
- i. Suicide prevention; .
 - ii. Fatality on the system/train;
 - iii. Use-of-Force and de-escalation techniques
 - iv. Special events;
 - v. Crowd and traffic control;
 - vi. Crime prevention strategies;
 - vii. Accident prevention/safety procedures;
 - viii. Visual Intermodal Preparedness and Response (VIPR) operations;
 - ix. Active shooter;
 - x. Bomb threats and Weapons of Mass Destruction (WMD);
 - xi. Improvised Explosive Devices (IED);
 - xii. Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) devices;
 - xiii. Suspicious behavioral recognition;
 - xiv. Evacuation from train or station; and
 - xv. Suspicious packages.

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k) Emergency Preparedness

- i. Reporting breaches/vulnerabilities in safety and security;
- ii. Terrorism awareness;
- iii. Hurricane Plan;
- iv. National Incident Management System (NIMS);
- v. Crime scene;
- vi. Recovery after an emergency; and
- vii. Hazardous materials.

l) Communication Techniques

- i. Two-Way radio communications;
- ii. Report writing;
- iii. Professional communications (Written and Oral) with the public, media, and County administration;
- iv. Call Signs, Q-Codes, Radio Signal Codes (conforms to codes used by the Miami-Dade Police Department);
- v. Dispatching
- vi. TRANSITWATCH;
- vii. Radio/Status checks;
- viii. Use of the radio communication system specified herein; and
- ix. Telephone communication.

m) Drug and alcohol policy and procedures.n) Policy on random drug testing.o) Training on drug and alcohol.p) Policy on drug and alcohol (Policy and training must comply with all Federal Transit Administration (FTA) and Department of Transportation (DOT) regulations for drug and alcohol testing of safety sensitive employees in the transit environment/industry.)q) Validation/Examination

The awarded Bidder will provide a written examination at the end of the training session noted above to ensure the officer has mastered the material and is proficient and knowledgeable in the material presented. The officer will earn a passing score of no less than 75% to be allowed to perform services under this solicitation. Officers earning under 75% may be allowed to attend the course again and be retested a maximum of one (1) time. All examinations will be maintained by the awarded Bidder and made available to the County.

r) Firearms and Weapons Training (no less than 28 Hours)

The awarded Bidder will ensure that armed personnel receive firearms and weapons training from a Firearms instructor certified by the State of Florida and in possession of current active Florida State issued Class "K" license. All armed personnel assigned to this Contract will receive lethal and non-lethal weapons training. The Firearms training will include, at a minimum:

1. Use of a semi-automatic handgun;
2. Expandable baton;
3. Handcuffs; and
4. Unarmed combat.

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The awarded Bidder will ensure that dangers and liabilities involved for each weapon will be covered in the training. Each trainee must be certified as skilled and knowledgeable in each aspect before serving on active duty status on the County Contract. In all cases regarding firearms and weapons training and the requisite examinations, the awarded Bidder will ensure that all training afforded personnel required to perform the services specified within this solicitation conforms with Chapter 493 of the Florida Statutes and Sections 5N-1.134 and 5N-1.140 of the Florida Administrative Code, as may be amended from time-to-time. At minimum, the awarded Bidder will provide the following training curriculum:

s) Legal Aspects of the use of Firearms

1. Chapter 493, Florida Statutes
2. Chapter 775, Florida Statutes
3. Chapter 776, Florida Statutes
4. Chapter 790, Florida Statutes
5. Civil and Criminal Liability
6. An examination on the Legal Aspects of the use of Firearms

t) Operational Firearms Safety

1. General Safety Rules in Handling Firearms
2. Proper Wearing and Storage of the Firearm
3. Safety Rules When Firing the Firearm
4. Semi-Automatic Safety Standards
5. Operating the Firearm
6. General Storage of the Semi-Automatic Firearm
7. Holsters (focused discussion on the use of the double retention holster)
8. An examination on Operational Firearms Safety

u) Firearms Mechanical Training

1. Types of Semi-Automatic Pistols
2. Nomenclature
3. Safety Features
4. Rendering the Semi-Automatic Pistol Safe
5. Field Stripping and Inspection
6. Function of the Semi-Automatic
7. Semi-Automatic Pistol Stoppages
8. Action to Clear Stoppages and Malfunctions
9. Loading and Unloading of Semi-Automatic Pistols
10. Care and Cleaning of the of Semi-Automatic Pistol
11. An Examination on Firearms Mechanical Training

v) Firearms Range Qualification

1. Stance
2. Proper Grip and Draw
3. Sight Alignment, Sight Picture, and Trigger Control
4. Minimum Range Facility Standards
5. Firearms Range Safety

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6. Range Procedures and Rules of Conduct
7. Range Commands — Semi-Automatic Pistol
8. Course of Fire

w) Miscellaneous Training Topics

1. Use of the expandable baton
2. Use of handcuffs
3. Conducting searches of detained subjects (legal issues and safety issues)

x) Shotgun Training

The awarded Bidder will ensure that armed officers will also receive training in the proficient use of a 12-gauge pump action shotgun. The awarded Bidder will maintain records for each employee required to carry the shotgun, which will be subject to immediate inspection by the County Contract administrator or designee, on an as needed basis. In all cases regarding shotgun training and the requisite examinations, the awarded Bidder will ensure that all training conforms with Chapter 493 of the Florida Statutes and Sections 5N-1.134 and 5N-1.140 of the Florida Administrative Code, as may be amended from time-to-time. At minimum, the awarded Bidder will provide the following training curriculum:

1) Shotgun Training Syllabus

- a) Nomenclature
- b) Shotgun ammunition (to include the use of buckshot)
- c) Safety
- d) Shooting positions
- e) Mounting the shotgun
- f) Examination on the material above
- g) Qualification at a range

y) Specific Training For Project Manager, Supervisors and Dispatchers

In addition to the training provided to all security personnel, the awarded Bidder will provide to the project manager, supervisors and dispatcher's specific training as outlined below.

Documentation/proof of completion of the specific training will be provided to the County Contract Administrator or designee. Specific training for the below listed personnel will include, but are not limited to:

1. Project Manager and Supervisors

- a) Supervisory responsibilities
- b) Training skill development
- c) Leadership development
- d) Authority and control
- e) Procedures for viewing the CCTV cameras and dispatching personnel to locations per Post Orders
- f) Effective communication
- g) Handling complaints and grievances

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- h) Interpersonal skills and safety processes when dealing with the elderly, people with special needs, and/ or people with disabilities or mental illnesses.
- i) Management skills for supervisory personnel
- j) Time management...
- k) Motivation
- l) Ethics training

2. Dispatchers:

- a) use of radio, console, and telephone
- b) Procedures for viewing the CCTV cameras and dispatching personnel to locations per Post Orders .
- c) Use of Q codes and radio signal codes
- d) Computer Log
- e) TRANSITWATCH (phone line and APP)

z) Refresher Training/Requalification

The awarded Bidder will conduct no less than four, four-hours, **annual** refresher training, for all security officers, supervisors, and dispatchers assigned to this Contract. The curriculum will be determined by the awarded Bidder and the County Contract Administrator. Each refresher training session will be no less than four hours in duration. The awarded Bidder will develop testing which will demonstrate the personnel's proficiency and understanding of the topics covered in the training. This requirement is in addition to any recertification or requalification required by Chapter 493 of the Florida Statutes and Sections 5N-1.134 and 5N-1.140 of the Florida Administrative Code, as may be amended from time-to-time.

1) Refresher training will include presentations on the following topics:

- a) Managing transit emergencies;
- b) Recognizing/Dealing with suspicious packages, behavior and individuals;
- c) Customer service/conflict resolution;
- d) Emergency Trip Switch (ETS) locations and operation;
- e) National Incident Management System (NIMS);
- f) Active Shooter topics/scenarios; and
- g) Photography around DTPW Facilities.

The awarded Bidder shall ensure that each officer qualifies at least annually with the firearm approved for and used under this Contract. Class and range time will be in accordance with Chapter 493 of the Florida Statutes and Sections 5N-1.134 and 5N-1.140 of the Florida Administrative Code, as may be amended from time-to-time.

aa) Evaluation of Training

The County Contract Administrator or designee will evaluate the quality and completeness of training provided by the awarded Bidder to its personnel. Evaluations will include, but not be limited to, reviews of techniques and methods of instruction, quality of instructors, motivation, adequacy of classroom and supportive adjunct training materials, test content, and individual retentiveness. The County Contract Administrator or designee reserves the right to create, revise or mandate all training provided to the personnel assigned to the Contract. Any changes to the training provided by the awarded Bidder will be reviewed and approved by the County Contract Administrator or designee.

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The County Contract Administrator reserves the right to request job training for some or all employees of the awarded Bidder. The training curriculum and length will be determined by the County Contract Administrator or designee at a later date.

bb) On-Line Instruction/Special Topics/Personnel Development

In order to allow for officer growth and development, continued education, or as a means of correcting deficiencies in performance, the awarded Bidder shall institute an on-line system of course material, which may be accessed remotely via computer. As a means of validation, the awarded Bidder shall provide a means of testing and grading. Topics may include additional, in-depth material on terrorism, suspicious packages, recognizing suspicious persons and/or behavior, and other topics relevant to security in a mass transit environment. This Section shall NOT be used as a means of satisfying any REQUIRED training or refresher training as provided for in this solicitation or as required by the Chapter 493 of the Florida Statutes and Sections 5N-1.134 and 5N-1.140 of the Florida Administrative Code, as may be amended from time-to-time.

2.6 SPECIFIC TASKS AND RESPONSIBILITIES OF PERSONNEL

The awarded Bidder shall have specific tasks, responsibilities or requirements that may vary from facility to facility, and will include the following personnel:

2.6.1 Full-time Project Manager shall have a local telephone and cellular number(s) where the Project Manager may be reached 24 hours a day, 7 days a week, on a year-round basis. Project Manager will physically work on-site at 111 NW 1 Street, 4th Floor, during normal business hours, Monday through Friday, 8:00 a.m. until 5:00 p.m.

The Project Manager will:

- a) Manage and coordinate all Contract operations, prepare reports, and act as the primary point of contact with the County.
- b) Have full authority to act for the awarded Bidder on all matters related to the daily operations.
- c) Perform internal audits of procedures and policies
- d) Meet with County Contract Administrator or designee on a monthly basis or as requested by the County
- e) Respond to verbal/written notifications of Contract violations as specified by the County Contract Administrator or designee
- f) Ensure that all personnel are properly trained prior to being assigned to a facility/post
- g) Ensure that there are sufficient cross-trained staff for backups and replacement
- h) Be knowledgeable and adhere to Contractual standards and procedures regarding weapon safety
- i) Respond to requests within thirty (30) minutes via telephone contact or meeting as specified by the County

2.6.2 Armed Security Officers shall:

- a) Maintain a professional atmosphere, and law and order, within areas of assignment
- b) Report to work on time and remain on duty until relieved
- c) Maintain good personal and uniform appearance; is courteous and helpful to the public, and County personnel at all times. Will not conduct any personal activity, which detracts from a professional image. Maintain a professional posture at all times.
- d) No drinking/consumption of any alcohol and illegal substances.

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- e) Cover an assignment at a fixed post or patrols an area or facility for the purpose of detecting and preventing individuals or groups from committing acts, which are illegal or injurious to others or to property.
- f) Intervene to terminate acts injurious or potentially injurious to persons or property, and detain individuals for further investigation or arrest where circumstances and conditions warrant, as stated in the State of Florida Security Officer's Handbook (FSS Chapter 493).
- g) Patrol facilities/locations, in accordance with routes and schedules established in the Post Orders.
- h) View all CCTV cameras through EMVD and respond to incidents per the established Post Orders.
- i) Maintain control of the supplied, electronic viewing device at all times.
- j) Raise and lower flags at designated times as applicable.
- k) Verify the security of safes and other areas where equipment or materials of value are stored.
- l) Lock and unlock gates and doors at designated times.
- m) Turn up lighting at the beginning of each business day to permit ingress of employees, awarded Bidder and authorized personnel, reduce and/or turn off lighting as required.
- n) Ensure that only authorized personnel are permitted access to closed or restricted facilities or areas by detaining unidentified or unauthorized individuals.
- o) Notify appropriate personnel (i.e. Central Control, police authorities, CCA) of any activity which is criminal in nature or suspected of being criminal in nature.
- p) Respond to reports of sick or injured patrons, visitors, or employees, render basic first aid, and notify supervisor and appropriate authorities, if further assistance is considered necessary or desirable.
- q) Perform minor operations (e.g. repair stuck gate) and/or record data in connection with the operations of facility utility systems.
- r) Report safety hazards, malfunctioning equipment, liquid spills, and other such matters to appropriate maintenance personnel of the facility.
- s) Respond to scene of locally activated fire, burglary or other alarms, or other emergency situations, evaluate situation, and take action as prescribed in Post Orders and/or facility self-protection plans.
- t) Investigate questionable acts or behavior observed or reported on County premises and questions witnesses and suspects to ascertain or verify facts.
- u) Detain within legal limits any individuals suspected of damaging property or injuring others, for further investigation or arrest by local law enforcement agency.
- v) Operate a motor vehicle/motorized cart, where required
- w) Maintain order and use good judgment and discretion in handling unruly or trespassing public.
- x) Maintain all accounts of daily operations.
- y) Assist other security personnel as required.
- z) Follow Lost and Found procedures in a manner that allows the public to claim lost items.
- aa) Provide direction to other security personnel when such authority is delegated by Post Orders, their immediate supervisor, or the County Contract Administrator or designee.
- bb) Use good judgment and treat passengers and other personnel in respectful and sensitive manner.
- cc) Communicate clearly through the use of Public Announcement System to the public as required.
- dd) Direct traffic, control parking, issue parking violation warnings as authorized by the County Contract Administrator or designee.
- ee) Be alert at all times and will not:
 - i. Fall asleep;
 - ii. Read newspapers, magazines, or other non-work materials while providing services to the County;
 - iii. Utilize cellular phone except in the case of an emergency;
 - iv. Utilize any unauthorized devices, except as required by the County. These include electronic devices such as portable music players, televisions, DVD or CD players;

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- v. Utilize any form of County property for personal use unless expressly approved by the County Contract Administrator or designee. Officers will be held responsible for any of the above four violations and Liquidated Damages/Infraction fees may be assessed.
- ff) Within legal limits of Florida State Statutes, conduct searches of individuals.
- gg) Operate an entrance and control post. Officers will operate and enforce a system of personnel identification cards and record names of all personnel wishing to enter a facility after normal working hours.
- hh) Safeguard and protect all existing structures, utilities, services, roads, trees, shrubbery, etc. against damage or from interrupted service.
- ii) Refuse acceptance of any mail or packages, unless with the written authorization from the County's Building Manager or facility contact person.
- jj) Communicate effectively with the public and County personnel.
- kk) Perform Cyberpoint check-ins as required in Post Orders.
- ll) Perform other duties as assigned.

2.6.3 Rail Patrol Personnel shall:

- a) Maintain a professional atmosphere, and law and order, within areas of assignment
- b) Perform active patrols inside of Metrorail vehicles engaged in revenue service. Patrols will consist of active and conspicuous patrolling of each Metrorail vehicle while it is in motion or berthed at a station.
- c) Actively patrol while Metrorail vehicle is in motion. This shall be accomplished by walking through the bulk-head doors located at the end of each car. Upon reaching the final car, the officer will repeat the patrol in the opposite direction. At no time will any officer remain positioned in one vehicle unless it is to detain a suspect or remove a suspect from said vehicle.
- d) Courteously enforce all applicable federal, state, and local laws and ordinances, including, but not limited to:
 - i. Asking passengers to remove their feet from seats, and refrain from eating/drinking in the vehicle,
 - ii. Ensuring there is no smoking or loud music inside the moving Metrorail vehicle,
 - iii. Remaining vigilant for criminal activity against passengers or County assets,
 - iv. Detaining individuals committing criminal acts,
 - v. Remaining vigilant for suspicious packages or activities.
- e) Upon reaching the Rail Patrols' final sector station, the officer shall disembark and wait for a Metrorail train traveling in the opposite direction. Upon the train's arrival, officer shall board and repeat Steps b) through d) above. While waiting for the train, the office shall patrol the platform and follow Step d) above. Rail Patrol Sectors and/or patrol assignments will be determined by DTPW and are subject to change.
- f) View all CCTV cameras through EMVD and respond to incidents per the established Post Orders.
- g) Maintain control of the supplied, electronic viewing device at all times.

Note: Nothing in the preceding Section should be interpreted as to preclude a Rail Patrol officer from assisting with an incident or accidents elsewhere in the system, as ordered.

2.6.4 School Patrol Personnel (when requested by DTPW) shall:

- a) Maintain a professional atmosphere, and law and order, within areas of assignment
- b) Monitor activities at specific stations on the platform during school days.
- c) Perform Cyberpoint check-ins as required in Post Orders.
- d) Schedule of school patrols to coincide with the Miami-Dade County Public School's calendar, for days of assignments. Patrols usually take place from 1445 hours to 1645 hours, at locations to be

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determined by DTPW. Enforce all applicable federal, state, and local laws, including, but not limited to:

- i. Ensuring crowds keep away from the platform edge and off from the yellow platform tile, until the Metrorail train has entered and berthed safely at the station,
 - ii. Asking passengers to sit on the platform benches and not lie prone
 - iii. Ensuring there is no smoking or loud music on the platform
 - iv. Remaining vigilant for criminal activity against passengers or County assets
 - v. Detaining individuals committing criminal acts, and
 - vi. Remaining vigilant for suspicious packages or activities.
- e) Patrol the platform at the specific station.

Note: Nothing in the preceding Section should be interpreted as to preclude a School Patrol officer from assisting with an incident elsewhere at the station.

2.6.5 Park and Ride Lot Security Officers shall:

- a) Maintain a professional atmosphere, and law and order, within areas of assignment.
- b) Secure the safety and security of patrons utilizing DTPW's parking facilities and their vehicles.
- c) Perform Cyberpoint check-ins as required in Post Orders.
- d) Depending on the size and complexity of the parking facility, patrol facility by motorized vehicle, gasoline powered golf cart, bicycles or on foot.
- e) Enforce all applicable federal, state, and local laws, including, but not limited to:
 - i. Ensuring patrons using the facility are safe while walking to buses or trains;
 - ii. Asking loiterers to leave the premises;
 - iii. Watching and mitigating potential acts of vandalism or theft of vehicles;
 - iv. Reporting abandoned or suspicious vehicles to Sector Supervisors;
 - v. Ensuring there is no removal of vehicles without proper documentation;
 - vi. Remaining vigilant for criminal activity against passengers, passenger assets, or County assets;
 - vii. Detaining individuals committing criminal acts, and
 - viii. Remaining vigilant for suspicious packages or activities.

2.6.6 Bus Depot and Bus Yard Officers shall:

- a) Report to work on time and remain on duty until relieved
- b) Maintain good personal and uniform appearance; is courteous to the public, and County personnel at all times. Officers will not conduct any personal activity, which detracts from a professional image.
- c) Patrol the bus depot for the purpose of detecting and preventing individuals or groups from committing acts, which are injurious to others or to property.
- d) View all CCTV cameras through EMVD and respond to incidents per the established Post Orders.
- e) Maintain control of the supplied, electronic viewing device at all times.
- f) Intervene to terminate acts injurious or potentially injurious to persons or property, and detain individuals for further investigation or arrest where circumstances and conditions warrant, as stated in the State of Florida Security Officer's Handbook (FSS Chapter 493).
- g) Patrol the bus depots in accordance with all directives in the Post Orders.
- h) Perform Cyberpoint check-ins as required in Post Orders.
- i) Notify appropriate personnel (i.e. Central Control, police authorities, CCA) of any activity which is criminal in nature or suspected of being criminal in nature.
- j) Respond to reports of sick or injured patrons, visitors, or employees, render basic first aid, and notify supervisor and appropriate authorities, if further assistance is considered necessary or desirable.
- k) Report safety hazards, malfunctioning equipment, liquid spills, and other such matters to appropriate maintenance personnel of the facility.

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- l) Respond to scene of locally activated fire, burglary or other alarms, or other emergency situations, evaluate situation, and take action as prescribed in Post Orders.
- m) Investigate questionable acts or behavior observed or reported on County premises and questions witnesses and suspects to ascertain or verify facts.
- n) Detain within legal limits any individuals suspected of damaging property or injuring others, for further investigation or arrest by local law enforcement agency.
- o) Maintain order and uses good judgment and discretion in handling unruly public.
- p) Maintain daily log and writes daily reports, incident reports, and non-employee injury reports.
- q) Assists other security personnel as required.
- r) Follow Lost and Found procedures in a manner that allows the public to claim lost items.
- s) Provide direction to other security personnel when such authority is delegated by Post Orders, their immediate supervisor, or the County Contract Administrator or designee.
- t) Be alert at all times and will not:
 - i. Fall asleep;
 - ii. Read newspapers, magazines, or other non-work materials while providing services to the County
 - iii. Utilize cellular phone except in the case of an emergency
 - iv. Utilize any unauthorized devices, except as required by the County. These include electronic devices such as portable music players, televisions, DVD or CD players.
 - v. Utilize any form of County property for personal use unless expressly approved by the County Contract Administrator or designee.
- u) Within legal limits of Florida State Statutes, conduct searches of individuals.
- v) Safeguard and protect all existing structures, utilities, services, roads, trees, shrubbery, etc. against damage or from interrupted service.
- w) Communicate effectively with the public and County personnel.
- x) Perform other duties as assigned.

Officers will be held responsible for any of the above violations, and Liquidated Damages/Infraction Fees may be assessed the Awarded Vendor.

2.6.7 Metromover Patrol Personnel shall:

- a) Maintain a professional atmosphere, and law and order, within areas of assignment
- b) Perform active patrols inside of Metromover vehicles engaged in revenue service. Patrol will consist of active and conspicuous patrolling of each Metromover vehicle while it is in motion or berthed at a station.
- c) Actively patrol while Metromover vehicle is in motion is to be accomplished by standing in the Metromover vehicle while it is in motion and ensuring no criminal/illegal/suspicious activity is taking place. Upon arrival at each station, the Metromover patrol shall observe the platform and ensure no criminal/illegal/suspicious activity is taking place.
- d) Patrol the platform, ground level, and any other levels as required to mitigate acts of crimes against patrons or County property.
- e) View all CCTV cameras through EMVD and respond to incidents per the established Post Orders.
- f) Perform Cyberpoint check-ins as required in Post Orders.
- g) Maintain control of the supplied, EMVD at all times.
- h) Enforce all applicable federal, state, and local laws, including, but not limited to:
 - i. Asking passengers to remove their feet from seats, and refrain from eating in vehicle;
 - ii. Ensuring there is no eating, smoking or loud music inside the moving Metromover vehicle
 - iii. Remaining vigilant for criminal activity against passengers or County assets
 - iv. Detaining individuals committing criminal acts;
 - v. Remain vigilant for suspicious packages or activities.

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- i) Upon reaching the Metromover Patrol's final sector station, the Metromover Patrol officer shall disembark and wait for a Metromover vehicle traveling in the opposite direction. Upon the Metromover car's arrival, officer shall board and repeat patrol. While waiting for the Metromover conveyance, the officer shall patrol the platform. Metromover Patrol Sectors and/or patrol assignments will be determined by DTPW and is subject to change.

Note: Nothing in the preceding Section should be interpreted as to preclude a Metromover Patrol officer from assisting with an incident elsewhere in the system.

2.6.8 Sector Supervisors

Metrorail security is divided into five security sectors. The awarded Bidder will provide one armed supervisor for each of the Metrorail sectors, who will be responsible for the oversight of that sector. Similar supervisory level position will be provided for Metromover. Supervision will also be required for the Metrobus and Metrorail Maintenance Facilities as well as select park and ride locations. Supervisors will be primarily assigned as sector supervisors or shift supervisors. The level of supervision provided by the awarded Bidder will be sufficient to visit each on-duty post twice per shift. The County estimates that the awarded Bidder's supervisory staff can adequately supervise the Metromover and Metrorail posts with a minimum of six supervisors per shift: five supervisors for Metrorail, and one supervisor for Metromover.

Sector Supervisors shall:

- a) Maintain a professional atmosphere, and law and order, within areas of assignment
- b) Respond to on-site emergencies.
- c) Respond to incidents or unusual occurrence, as requested by the County Contract Administrator or designee.
- d) Make on-site inspections, answer questions, and offer advice during the shift, when security officers are on duty.
- e) Perform Cyberpoint check-ins as required in Post Orders.
- f) View all CCTV cameras through EMVD and respond to incidents per the established Post Orders.
- g) Maintain control of the supplied, EMVD at all times.
- h) Provide technical and administrative advice on each shift.
- i) Ensure proper assignment coverage. If a post cannot be covered, the awarded Bidder must immediately notify the DTPW Office of Safety and Security.
- j) Provides on-the-job training to each officer until assignment is fully understood, and prior to placing said individual on the assignment.
- k) Provide direction, follow-up training, and instructions to posted and/or patrolling security officers by making rounds and observing officers in the performance of their duties for each
- l) Call attention of subordinates to any deviations from acceptable practices and procedures. Instruct security officers in proper methods, and explain conditions under which deviations are permissible. All deviations must be referred to the Contractor's Project Manager. In addition, said deviations and corrective actions taken are to be recorded in post logbook.
- m) Respond to request of subordinates for assistance.
- n) Consistently exercise leadership, and oversight to ensure conformance with procedures.
- o) Maintain good personal appearance.
- p) Update and explain post procedures.
- q) Have working knowledge of radio procedures, codes, and is able to train security officers in the same.
- r) Drive a motor vehicle as required.
- s) Conduct internal investigations and address complaints.
- t) Complete all necessary reports specified in the Contract. The original completed report must be forwarded to DTPW Office of Safety and Security.

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- u) Review, correct, and approve subordinates' reports.
- v) Have knowledge of local jurisdictions and who to call when incidents occur.
- w) Have a working knowledge of each assignment covered by the awarded Bidder and will train newly assigned officers on assignments.
- x) Maintain facility log books at each facility.
- y) Is properly equipped, in proper uniform, and be able and qualified to provide temporary coverage of vacant posts for absent security officers or as requested by County staff, not to exceed three (3) hours.
- z) Ensure that posted and/or patrolling security personnel have materials, uniforms, and equipment sufficient to perform required duties and which meet Contract standards for completeness, condition, and appearance.

2.6.9 Shift Supervisors

The awarded Bidder shall provide shift supervision for active, on-duty supervision for every shift covered by the awarded Bidder on a 24-hour per day, seven days per week basis. These shift supervisors will be armed and equipped with vehicles. The shift supervisors will make unannounced inspections a minimum of twice per shift to answer questions, resolve problems, respond to emergencies, and otherwise complete tasks as required by the County. The Shift Supervisor will view all CCTV cameras through their EMVDs and respond to incidents per the established Post Orders, and maintain control of the supplied, EMVDs at all times. Only one (1) shift supervisor will be required per shift. All personnel, excluding Project Manager and Crime Analyst, will report to the Shift Supervisor.

2.6.10 Crime Analyst

The awarded Bidder shall provide a full time Crime Analyst to compile criminal statistics to an electronic database and analyze crime trends. Specifically, the crime analyst is responsible for monthly generation of crime statistics reports and the repotting of crime trends to DTPW's management in a timely manner to effect proactive prevention of criminal activity. This individual is also responsible for generating other DTPW reports such as DTPW bus incident reports and DTPW Maintenance Repair Response Request (MRR).

The Crime Analyst must be able to accomplish the following:

- a) Identify evolving or existent crime patterns and series.
- b) Forecast future crime and incident trends.
- c) Perform target profile analyses.
- d) Provide data to support departmental planning activities.
- e) Use of methods, practices and procedures involved in processing and maintaining Uniform Crime Reporting Statistics.
- f) Prepare and conduct presentations of statistical reports to staff and internal forums.

2.6.11 Dispatcher

The dispatch function will be performed 24 hours every day without exception. Dispatchers are responsible for working rotating shift schedules and operating two-way radio transmitting equipment to dispatch and communicate with security officers responsible for securing DTPW facilities and operations. Duties include relaying orders and information to and from security personnel in the field, managing radio traffic, and operating computer and telecommunications equipment. Work is performed in accordance with prescribed dispatch procedures and within the scope of Federal Communications Commission regulations and DTPW orders. Supervision is received from a shift supervisor who confers on difficult or unusual problems and reviews work for conformance with established procedures. The dispatcher must have the ability to make

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swift, logical decisions, and judgments under stressful situations. The dispatcher performs related work as required by the Bidder and DTPW Work may include, but not limited to the following:

- a) Receive calls for service from security personnel in the field via two-way radio.
- b) Coordinate the direction and placement of field units to strategic locations for critical incidents and to prevent and/or mitigate loss of life or injury.
- c) Prioritize calls for service; selectively assigning and dispatching of additional security units and/or supervisor's non-emergency calls via radio communication using the assigned talk groups while monitoring the safety status of all field units.
- d) Coordinate the movement of multiple security personnel engaged in pursuit tactics or responding to life or death situations.
- e) Operate a computer based, Harris P25/OpenSky 700/800 MHz trunked portable, mobile or control station radio to control talk groups and or conventional channels.
- f) Coordinate multiple tasks simultaneously, using judgment to make operational decisions based on information regarding available personnel.
- g) Maintain detailed knowledge and records of BOLO (Be On the Lookout For) information, Trespass Warning's, and the diversified configurations of daily personnel work schedules, court times, assigned areas of special patrols and responsibilities, and procedural differentiations for each DTPW location.
- h) Perform Radio Checks with field personnel to ensure presence and attention.
- i) Perform minor maintenance tasks associated with the position, for example, resetting computerized dispatch systems, preparing malfunction reports for radio frequency or equipment repairs.
- j) Answer telephone calls for the dedicated TRANSITWATCH line and coordinates response with security personnel.
- k) Monitor the TRANSITWATCH application. This is a dedicated assignment that must be staffed at all times to ensure a prompt response of no more than 45 seconds per each interaction.
- l) Monitor CCTV to identify areas of concern and direct security/response personnel to mitigate.

2.7 POST ORDERS

The awarded Bidder shall:

- a) Meet with the County Contract Administrator to develop site specific Post Orders. These site-specific Post Orders will be approved by the County Contract Administrator before the Contract start date.
- b) Prepare, reproduce, disseminate and maintain the Post Orders at no expense to the County.
- c) Assure that yearly updated copies are available at all times for the duration of contract including any renewals or extensions thereof.
- d) Emphasize to its personnel, assigned to provide services to the County, that general orders to "Protect the General Public, County Personnel and Property" supersede all Post Orders.
- e) Check each post periodically for updated Post Orders.

Post Orders may include, but are not limited to, the following:

- a) Facility/Building information (e.g., operating hours, chain of command)
- b) Building rules and regulations
- c) Operation of equipment
- d) Roving patrol routes, schedules, and duties
- e) Vehicular traffic control
- f) Access control procedures

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- g) Emergency response procedures
- h) Security and fire control systems
- i) CCTV camera locations and CCTV viewing procedures/response through EMVD
- j) Hazardous conditions, inspection/reporting
- k) Response to emergencies, (e.g., fires, injury, or illness, etc.)
- l) Procedures for raising, lowering, and half-mast U.S. and other flags, as applicable
- m) Safeguarding persons and property
- n) Minimum number of hours for site orientation training, in addition to courtesy, sensitivity, and customer service training

2.8 SECURITY OFFICER ROTATION

The County reserves the right, at the discretion of the County Contract Administrator or designee, to request the transfer of personnel of the awarded Bidder working on the contract, as well as rotate specific hours or location of Security personnel at a time interval specified by the County.

2.9 RELIEF BREAK PERIODS

The awarded Bidder shall:

- a) Ensure that security officers do not leave the assigned posts at the end of a shift until relieved by duty personnel assigned to the following shift, if such a shift is scheduled
- b) Ensure that security officers are provided breaks as required by Federal and Florida State law, at no cost to the County.
- c) Ensure that security officers remain at their assigned post until they are relieved for the break period. Any violation of this procedure may result in liquidated damages/infracton fees or a non-performance being issued.

2.10 EMERGENCIES

During emergency operations, which may include, but are not limited to hurricanes, floods, other acts of nature, civil unrest, acts of terrorism, awarded Bidder's security officers may be diverted by the County Contract Administrator or designee from their normal assignment to meet emergency situations or special duty assignments. When the personnel diverted are no longer needed for the special work assignments, they will return to their normal assignments. No additional cost will be charged to the County for such diversion, and the awarded Bidder will not be penalized by the County for the normal daily work not completed due to any emergency. Incidents of this nature will be reported in accordance with procedures outlined in the facility post orders or emergency procedures. The County will notify the awarded Bidder if and when to suspend scheduled service for the duration of such emergency. The awarded Bidder will make available to the County, all vehicles, equipment, officers and supervisory resources, allocated to this Contract, for emergency purposes upon notification by the County. The awarded Bidder will be responsible for structuring work rules in order to ensure that employees report to work, or in the event that they are already at work, continue to perform their duties for emergency related operations as directed by the County. Compensation for expenses incurred during the emergency for additional posts beyond those established immediately prior to the emergency will be reimbursed by the County. The awarded Bidder shall submit to DTPW the following plans specific to security service operations for DTPW.

- a) Hurricane Plan
- b) Continuity of Operations Plan (to include contingencies for replacement or additions of security personnel and management staff and continuing dispatch operations)
- c) Active Shooter Response Plan

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2.11 CHANGE IN ASSIGNMENT

The County Contract Administrator or designee may, at any time by written or verbal instruction, make changes to the existing service. These changes may include, but are not limited to, scheduling changes, increases or decreases in the hours or type of services, and modifications in special equipment requirements.

2.12 REMOVAL OR APPROVAL OF PERSONNEL

The County Contract Administrator or designee:

- a) Will approve all Bidder's personnel assigned to the Contract prior to the personnel's assignment to a County facility.
- b) Reserves the right to interview any prospective personnel of the awarded Bidder prior to the employee being assigned to a County post.
- c) May reject any existing or proposed awarded Bidder's personnel under the Contract, as deemed in the County's best interest.
- d) Reserves the right to have the Bidder relieve any employee of the Bidder from a duty assignment, and/or bar the employee from further service under the Contract.

2.13 ADDITIONAL SERVICES/EXTRA WORK AND INVESTIGATIVE SERVICES

The County may make changes to service levels and schedules, and may make special-order assignments, which may result in additions, reductions or deletions to the amount, type or value of the services required as requested by the County Contract Administrator. This may include additions, reductions or deletions to the hours, type, or value of the services required. The Bidder understands and agrees that the amount to be paid by the County for additional services will be computed on the basis the price schedule.

No additional services will be performed except as pursuant to written orders of the County Contract Administrator expressly identifying the work as an additional service.

The County may request investigative services and may include video or still photographic documentation of suspected incidents of criminal activity, field observation and/or written documentation of employee theft, dishonesty, drug and substance abuse, sexual harassment, covert placement of individuals posing as employees to gather information on workplace problems, and a variety of other work place and employee related issues.

If investigative services are needed, the County will prepare a scope of work and the awarded Bidder will submit a cost proposal including all price related to furnishing the investigative services. Thereafter, the County Contract Administrator and the awarded Bidder shall agree to a not-to exceed number of hours and price for the requested investigative services. In no event will the awarded Bidder perform any additional services unless the County issues a written notice to the awarded Bidder to proceed with services.

2.14 INABILITY OR REFUSAL TO PROVIDE ADDITIONAL REQUESTED SERVICE

The awarded Bidder shall provide additional services when requested. If unable to provide these additional services, immediately notify the County verbally and in writing (within 24 hours of the request for additional service) with a detailed explanation for its inability to satisfy the request. Any costs incurred by the County as a result of inability or refusal will be the responsibility of the awarded Bidder. In addition, the awarded Bidder may incur liquidated damages or infraction fees.

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2.15 NOTICE OF EXTENDED HOURS/NEW ASSIGNMENTS (Overtime)

The County will attempt to give the awarded Bidder eight (8) hours of notice for coverage changes resulting in new assignments. If it is not possible to give eight (8) hours of advance notice, the County will pay overtime coverage (1.5 times the normal billing rate) for the first eight (8) hours of the new assignment. In consideration of this overtime coverage, the awarded Bidder shall provide a Security Officer within four (4) hours' notice. Failure to provide the extended services may result in liquidated damages and/or a vendor non-performance being issued.

2.16 LIMITATION ON EMPLOYEE-HOURS AND ASSIGNMENTS

The awarded Bidder agrees that the security officers will provide no more than sixteen (16) hours of service, including all break periods, in a twenty-four (24) hour period, unless the work periods are separated by an eight (8) hours non-duty period. This limitation may be waived by the County Contract Administrator in emergency situations that are beyond the control of the awarded Bidder (e.g., weather conditions, civil disturbances, natural disasters, etc.) preventing the next shift from getting to the post. Each occurrence will require an individual written waiver provided by the County Contract Administrator or designee. Violations of this 16-hour work limitation may result in infraction fees.

2.17 CENTRAL DISPATCH CENTER

The County will provide office space for the Central Dispatch Center at the SPCC, Metrorail Central Control, located at 111 NW 1 Street, 5th Floor, where the awarded Bidder will operate its Dispatch Center. This requirement will not be waived.

This Central Dispatch Center will be staffed 24 hours, 7 day per week, each calendar day of the year, unless authorized in writing by the County Contract Administrator, or designee. All radio and telephone communication will be received, transmitted, and addressed by the dispatch staff on duty. Substitutes, such as cellular phones, call forwarding to the main central dispatch telephone lines, mobile transmitters/receivers, and/or handheld radios will not be accepted to satisfy this requirement. The Central Dispatch Center responsibilities will not be outsourced (subcontracted) to another company unless approved in writing by the County Contract Administrator. Failure to comply with any of the requirements constitutes a material breach of the Contract and may result in liquidated damages and/or a non-performance issued. The awarded Bidder will provide the following for the Center, at no cost to the County:

- a) All computer hardware and necessary software application to perform dispatch and event logging/recording functions. All dispatch communications will be recorded in a format easily retrievable by event characteristic, i.e., date, time, location, etc. The recording must be in a format which can be exported to a file for remote forensic review.
- b) All electronic equipment and all respective software to perform the intended functions.
- c) All Log Books, Log Event Sheets, stationery, and required office supplies, or other equipment for log maintenance.
- d) Dispatch/Console radios (refer to Section 2.19 for requirements) at minimum, three headsets to enable communication by the dispatch staff.
- e) Network connectivity between the Center and the awarded Bidder's on-site office Project Manager at 111 NW 1 Street, 4th Floor. This connection will allow electronic communication between the awarded Bidder's on-site management staff and the Center. Note: The County will provide the on-site office for the awarded Bidder's on-site Project Manager.
- f) One color printer.
- g) All computer hardware and software needed to adequately view the County's CCTVs.

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The awarded Bidder's personnel, available at the Center, will have the ability and authority to take immediate action on behalf of the awarded Bidder, and be able to make immediate contact with awarded Bidder's management staff. The Central Dispatch Center will maintain a complete roster and schedules of all security personnel assigned to County posts.

2.18 LOCAL MANAGEMENT OFFICE

The awarded Bidder shall have and maintain, throughout the term of the Contract, a local management office in Miami-Dade County. All records pertaining to the administration and management of the Contract will be maintained at local office and are subject to inspection by the County.

The awarded Bidder shall maintain, at minimum, the following records at the local office:

- a) All financial records relating to the Contract, including: invoices, employee payroll records, associated back-up records, ledgers, etc.
- b) Records of reported activities at DTPW locations.
- c) Incident Reports, Accident Reports, Unusual Occurrence Reports
- d) Quality Assurance Plan
- e) Copies of all audits, internal investigations resulting from this Contract
- f) Employee Personnel File
- g) Maintain a copy of all disciplinary actions taken against its personnel, assigned to provide services to the County, for all infractions committed.
- h) Files will contain copies of but not limited to the following documents:
 - i. FDLE and NCIC background check
 - ii. Medical examination, including drug test results, which will be updated, on a yearly basis and psychological results
 - iii. Training test results along with a copy, as proof of completion of training
 - iv. Proof of education and experience
 - v. State Security Officer licenses "D" and "G"
 - vi. Employment application and verifications of prior employment
 - vii. Polygraph examinations reports, as applicable
 - viii. Proof of certification for Law Enforcement experience
 - ix. A copy of DD-214 Long form for Military and Coast Guard experience
 - x. A copy of a valid State of Florida Drivers license
 - xi. A copy of a five (5) year Drivers history
 - xii. Proof of Citizenship, Resident Alien card or Work PermitAny discipline given to the employee

2.19 COMMUNICATION SYSTEM

The awarded Bidder shall have a communication system that meets or exceeds the requirements as specified below:

Handheld Radios

Meet the following requirements: Harris P25/OpenSky 700/800 MHz trunked portable radio.

Dispatch/Console Radios

Meet the following requirements: Harris P25/OpenSky 700/800 MHz trunked portable, mobile or control station radio capable of intra-agency and inter-agency communication.

Commented [J1]: Need to meet with Cindy Cast and our FESM folks to determine if this is still the system used by the County.

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Quality of Radios

- a) Implement a program of maintenance and repair for all equipment to be used in providing services to the County. Program will ensure the optimum performance of all equipment at all times, thereby allowing the system to meet the service requirements and quality standard specified herein.
- b) Awarded Bidder to provide a Maintenance Plan for the radios, and have a minimum, of 100 additional radios with batteries and chargers readily available in the event of any emergency, special event, scheduled maintenance or replacement of radios, natural disaster, or any other situation where additional radios would be needed in an expeditious manner. Malfunctioning radios will be replaced within four (4) hours.

Note: The purchase of the additional 100 radios with batteries and charges shall be the sole responsibility of the awarded Bidder.

- c) Ensure that all radio equipment has sufficient operating power at all times during a tour of duty. It may be necessary for the awarded Bidder to implement a system by which fresh batteries, or charged radios, are delivered to the posts in order to meet this requirement. Wherever possible, the County may provide safe storage and electric power (for charging).

Radio Infrastructure

- a) The radios will be programmed by the County and all costs will be borne by the awarded Bidder. The awarded Bidder will be responsible for an annual Infrastructure Fee to operate on the radio system. This fee is charged per month, per radio. The fee is currently \$26.50(per radio, per month), and is subject to change each year. The fee will be billed on or about November of each calendar year and covers the entire fiscal year of the County (October-September).
- b) Radio programming fee is a one-time fee to initiate the radio to operate on the radio system. The radio needs to be brought to the Radio Shop located at 6010 SW 87 Avenue for this service to be provided. The shop hours of operation are 7:30am - 4:00pm Monday through Friday. The associated cost to program the radio is approximately \$75 per radio.
- c) The awarded Bidder will be required to conform with the terms of the Memorandum of Understanding for operating on the County's radio system.

2.20 BIOMETRIC TIME KEEPING SYSTEM

The awarded Bidder shall install, have, and maintain, at its sole expense, a biometric time-keeping system at each DTPW post of assignment. This equipment will be installed and fully operational as designed within 48 hours of Contract commencement date, after written approval by DTPW of installment locations.

The awarded Bidder, shall:

- a) Provide an exclusive Biometric time keeping system to record the starting and completion time for work hours of the awarded Bidder's employees at each security post assignment. Once an employee logs in to the system using fingerprint, and/or other approved biometric features, these will be used to verify the employee's identity. Proposed biometric systems will be highly accurate and capable of confirming the identities of large populations within a short period of time. The biometric time-keeping system proposed by the awarded Bidder will be fully integrated into the payroll processing, which will serve as the foundation to bill and invoice the County/DTPW for security services performed.

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- b) Provide and maintain a Biometric Time Keeping System of any of following types: fingerprinting, facial recognition, eye scan, voice verification, hand geometry, or keystroke dynamics. The system should be a stand-alone system and will not rely on any County equipment, connectivity, or systems (other than the available electrical power supply) for its operation.
- c) Biometric Time Keeping System will be integrated with the provider's open-architecture analytical software to provide the awarded security firm and DTPW with online access to timekeeping, invoicing, and the ability to provide real-time monitoring of all security staff as they arrive and depart from shifts. The awarded Bidder shall utilize integrated software that notifies them that staff has not "clocked in" and there is a potential for an open post. The awarded Bidder will ensure that staff is available to secure the opening.

The awarded Bidder shall:

- a) Assume all costs associated with installation and operation of the Biometric Time Keeping System.
- b) May not disclose, for any reason, biographic and/or biometric data of an employee, unless required to do so by law, without the written consent of the employee and DTPW.
- c) Will submit invoicing that is tied to the reports generated from the Biometric time keeping system.
- d) Awarded Bidder shall replace defective biometric readers within eight (8) hours of the unit becoming non-operational.

Note: Data collected by the Biometric system will be unalterable by the awarded Bidder. Corrections or modifications to billing or invoices will be made in writing to the County/DTPW with a written explanation.

2.20.1 BIOMETRIC TIME KEEPING SYSTEM LOCATIONS Metrorail and Metromover:

The County requires Biometric time keeping units at all Metrorail Stations and at the Metromover School Board Station. Personnel assigned to the following locations will use the units at the applicable station:

- a) Metromover Downtown (inner) Loop: Government Center Metrorail Station unit.
- b) Metromover Omni Loop: Metromover School Board Station
- c) Metromover Brickell Loop: Metrorail Brickell Station unit.
- d) South Dade Transitway: Metrorail Dadeland South Metrorail Station unit. Units will also be required at the South Dade Transitway BRT Stations once operational.

2.20.2 Metrobus, Metrorail, Metromover Maintenance Facilities

Biometric Time Keeping systems will be required at each of the Metrobus, Metrorail, and Metromover maintenance facilities.

2.21 **UNIFORM REQUIREMENTS**

The awarded Bidder shall provide uniforms and equipment to each employee, at the beginning of the Contract and maintain throughout the term of this Contract. The awarded Bidder will be responsible for the quantity and quality of uniforms and other required equipment used by its personnel in providing services to the County. Full uniform shall be issued prior to the commencement of services and replaced new every two (2) years. All personnel shall wear clean, pressed uniforms at all times while on duty at a County post. The awarded Bidder shall replace uniforms not meeting appearance standards as determined by the County. Equipment will be kept

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clean, well-maintained, and in safe operating condition at all times, free from defects or wear which may constitute a hazard. Neither the awarded vendor nor its sub-contractor's shall not pass on the cost of these uniforms to the County, DTPW, or the contracted personnel performing services as part of this solicitation. These costs include, but may not be limited to, cost of the uniform, deposits, rental/lease fees, maintenance fees, or any other cost as determined by the County or DTPW.

The County reserves the right to approve or disapprove the items noted under this Section:

- a) Uniform style trousers (a minimum of five (5) DTPW-approved uniform style trousers shall be issued to each officer);
- b) Button down collared shirt, short and long sleeve (a minimum of five (5) each DTPW-approved Button down collared shirt, short and long sleeve shall be issued to each officer);
- c) Duty Belt — 100% nylon solid black belt;
- d) Belt Keepers;
- e) 4-inch Tactical Nylon Black Boots (Laced) — with a composite shank safety toe;
- f) Threat Level 3A Bullet Resistant Vest. Vest must comply with the most current National Institute of Justice (NIJ) standards for ballistic resistant body armor. All armed personnel must be issued a bullet proof vest. At the awarded Bidder's option, any officer may waive his right to wear the issued vest by signing a waiver and hold harmless agreement. This waiver must be kept on file and a copy sent to the County before permission is granted);
- g) Equipment Belt — Ballistic Nylon, 2 1/4" police style, with carriers for other equipment, uniformed personnel only;
- h) Shoulder patches to indicate the awarded Bidders name will be sewn on and worn on both shoulders of the uniform shirt. No other identification relating to the company name of the awarded Bidder shall be worn or displayed on the uniform, except on a uniform hat;
- i) Badge to be worn over left shirt pocket area;
- j) Nametags should be worn over the right side;
- k) Foul weather and cold weather clothing, including raincoats, boots, and security jackets, shall be required for those employees assigned to perform duties while exposed to cold and/or inclement weather conditions. All foul weather clothing shall be identical in style and color for each Security Officer, and marked with the awarded Bidder's company name, logo or name, or an insignia. Jackets worn during cold weather shall be issued by the awarded Bidder along with company patch sewn to the jacket. A wind-breaker shall not substitute for the issuance of a cold-weather jacket;
- l) A medium profile, solid paneled, baseball-style cap to be used at the discretion of the Contracted employee during cold or inclement weather. The cap shall be uniform in color and emblazoned with either the awarded Bidder's company name or with the word "SECURITY". No other headwear shall be allowed by any officer while on duty (including hats, caps, skull-caps, beanies, etc);

2.22 GROOMING/APPEARANCE REQUIREMENTS

The awarded Bidder shall ensure that all personnel assigned to work under the Contract be well groomed at all times and maintain a neat and clean appearance while representing both the awarded Bidder and the County. The following personal grooming shall be adhered to:

- a) No facial hair (beard, goatee, mustache) shall be allowed.
- b) Male personnel hair styles shall be conservative and evenly trimmed. Hair length may not extend downward more than 1/2-inch behind the hairline at the back of the neck. Similarly, hair shall not extend below the bottom of the ear nor shall it curl upwards while wearing the cap.
- c) Sideburns may not extend beyond the bottom of the ear.
- d) No ear-rings shall be worn while on duty by male personnel

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- e) Excessive jewelry shall not be worn on duty. Rings, other than wedding/partnership bands, shall not be worn.
- f) No item shall be worn around the neck unless expressly approved by the County Contract Administrator.
- g) Tattoos of an offensive nature (pornographic, racial, etc.) shall be covered while on duty.
- h) Hair styles shall be conservative. Long hair may be required to be worn in a bun if it is deemed that it represents a safety concern for the officer.
- i) Female personnel may wear ear-rings however, dangling type ear-rings shall not be worn. Only one ear-ring may be worn on each ear. This ear-ring shall be stud type and shall not exceed 1/4-inch in diameter.
- j) Fingernails shall be trimmed and maintained clean. Female personnel fingernail length may not be longer than one-inch beginning at the base of the cuticle. Although nail polish may be worn by female personnel, it shall be of a conservative nature.

2.23 EQUIPMENT REQUIREMENT FOR SECURITY OFFICERS

Equipment for Security Officers/Security Supervisors/Majors/Rail Patrols/Metromover Patrols/Bus Depot Officers/Park and Ride Lot Security Officers/School Patrols:

The awarded Bidder shall ensure that, except as specifically noted, Security Officers and supervisors be equipped with the following items while on duty:

- a) Handheld radios (refer to Section 2.19)
- b) Handcuffs with key.
- c) Flashlight; heavy-duty.
- d) Double action, unmodified 9mm semi-automatic pistol of a reputable manufacturer (e.g., Glock), and ammunition that meets State statutes. Ammunition shall be standard factory (not reloaded), manufactured and packaged ammunition.
- e) A minimum of two, unmodified magazines with a capacity not to exceed 12 rounds of ammunition.
- f) A weapon dual/double retention holster compatible with the firearm, uniform and other equipment. The holster shall be worn on the duty belt. All armed security personnel shall be trained in the use of the retention holster.
- g) Expandable Baton (e.g.-ASP) in accordance with Florida Statutes.
- h) Hardware/software to view County's CCTV's.

The awarded Bidder shall ensure that:

- a) Personnel shall not carry any unauthorized equipment such as a second firearm, chemical agents, concealed weapons, personal radios, or other items not approved by the County Contract Administrator.
- b) Under no circumstance will personal weapons be acceptable as an officer's duty weapon in providing service to the County.

2.24 ADDITIONAL WEAPONS

The awarded Bidder shall provide three (3) unmodified, 12-gauge pump action shotguns meeting all federal and state requirements as applicable. The shotguns shall be of a reputable manufacturer (e.g., Remington, Mossberg) and shall not be modified in any manner. The awarded Bidder will be responsible for supplying all ammunition to be utilized in the shotguns. Ammunition shall be standard factory (not reloaded), manufactured, and packaged ammunition.

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2.25 WEAPON SAFETY

The awarded Bidder shall provide a company-issued firearm to their Security personnel. The awarded Bidder will observe the following safeguards regarding the use of firearms at all County facilities/buildings. This includes, but not limited to, the distribution of the following safeguards to all officers on post and the inclusion of these safeguards in all training.

- a) Firearms shall not be removed from their holsters for any reason except to be used in life-threatening situations or for inspection by County Contract Administrator or designee. Gun belts shall be worn properly at all times except during restroom breaks. Violations of these policies may result in immediate removal from County Contract and criminal prosecution, as warranted.
- b) At no time will firearms (including gun belts and ammunition) be stored or left unsecured at any County site.
- c) Firearms shall not be cleaned at County facilities at any time.
- d) Unauthorized weapons, holsters, and ammunition are expressly prohibited.
- e) Armed security officers and supervisors who do not have in their possession a current Florida Department of State gun "G" license shall be immediately removed from standing post at the County facility.
- f) Loss, theft, use, or misuse of weapons shall be reported immediately to the County Contract Administrator or designee.
- g) Armed security officers shall follow guidelines as set forth in FSS Chapter 493, as amended.
- h) All incidents that involve the display or discharge of a firearm shall be reported immediately to the County Contract Administrator or designee.

2.26 VEHICULAR EQUIPMENT

The awarded Bidder shall provide licensed and insured motor vehicles, and off-street motorized carts (gasoline powered golf carts), ~~at no additional cost to the County~~. The price proposed for the use of vehicular equipment shall include the cost of fuel. The awarded Bidder will not bill the County separately for reimbursement of fuel, maintenance, repairs, tires, and safety-related equipment. The County reserves the right to determine type of vehicle, color, markings, lights, and other features. The awarded Bidder may be required to provide bicycles during the Contract period; such posts or duty assignments shall be requested as needed and, when appropriate, as determined by the County Contract Officer, the awarded Bidder will receive additional compensation. The awarded Bidder will comply with all insurance requirements, and the insurance shall be sufficient to cover all operations and use of such equipment. Security Officers may be required by the County to operate vehicles in order to supervise different posts, move between assignments, or to conduct vehicular patrols of an area. Likewise, they may be required to operate off-street motorized carts in order to conduct vehicular patrol of an area. Any personnel assigned to a post where he/she will be operating a motorized vehicle, including golf carts, shall have a valid Florida driver's license. Vehicles must have the capability of being utilized the entire time of assignment without the need for refueling. The awarded Bidder will provide, at no cost to the County, off-street powered, motorized carts for use only by the awarded Bidder's personnel in the provision of service. The carts shall be two-person maximum capacity only. The awarded Bidder will provide all maintenance, repairs, fuel, tires, weather protection canopies, and safety-related equipment, for the off-street carts, at no cost to the County. Carts may be added and/or removed by the County based on operational need.

The awarded Bidder, in the event of a mechanical breakdown, shall either repair the vehicle or replace it no later than 24 hours after breakdown. Failure to adhere to this requirement may result in the assessment of liquidated damages. Under no circumstances shall any passengers be transported in any vehicle except in emergency situations. The awarded Bidder will make available the vehicles in the number and types as required for the post order.

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Notes:

- a) The cost of bicycles used for patrol purposes is capped at a one-time charge of \$600 each. Bicycles should not have a recurring monthly charge. The one-time charge shall include the cost of the bicycle, regular maintenance, repairs, etc.
- b) The County will monitor use of bicycles and recommend replacement as necessary or if warranted by the awarded Bidder's concerns. The awarded Bidder will adhere to a Preventive Maintenance schedule and prevent user abuse.

2.27 TEMPORARY STRUCTURE

The awarded Bidder shall provide temporary structures, if applicable, to protect its employees from the elements in the event of repairs, removal or relocation of the existing guard house. These structures may be for short (no more than three (3) days) or long-term use. All associated support, utilities, and equipment for these structures will be the sole responsibility of the awarded Bidder. The awarded Bidder will comply with all applicable codes and permitting requirements for these structures. These structures shall be removed no later than 72 hours after the termination of the Contract or as directed by the County Contract Administrator or designee. If the awarded Bidder fails to remove the structure as directed, DTPW reserves the right to have the structure removed and any costs incurred for the removal, charged to the awarded Bidder.

2.28 COUNTY FURNISHED ITEMS

The awarded Bidder shall be responsible for all equipment, keys, photographic identification issued by the County. Said equipment, materials or items shall be used solely for performance of the work under the Contract. The awarded Bidder will replace, or reimburse the County, at current market rates, for all equipment that is lost, damaged, stolen, or made otherwise unavailable due to the negligence of the awarded Bidder or their personnel. Upon termination/expiration of the Contract, all equipment shall be returned to the County in good operating condition, less reasonable wear and tear as defined by the County.

The County will furnish the following materials and equipment to the awarded Bidder to be used only in connection with providing the services herein to the County:

2.28.1 Keys

The awarded Bidder shall be responsible for all keys that are issued by the County to its personnel. All lost keys shall be reported to DTPW immediately. The awarded Bidder will provide adequate control and accountability for these keys. Lost keys shall result in the awarded Bidder paying for the cost of re-keying all effected doors. This charge shall be taken in the form of a credit from the next available services billing made to the County by the awarded Bidder. The removal and/or duplicating of County issued keys without the expressed written consent of the County Contract Administrator or designee is strictly prohibited.

2.28.2 Cyber Keys®

The Bidder acknowledges that Cyber Keys® are programmable, electronic keys that grant the holder access permission for specific security-sensitive areas of DTPW. Each Cyber Key® is programmed exclusively by DTPW to issue access to the awarded Bidder's employees. Access may also be removed immediately through DTPW computer generated commands. The Cyber Key® is also associated to a person-specific Personal Identification Number (PIN) which, when activated, allows DTPW to query all

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activities associated with each specific key. Be responsible for all Cyber Keys@ that are issued by the County to its personnel.

The awarded Bidder shall provide adequate control and accountability for these keys. All lost Cyber Keys shall be reported to DTPW immediately and the issuance of their replacement shall result in a charge to the awarded Bidder for its replacement.

2.28.3 Phones

The Bidder acknowledges that County phones made available to the awarded Bidder's personnel shall be used for County business only. Personal and long-distance calls are prohibited. The use of personal cellular phones is also prohibited except in emergency situations. Costs for long distance or any unauthorized calls shall be reimbursed to the County within fifteen (15) calendar days of notice from the County. Violations of these procedures will result in Infraction fees.

2.28.4 County/DTPW Photographic Identification

The awarded Bidder acknowledges that DTPW will furnish each security officer a photo identification card. This card shall not be photocopied and shall not be transferred to any other person. Photo identification cards lost shall be reported immediately to DTPW.

2.28.5 Electrical Power

The awarded Bidder acknowledges, where possible, the County may provide electrical service to power the awarded Bidder's equipment requiring electricity. Where electrical service is not practical or available, the awarded Bidder shall provide electrical generation to the satisfaction of all prevailing safety constraints. The awarded Bidder shall notify the County Contract Administrator or designee prior to placing any form of electrical generation device into service. The County Contract Administrator or designee shall review the placement and approve the use of the device. The County shall not be held liable for the theft, damage, vandalism, of any electrical generation device provided by the awarded Bidder.

2.29 REPORTING REQUIREMENTS AND PROCEDURES

Awarded Bidder's security personnel may be required to complete Daily Visitors' Sheets, Audit Forms, Incident Reports, Unusual Occurrences Reports, Accident Injury Reports, Maintenance Repair Reports, Golf Cart Inspection Report Forms, or any other required reports or forms as outlined in Post Orders, and turn these over to DTPW. The County will provide the awarded Bidder with samples of required forms and other documentation used in reporting procedures at specific posts. The awarded Bidder will be responsible for reproducing and distributing any forms to Posts.

The awarded Bidder shall comply with the following reporting requirements and procedures:

- a) Upon being notified of an incident, accident, or unusual occurrence, the responding officer will annotate, utilizing black or blue, indelible ink, a brief statement in the post logbook, so the County Contract Administrator or designee can identify the principals later, if a further investigation is needed. At no time shall any spaces or lines within the annotated section of a Log Book be skipped for future annotation. All bound logbooks shall become the property of the County upon its replacement on the post. Logbooks shall be kept in a clean and presentable manner and replaced as necessary to maintain this condition. The awarded Bidder will securely maintain all logbooks during the term of a Contract and any renewals or extensions thereof. The awarded Bidder will deliver all such logbooks to the County upon expiration of the Contract or at any time as required by County Contract Administrator or designee.

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- b) A copy of all reports and a copy to Security Management on all major incidents, completed during a shift, shall be furnished to the County Contract Administrator or designee no later than the next business day.
- c) An Incident Report shall be completed whenever any unusual or criminal event occurs. Such events include, but are not limited to: discharge of firearms, major criminal acts, or any safety hazards. Officers shall consult Shift Supervisor when in doubt about any reports. If there are any injuries as a result of a firearm discharge 911 must be called immediately. DTPW Office of Safety and Security shall be notified immediately after calling 911. Facility Contact/Building Managers and Sector Supervisors shall also be notified.
- d) Pertinent facts of daily events shall be written in the post logbook; however any incident that requires a report shall be verbally reported to DTPW immediately, after law enforcement or fire-rescue authorities have been notified.
- e) The awarded Bidder will prepare written monthly reports detailing the previous month's security related activity and crime. These reports shall follow the reporting format as detailed by the most recent revision of the Uniform Crime Reporting Handbook, as published by the United States Department of Justice. Specific tables, charts, summaries, etc. shall be included in these reports. The awarded Bidder will document specific Part 1 and Part 2 crimes as defined in the Uniform Crime Reporting Handbook for each specific facility for crimes occurring on Metrorail, Metromover, Metrobus, and Parking Facilities. The awarded Bidder will summarize these reports on an annual basis and submit these summaries on the anniversary date of the commencement of this Contract. The County Contract Administrator will provide sample reports to the awarded Bidder to ensure compliance and reporting uniformity.
- f) The Miami-Dade Police Department shall be immediately notified of all Part 1 crimes and other criminal activity as may be further defined by the County Contract Administrator, anywhere on DTPW property including, but not limited to the following incidents:
 - i. Homicides (All Types)
 - ii. Suicide and Suicide Attempts
 - iii. Accidental Death (All Types)
 - iv. Aggravated Assaults (All Types)
 - v. Bomb Threats or Threats of Terrorist Acts
 - vi. Aggravated Battery (All Types)
 - vii. Simple Battery and Simple Assault
 - viii. Robbery (Armed and Strong-Arm, Including Attempts)
 - ix. Persons Carrying Concealed Firearms (or Recovery of Abandoned Firearms)
 - x. Larceny (All Types, both Felony and misdemeanor, including Attempts)
 - xi. Fare Evasions (Subjects in Custody)
 - xii. Theft of Fire Extinguishers
 - xiii. Sexual Assaults (All Types Including Exposure and Lewd Conduct)
 - xiv. Narcotics offenses and Activity or Recovery of Narcotics Paraphernalia
 - xv. Criminal Mischief (All graffiti and Vandalism Incidents)
 - xvi. All Acts of Civil Disturbance Which Affect Bus Maintenance facilities, Bus yards, or Park and ride Lots)
 - xvii. Industrial Accidents Resulting in Serious Injury, Death or Structural Damage
 - xviii. Finding Missing Persons
- g) The security officer shall determine if any further police action is required and prepare the appropriate reports upon the Police Officer's arrival and response to the scene. The awarded Bidder's personnel shall not have discretion in this area. If security personnel will be required to notify supervisory personnel, they shall notify the applicable Police Department and supervisory personnel simultaneously. Under no circumstances shall personnel wait for the arrival of supervisors before police notifications are made. If a Police Officer is not available, then the appropriate police agency with jurisdiction in that area shall be notified and requested to respond to the scene to evaluate the situation. The police officer from that agency will then make the

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determination if a response to the scene and police handling of the incident is appropriate. Within the Incident Report, the narrative shall include whether or not the police was notified, the reasons that the police was not notified. If notified, the police case number, as applicable shall be noted.

- h) The officers shall follow the "Chain of Command." After exhausting efforts with the Shift Supervisor, the next step will be the management staff, followed by the County Contract Administrator or designee.
- i) Maintenance Repair Reports (MRR) are written reports completed by the awarded Bidder, which detail physical conditions in need of repair or replacement at a station or facility. These reports must be updated daily and are based upon the observations made by the security officer on his/her safety and station checklist. The reports are dispatched on a daily basis to the DTPW Facilities Maintenance Division to address the conditions noted. Only one (1) MRR per deficiency shall be required.
- j) Acknowledges that failure to adhere to the guidelines may result in Infraction fees and/or removal of the awarded Bidder's personnel from providing services to the County.

2.30 MEETINGS

The County may hold mandatory meetings, at the discretion of the County Contract Administrator or designee, for the purpose of discussing issues relevant to the performance and/or administration of the services provided by the awarded Bidder. The County Contract Administrator or designee reserves the right to call meetings at any time during the Contractual period. The awarded Bidder's Project Manager or other appropriate person, as requested by the County, shall be present at all meetings unless specifically waived by the County Contract Administrator or designee.

2.31 ANNUAL AUDIT

Within 180 days of each anniversary of the effective date of the Contract, or within 120 days following termination of the Contract, the awarded Bidder shall, at no expense to the County, provide to the County, the annual Financial Billing Audit Report (Report) comparing billings made to the County with supporting documentation maintained by the awarded Bidder, including but not limited to; Payroll

Records, Log Books, Sign in Registers, Activity reports, Biometric Logs, and Contractor's GPS capable PDA reporting. Such comparison may be performed on a sample basis and should be made using a statistically valid sample of annual billings with appropriate evaluation of the testing results. The Report shall be prepared and attested to by an independent certified public accounting firm licensed in the State of Florida and is subject to County review by the County's Audit and Management Services Department. Documentation supporting the Report should be available for County review for a period of up to five years from the date the report was issued. If the Report indicates that the awarded Bidder has intentionally overbilled for its services and owes monies to the County, the awarded Bidder shall submit such payment immediately together with any interest fee at the rate established from time to time by the Board of County Commissioners of Miami-Dade County, Florida. If the overbillings are deemed to be intentional, the awarded Bidder will be subject to termination of the Contract for default, at the option of the County.

2.32 INTERNAL AUDIT

The awarded Bidder shall establish a program of comprehensive internal audits of the security operation's Standard Operating Procedures and Post Orders, organizational elements, equipment, procedures and functions for security related activities and requirements of the Contract. The awarded Bidder shall identify the findings in a written report which shall be submitted to DTPW no later than 60 days from the anniversary date of the Contract. In addition to the audit findings, the Report shall also specify all

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corrective measures to be undertaken by the awarded Bidder as well as a time deadline for correction and a plan for follow-up to ensure adherence.

County Contract Administrator or designee shall be apprised of the audit activities of the awarded Bidder. The elements comprising this internal audit shall be subject to formal and unannounced periodic and regularly scheduled audits throughout the term of the Contract, including any extension or renewal periods. The awarded Bidder shall prepare and deliver to DTPW an Audit Schedule. Audits shall be performed in accordance with written procedures and checklists developed by the MINIMUM REQUIREMENTS Bidder and submitted to DTPW for review and approval prior to commencing with the Internal Audit. Audit results shall be documented in an Audit Report signed by the Audit Team Leader/Lead Auditor. If the team leader is other than the Project Manager for the Bidder, the report will be reviewed and approved by the awarded Bidder's Project Manager. This report shall be issued within 60 calendar days of a required post audit conference. Deficiencies shall be documented and issued as part of the audit report.

Thirty days prior to the commencement of each audit, the awarded Bidder shall notify DTPW in writing the date(s) the audit will be conducted and the security element being audited. An audit checklist shall be developed and tailored to the mode being audited and will be utilized to conduct the audit. Upon the completion of each review and audit, the awarded Bidder shall issue a report of the results and specify areas of deficiency, prepare recommendations, identify corrective actions and distribute copies of the report to the County Contract Administrator or designee. A summary of the annual internal audit report is to be made available to the County Contract Administrator or designee no later than 60 calendar days after the completion of the audit.

The areas of Contract compliance to be audited include but are not limited to:

- a) License Renewal;
- b) Contract Compliance;
- c) Integrity of the Invoicing to DTPW;
- d) Training & Certification Review/Audit;
- e) Emergency Response Planning, Coordinating, Training;
- f) Drug & Alcohol Abuse Programs;
- g) Completeness of personnel files to ensure all required documents are retained in a candidates file; and
- h) Ensure that the awarded Bidder retains all documents related to the Contract are retained in proper storage for a time period no less than five (5) years after the end of the Contract.

2.32.1 Notes:

- 1. The County Contract Administrator may add additional areas or elements as necessary.
- 2. Adverse conditions relative to the DTPW Security Contract shall be documented as audit findings. Audit findings are not influenced by personal opinions or bias and must describe the actual conditions that exist. All findings require response and corrective action by the awarded Bidder for resolution
- 3. Conditions not related to the DTPW Security Contract requirements, but for which action by the audited organization is advisable, may be documented. Observations require a response by the awarded Bidder; however, action is at discretion of the County Contract Administrator or designee.
- 4. The Awarded vendor acknowledges that the following information shall be included in the audit report:
 - a) Description of the audit scope.
 - b) Identity of the auditors.

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- c) Identification of persons contacted during the audit activities.
 - d) Summary of audit results, including a statement on the effectiveness of the elements audited.
 - e) Description of each reported deficiency/finding in sufficient detail to enable the Contractor and DTPW to consider potential corrective action.
 - f) Any other observations of significance to DTPW.
5. Audit Reports shall be distributed to the County Contract Administrator or designee. The awarded Bidder shall track open Audit Recommendations. Follow-up action shall be taken to verify that corrective action is accomplished. Status reports shall be used to apprise the County Contract Administrator or designee of failure to satisfy corrective action commitments. The awarded Bidder shall make every effort to resolve and correct adverse security conditions documented on Audit Reports.
- 2.32.2 The awarded Bidder shall make available to DTPW a secured portal through which the County Contract Administrator, or designee(s), may view, in real time, all schedules, timekeeping/attendance records, invoices billed DTPW, all payroll records, key performance indicators, crime statistics and data reports, Post orders, emergency preparedness documentation, all training records, and all other documentation generated as a result of this solicitation. The awarded Bidder shall maintain all necessary data encryption and security measures to protect the information. The awarded Bidder shall also ensure that the County/DTPW has no authorization to manipulate or modify any data maintained on the awarded Bidder's data infrastructure.

2.33 QUALITY ASSURANCE PLAN

The awarded Bidder shall establish and maintain a Quality Assurance Plan (QAP) to ensure that all requirements of the Contract are met. The awarded Bidder will provide for the periodic review of all Contractual requirements and services as identified in this Solicitation and related Contractual documents (e.g. post orders). Any changes to the QAP shall be submitted to the County Contract Administrator or designee, for approval, as the changes are made. The QAP shall include, but not be limited to, the following:

2.33.1 QAP Contractual Review Plan

The Plan will identify the activities to be inspected on a scheduled and unscheduled basis, frequency, the methodology to be employed to accomplish the inspections, and the functional title and rank of the person who shall perform the inspection.

a) Corrective Action Procedures

The awarded Bidder shall have an established procedure to respond to and correct any deficiencies in service identified by the County, County Contract Administrator, or designee. The awarded Bidder will be provided a time-frame in which the corrective action shall be completed. If the awarded Bidder is unable or unwilling to complete the corrective action plan in the prescribed period of time, as noted by the County Contract Administrator, or designee, then the awarded Bidder must submit a formal, written request for extension of time and the reasons for the request. Failure to complete any corrective action within the prescribed period of time on the part of the awarded Bidder will result in Infraction fees/liquidated damages and/or a Vendor Non-Performance.

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2.34 INSPECTIONS

DTPW will inspect sites to ensure adequate levels of appropriate security personnel, and that methods of securing the assigned work areas are in compliance with the specifications herein. DTPW may advise awarded Bidder of work discrepancies and deficiencies, which shall be corrected by the awarded Bidder. Infraction fees may apply.

2.35 INFRACTION FEES

The awarded Bidder shall be liable for damages, indirect or direct, resulting from its failure to meet all Contractual requirements or standards. The County, at its sole discretion, will determine the damages arising from such failure. The County Contract Administrator's or designee's assessment of all infraction fees will be final. The County will accomplish this by deducting the amount of the liquidated damages/infraction fees from subsequent payments due for service rendered by the awarded Bidder. Repeated violations or patterns of violations may result in a doubling or tripling of the amount of infraction fees. Any of these violations may result in awarded Bidder's personnel being removed from the post or Contract at the request of the County Contract Administrator or designee.

A written notice of a violation and intent to impose infraction fees shall be provided to the awarded Bidder in the form of an Infraction Report. Infraction Reports will be issued to the awarded Bidder promptly by the County Contract Administrator or designee, in order to afford the awarded Bidder time to notify the County of extenuating circumstances. Infractions may result in the following fees:

- A. LEVEL 1 INFRACTIONS: Infraction Fees in the amount of \$900.00;
- B. LEVEL 2 INFRACTIONS: Infraction Fees in the amount of \$600.00;
- C. LEVEL 3 INFRACTIONS: Infraction Fees in the amount of \$400.00;
- D. LEVEL 4 SPECIAL INFRACTIONS: Infraction Fees in the amount of:
 - \$1,000.00 for the first infraction;
 - \$1,500.00 for the second infraction of same type, and
 - \$2,000.00 for a third infraction of same type.

The doubling or tripling of infraction fees may occur with the involvement of the same facility, awarded Bidder's personnel and/or a pattern of the same incidents at multiple posts (e.g., no radios, lack of supervision, etc.). Any violations committed by awarded Bidder's personnel may result in the suspension or removal from duty of said personnel at the discretion of the County Contract Administrator or designee. Violations that may result in the assessment of infraction fees include, but are not limited to, the following:

2.35.1 Level I Infractions:

- a) Late for duty
- b) Sleeping on duty
- c) Abandoning post/ Failure to report for duty
- d) Staffing Deficiencies
- e) Drinking alcohol or consuming illegal substances
- f) Failure of officer to conspicuously display/possess licenses (D & G)/Licenses are expired,
- g) Health deficiencies (any mental or physical conditions that prevent the awarded Bidder's employee from performing the required job function).
- h) Failure to make report/Failure to Sign or annotate Log Book
- i) No County Photo ID/No Contractor Photo ID
- j) Post Opened or Closed Late
- k) Not Properly Equipped

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- l) No weapon or ammunition/No Baton
- m) Violations of local, State, or Federal laws, Regulations, or Ordinances
- n) No radio or inoperative radio
- o) Inadequate training
- p) Contract Section Violations
- q) Lost keys
- r) Lost Cyberkey®
- s) Lost ID
- t) Biometric system inoperable/failure to register

2.35.2 Level II Infractions:

- a) Failure to follow post orders
- b) Inappropriate Behavior (For example: reading, cell phone use, rudeness, and inattention to duties)
- c) Improper clock rounds
- d) Lack of Log Book/Forms/Reports
- e) Lack of EMVD at the station
- f) Inadequate writing skills/poor verbal communication
- g) Difficulty in speaking or understanding English, and/or being understood by others
- h) Lack of Contract supervision
- i) Failure to satisfy "special request" assignments after making commitment
- j) Failure to have current Post orders on site

2.35.3 Level III Infractions:

- a) Improper or badly soiled uniform
- b) Vehicle irregularities
- c) No vehicle or inoperative vehicle
- d) Excessive hours on duty (not approved in advance by the County)
- e) Criminal records check not complete, or personnel assigned to a security post with criminal records
- f) Invoicing Discrepancies or Inaccuracies
- g) Unauthorized visitors on post

2.35.4 Special Infractions:

- a) Reassignment of any personnel previously suspended or removed from duty by the County
- b) Failure to notify the County of an arrest of personnel within time frame as specified in Paragraph 2.31 (1), of this solicitation
- c) False or misleading statements by Contract personnel
- d) False statements or falsification of any of the documents required by the County.

Note: The awarded Bidder shall not pass along to its personnel any fees assessed for infractions on the Contract. Violations will not only result in infraction fees. Passing fees or infractions to personnel may constitute a violation of the Living Wage Ordinance and may be subject to additional punitive action.

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2.36 PERFORMANCE MEASURES - CRIME STATISTICS

The scope of this bid is predicated on a professional security services organization to mitigate acts of crime and sabotage throughout the system and maintain a safe and secure environment for riders, employees, and the general public. To that end, it is essential that the awarded Bidder's personnel maintain a heightened state of alertness at all times while on duty. Because a proactive approach to security is essential in reducing acts of criminal mischief, one of the benchmarks to determine whether the awarded Bidder is performing will include an assessment of the Part I Crimes during a quarterly review period, as compared to the historical criminal activity. Monthly meetings will be held periodically with support agencies and the awarded Bidder to identify increasing trends in crime and take mitigating action. While it is not reasonable to expect a total or continual reduction in crime, it must be expected that criminal activity will not increase while enacting operational strategies that will reduce crime to the greatest extent possible.

DTPW will analyze crimes on its system in proportion to the number of riders that utilize each mode of transportation. Each month, DTPW publishes a report citing the number of riders that have utilized Metrorail, Metromover and Metrobus for a specific month. DTPW utilizes this ridership data to determine the effectiveness of its own security operation. Similarly, the Bidder shall utilize this same benchmark in order to ensure that the policies, training, procedures and internal oversight are effective and maintaining the safety and security of the riding public.

DTPW will use the accepted law enforcement analysis process, COMPSTAT, to prepare monthly and annual reports for the purposes of accountability. It is a dynamic approach to crime reduction, quality of life improvement, and personnel and resource management. Increases in crime are identified utilizing comparative analysis and addresses those increases through the use of targeted enforcement. Each month, DTPW and the awarded vendor will meet with law enforcement officials to review the crimes, identify trends, and prepare action plans to mitigate or eliminate increases in crime.

The following methodology will be utilized:

- a) The monthly report published by DTPW will cite the number of riders that have utilized Metrorail and Metromover for a specific month.
- b) This statistic will be divided by 100,000 in order to obtain the number of groups per every 100,000 riders.
- c) DTPW, Office of Safety and Security will sum the total number of Part I and II Crimes at Metrorail Stations, Metrorail Parking facilities, William Lehman Metrorail Maintenance Facility and, separately, the Metromover Stations and the Joseph Bryant Metromover Maintenance Facility.
- d) The sum of the Part I and II Crimes will then be divided by the number of groups per every 100,000 riders [Part I Crimes/Groups per every 100,000 riders] in order to obtain the Number of Crimes per 100,000 riders.
- e) The MONTHLY CRIME ANALYSIS TRANSIT SECURITY (MCARTS) will be prepared comparing the Part I and II crimes for the reference month to the same month in the previous year.
- f) In any month where the awarded Bidder's number of Part I and II crimes per 100,000 riders is higher than the same period in the prior year, DTPW, Office of Safety and Security will notify the awarded Bidder that it has exceeded the benchmark and request a Plan of Corrective Action.
- g) The awarded Bidder will also prepare an Annual Report utilizing the format above and comparing the year being reviewed to the previous calendar year or fiscal year, as requested by DTPW.
- h) If the awarded Bidder's number of crimes per 100,000 riders is higher than the previous period, more than twice within any six (6) month period, the CCA may, in concert with the County Internal Services Division, initiate an action of Vendor Non-Performance.

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2.37 PERFORMANCE MEASURES - POST INSPECTIONS

Awarded Bidder shall be responsible for the day-to-day operation of the security services throughout DTPW. The County Contract Administrator shall be responsible for ensuring that the awarded Bidder meets the requirements established within the scope of the Solicitation. To this end, DTPW has established a series of Performance Measures and Metrics to ensure that the terms of the Contract are achieved and maintained.

To ensure that the awarded Bidder is achieving and maintaining the standards established in the required Quality Assurance Plan, DTPW will provide for onsite monitoring to monitor the awarded Bidder's performance relative to the requirements listed herein. This section illustrates the methodology and accompanying sanctions that the County Contract Administrator, or designee, will use to evaluate the services the awarded Bidder is required to furnish

Performance of services in conformance with the Scope is essential for the awarded Bidder to receive full payment for services as identified in the Contract. Infraction Fees for identified deficiencies will reduce payments to the awarded Bidder for services rendered. Infractions Fees will be deducted. Post Inspection Report Forms will note the deficiency and associated Infraction Fee or will note that no suspicious observations were identified at the time of the inspection.

2.37.1 Acceptable Quality Level to Avoid Vendor Non-Performance Based on Post Inspection Reports)

- a) LEVEL I INFRACTION: Identified Violation may not equal or exceed .1 infraction per every ten Post Inspection Reports for the Review Period
- b) LEVEL II INFRACTION: Identified Violation may not equal or exceed .2 infractions per every ten Post Inspection Reports for the Review Period
- c) LEVEL III INFRACTION: Identified Violation may not equal or exceed .3 infractions per every ten Post Inspection Reports for the Review Period
- d) SPECIAL INFRACTION: identified Violation may not equal or exceed .1 infraction per every ten Post Inspection Reports for the Review Period

2.37.2 Notes:

- a) Each month, the DTPW Office of Safety and Security performs a number of inspections as noted in this Contract. The total number of inspections will be divided by ten (10) to obtain the number of groups per ten (10) inspections.
- b) The respective number of Level I, II, III, and Special Infractions will be summed and divided by the number of groups per ten (10) inspections to obtain a numeral.
- c) This numeral should not equal or be greater than the Acceptable Quality Level as noted in the Acceptable Quality Level to avoid Vendor Non-Performance matrix for each respective infraction level.

For example:

- 1. Assume that 700 Post Inspections were performed in a given month by DTPW Security Supervisor personnel. 700 Total Inspections divided by ten equals 70 Groups of ten Inspections ($700/10=70$).
- 2. Assume that five (5) Level I infractions were committed in the month being reviewed. Five (5) Level I Infractions divided by 70 Groups of ten Inspections equals .0714 ($5/70=.0714$). In this case, the awarded Bidder

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would be within the Acceptable Quality Level as they did NOT exceed .1000 Level I Infractions per every ten Post Inspections.

3. If however, the awarded Bidder had seven (7) or more Level I Infractions, they would not meet the Acceptable Quality Level as the level now equals 1 [7 Level I Infractions/70 Groups of ten Inspections = .1000 Level I Infractions per 10 Inspections].

2.38 PERFORMANCE MEASURES - VIDEO TECHNOLOGY

The awarded Bidder shall be responsible for viewing the entire DTPW system. The awarded Bidder shall:

- a) Within a ten-minute time-frame, report to Dispatch any incident/alarm received/viewed by the awarded Bidder's employees' EMVD. Exceptions may be considered in the case of the awarded Bidder's employee being involved in emergency response.
- b) Ensure that a properly functioning EMVD is in each of awarded Bidder's employees' possession at all times. Replacement of a lost/stolen/malfunctioning piece of equipment shall be within 24 hours.

2.39 INVOICING DISCREPANCIES

It is the County's intent to ensure that all invoices are processed and paid according to the Contract, with the correct hours and rates reflected. It is the awarded Bidder's responsibility to review and ensure that the invoicing submitted to the County accurately reflects the hours worked and applicable billing rates, including all Living Wage adjustments applicable to that billing period. Any invoices not submitted or that are submitted with errors shall be returned to the awarded Bidder for immediate correction and the awarded Bidder shall resubmit the corrected invoice by the following invoicing period. Failure to resubmit the corrected invoice(s) shall result in infraction fees being assessed and shall continue until submitted correctly. Furthermore, the continued submittal of duplicate invoices or previously processed invoices will result in infraction fees and/or a Vendor Non-Performance.

2.40 RETURNED CHECKS

In order to ensure the maintenance of an adequate job force, payment to security guards (awarded Bidder's personnel) shall be on time and with checks that are valid, i.e., there are available funds in the bank to cover said checks.

2.41 ADHERENCE TO LAW

Awarded Bidder shall adhere to all Federal, State, and Local laws that apply to the provision of the services specified in the Contract issued as a result of this Solicitation, as well as those laws that regulate the general public. When there is a conflict between language in the Contract and any laws, the law shall prevail. This shall include, but not be limited to, compliance with Fair Labor Standards Act, Federal Tax laws (e.g. payment of Federal Withholding Taxes), State of Florida Unemployment Taxes, Worker's Compensation, Federal Wage and Hour regulations, Living Wage Ordinance and other applicable Laws and Regulations. Failure to comply will result in Nonperformance and/or removal from the Contract.

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The awarded Bidder shall also adhere to the following:

- a) If an employee assigned to this Contract, or any Principal of the awarded Bidder is arrested, DTPW shall be notified within 24 hours of the arrest. Failure to follow this procedure will result in infraction fees. Proper notification will consist of the following:
 - 1. Phone call to the County Contract Administrator; if not available, then to Security Operations Center
 - 2. Followed by a fax sent to the County Contract Administrator
 - 3. Followed by a fax to the DTPW Office of Safety and Security
- b) If arrested person is a Security Officer, Supervisor, or Project Manager, this person shall be immediately removed from the Contract, until reinstatement has been approved by the County Contract Administrator or designee. It is the awarded Bidder responsibility to make certain that all of its personnel are aware of this provision and take the necessary steps to ensure compliance.

2.42 COURT APPEARANCE

The awarded Bidder's personnel may be required to testify in various judicial proceedings on behalf of the County. The awarded Bidder's personnel shall coordinate all Contract-related court appearances with the County Contract Administrator or designee when such appearances are required. Any Security Officer required to make a court appearance shall be remunerated by the awarded Bidder at the same hourly rate as would be earned while on duty under the Contract, and the awarded Bidder shall in turn be remunerated by the County at the stipulated billing rate. The awarded Bidder shall invoice for the actual hours the Officer spent at court, regardless of whether or not his/her testimony was used and/or provided. Court delays are common, and multiple appearances by the testifying Officer may be required. A copy of the original subpoena shall be submitted with the invoice. Contract-related court testimony on behalf of the County shall take priority over all other scheduled duties, and the awarded Bidder shall coordinate with the County Contract Administrator or designee to ensure that this is done with no impact to daily operations. Awarded Bidder's personnel scheduled to testify on behalf of the County due to their Contract related duties shall appear for court testimony in full uniform, but without weapons/firearms.

2.43 ACCURATE REPRESENTATION

While the County has used considerable efforts to ensure an accurate representation of information in this bid and any related documents, all Bidders are urged to conduct their own investigations into the material facts and the County will not be held liable or accountable for any error or omission in any part of this bid. Further, the Bidder's response will undertake to provide appropriate assurances to the County that the Bidder's conduct will be risk-free to the County.

MIAMI-DADE COUNTY

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	POST NUMBER	OFFICERS PER SHIFT A <i>[see note1]</i>	OFFICERS PER SHIFT B <i>[see note1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Crime Analyst		1	0	8	5	40	0800 - 1700	N/A		Generally Monday through Friday, but services required as needed 24 hours x 7 days
Project Manager		1	0	8	5	40	0800 - 1700	N/A		Generally Monday through Friday, but services required as needed 24 hours x 7 days
Dispatcher #1	ST2-1	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Dispatcher #2	ST2-2	1	1	24	7	168	24-hours	8,760.00		
Dispatcher #3 - TransitWatch	ST2-3	1	1	24	7	168	24-hours	8,760.00		
Dadeland North Parking - Tango 8	Tango 8	1	0	12	5	60	0700 - 1900	3,132.00	Motor Vehicle required	1. Awarded vendor must provide motor vehicle 2. Monday through Friday
Dadeland South Surface Lot - Tango 1	Tango 1	1	0	20.5	7	143.5	0430 - 0100	7,482.50		
Earlington Heights Garage - Tango 14	Tango 14	1	1	24	7	168	24-hours	8,760.00		
Hialeah Surface Lot - Tango 3	Tango 3	1	0	12	5	60	0700 - 1900	3,132.00		Monday through Friday
Martin Luther King Garage - 942	942	1	1	19	7	133	0600 - 0100	6,935.00	Golf Cart Required for Patrol	Awarded vendor must provide golf cart
Okeechobee Parking - 948	948	1	1	12	5	60	0700 - 1900	3,132.00	Golf Cart Required for Patrol	Awarded vendor must provide golf cart
Palmetto Parking - Tango 7	Tango 7	1	0	12	5	60	0700 - 1900	3,132.00	Golf Cart Required for Patrol	Awarded vendor must provide golf cart
South Miami Garage - Tango 10	Tango 10	1	1	20.5	7	143.5	0430 - 0100	7,482.50	Golf Cart Required for Patrol	Awarded vendor must provide golf cart
University Parking - Tango 2	Tango 2	1	0	12	5	60	0700 - 1900	3,132.00		Monday through Friday
Brownsville - 936	936	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Santa Clara - 933	933	1	1	20.5	7	143.5	0430 - 0100	7,482.50		

MIAMI-DADE COUNTY

BID NO.: XXXX

SECTION 3

SECURITY GUARD SERVICES FOR DTPW

	POST NUMBER	OFFICERS PER SHIFT A <i>[see note1]</i>	OFFICERS PER SHIFT B <i>[see note1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Shift Major - 909	909	1	1	24	7	168	24-hours	8,760.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
Sector Captains										
Sector Captain 910	910	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Sector Captain 920	920	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Sector Captain 930	930	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Sector Captain 940	940	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Metromover Captain	950	1	1	24	7	168	24-hours	8,760.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
Airport Captain	960	1	1	24	7	168	24-hours	8,760.00		
Treasury Services Supervisor	970	1	1	10	5	50	0600 - 1400 2200 - 0600	2,610.00		Monday through Friday
Maintenance Yards Captain - 980	980	1	1	24	7	168	24-hours	8,760.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
Lehman Yard Supervisor - 990	990	0	1	8	7	56	2200 - 0600	2,920.00		
Transitway - Supervisor - TBD	TBD	1	1	24	7	168	24-hours	8,760.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
Allapattah - 934	934	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Brickell - 923	923	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Brickell - 951	951	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Civic Center - 931	931	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Civic Center - 932	932	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Dadeland South - 911	911	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Dadeland South - 912	912	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Dadeland South - BRT - Platform #1	TBD	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Dadeland South - BRT - Platform #2	TBD	1	1	20.5	7	143.5	0430 - 0100	7,482.50		

MIAMI-DADE COUNTY

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SECTION 3

SECURITY GUARD SERVICES FOR DTPW

	POST NUMBER	OFFICERS PER SHIFT A <i>[see note1]</i>	OFFICERS PER SHIFT B <i>[see note1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Dadeland South - BRT - Platform #3	TBD	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Douglas Road - 918	918	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Douglas Road - 919	919	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Earlington Heights -935	935	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Hialeah - 945	945	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Martin Luther King - 941	941	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Northside - 943	943	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Okeechobee - 947	947	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Palmetto - 949	949	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
South Miami - 915	915	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
South Miami - 916	916	1	1	20.5	3	61.5	0430 - 0100	3,198.00		Friday, Saturday, Sunday
Tri-Rail - 944	944	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
University -917	917	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Vizcaya - 922	922	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Dadeland North 913	913	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Dadeland North 914	914	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Rail Patrols (15 RPx10.25 hoursx14 days) - Rail Patrols #1- 15										
Rail Patrol #1	RP#1	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Rail Patrol #2	RP#2	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Rail Patrol #3	RP#3	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Rail Patrol #4	RP#4	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Rail Patrol #5	RP#5	1	0	10.25	7	71.75	0430 - 1445	3,741.25		

SECURITY GUARD SERVICES FOR DTPW

	POST NUMBER	OFFICERS PER SHIFT A <i>[see note 1]</i>	OFFICERS PER SHIFT B <i>[see note 1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Rail Patrol #6	RP#6	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Rail Patrol #7	RP#7	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #8	RP#8	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #9	RP#9	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #10	RP#10	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #11	RP#11	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #12	RP#12	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #13	RP#13	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #14	RP#14	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Rail Patrol #15	RP#15	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Govt. Center - 924	924	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Govt. Center - 925	925	1	1	18	7	126	0430 - 2230	6,570.00		
Overtown - 926	926	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Coconut Grove - 921	921	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Airport - 961	931	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Airport - 963	963	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Airport - Greyhound Terminal - 965	965	1	0	10	7	70	0700 - 1700	3,650.00		
Airport - Greyhound Terminal -Tango 11	Tango 11	1	1	24	7	168	24-hours	8,760.00	Golf Cart Required for Patrol	Awarded vendor must provide golf cart
Airport - Greyhound Terminal - Tango 12	Tango 12	1	1	24	7	168	24-hours	8,760.00	Golf Cart Required for Patrol	Awarded vendor must provide golf cart
Lehman - 991	991	1	1	24	7	168	24-hours	8,760.00		
Lehman - 992	992	1	1	24	7	168	24-hours	8,760.00		
Lehman Special - 994	994	0	1	24	7	168	2200 - 0600	8,760.00		
Center Mover Rovers - 953	953	1	1	20.5	7	143.5	0430 - 0100	7,482.50		

MIAMI-DADE COUNTY

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SECTION 3

SECURITY GUARD SERVICES FOR DTPW

	POST NUMBER	OFFICERS PER SHIFT A <i>[see note1]</i>	OFFICERS PER SHIFT B <i>[see note1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Center Mover Rovers - 954	954	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Center Mover Rovers - 956	956	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
North Rover - Mover - 955	955	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Omni - 957	957	1	1	24	7	168	24-hours	8,760.00		
School Board - 958	958	1	1	24	7	168	24-hours	8,760.00		
South Rover - 952	952	1	1	20.5	7	143.5	0430 - 0100	7,482.50		
Additional Metromover Rovers - MP #'s 1-16 [20.5 hours per dayx 8 officersx 7 days]										
Metromover Patrol #1	MP1	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #2	MP2	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #3	MP3	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #4	MP4	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #5	MP5	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #6	MP6	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #7	MP7	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #8	MP8	1	0	10.25	7	71.75	0430 - 1445	3,741.25		
Metromover Patrol #9	MP9	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Metromover Patrol #10	MP10	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Metromover Patrol #11	MP11	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Metromover Patrol #12	MP12	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Metromover Patrol #13	MP13	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Metromover Patrol #14	MP14	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Metromover Patrol #15	MP15	0	1	10.25	7	71.75	1445 - 0100	3,741.25		
Metromover Patrol #16	MP16	0	1	10.25	7	71.75	1445 - 0100	3,741.25		

SECURITY GUARD SERVICES FOR DTPW

	POST NUMBER	OFFICERS PER SHIFT A <i>[see note1]</i>	OFFICERS PER SHIFT B <i>[see note1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Coral Way - 986	986	1	1	24	7	168	24-hours	8,760.00		
Coral Way - 987	987	1	1	24	7	168	24-hours	8,760.00		
Coral Way - 987SD	987SD	0	1	4	5	20	1800 - 2200	1,044.00		Monday through Friday
Central Bus - 981	981	1	0	10	5	50	0700 - 1700	2,610.00		
Central Bus - 982	982	1	1	24	7	168	24-hours	8,760.00		
Central Bus - 983	983	1	1	24	7	168	24-hours	8,760.00		
Central Bus - 983SD	983SD	0	1	4	5	20	1800 - 2200	1,044.00		Monday through Friday
Central Bus - 984	984	1	1	24	7	168	24-hours	8,760.00		
Central Bus - 985	985	1	1	24	7	168	24-hours	8,760.00		
Northeast Bus - 988	988	1	1	24	7	168	24-hours	8,760.00		
Northeast Bus - 989	989	1	1	24	7	168	24-hours	8,760.00		
Northeast Bus - 989SD	989SD	0	1	4	5	20	1800 - 2200	1,044.00		Monday through Friday
South Dade Bus Maintenance Facility [PROPOSED]	TBD	1	1	24	7	168	24-hours	8,760.00		
South Dade Bus Maintenance Facility [PROPOSED]	TBD	1	1	24	7	168	24-hours	8,760.00		
South Dade Bus Maintenance Facility [PROPOSED]	TBD	0	1	4	5	20	1800 - 2200	1,044.00		Monday through Friday
Dolphin Park and Ride - Tango 16 [17 hours x 5 days]	Tango 16	1	1	17	5	85	0500 - 2200	4,420.00	Golf Cart Needed	1. Monday through Friday 2. Awarded vendor must provide golf cart
Golden Glades Park and Ride - Tango 5	Tango 5	1	0	8	5	40	0500 - 1300	2,088.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
Golden Glades Park and Ride - Tango 6	Tango 6	1	0	8	7	56	1200 - 2000	2,920.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
I-75 Park and Ride	I-75 Tango	1	0	12	5	60	0700 - 1900	3,132.00		
Busway/SW 152 St	Busway Tango 1	1	1	24	7	168	24-hours	8,760.00		

SECURITY GUARD SERVICES FOR DTPW

	POST NUMBER	OFFICERS PER SHIFT A <i>[see note1]</i>	OFFICERS PER SHIFT B <i>[see note1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Busway/SW 168 St	Busway Tango 2	1	1	24	7	168	24-hours	8,760.00		
Busway/SW 296 St - Tango 4	Tango 4	1	0	12	5	60	0500 - 1700	3,132.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
Busway/SW 208 St - Tango 9	Tango 9	1	0	24	7	168	24-hours	8,760.00	Motor Vehicle required	Awarded vendor must provide motor vehicle
NE 2 Drive/Civic Center Street	TBD	1	0	24	7	168	24-hours	8,760.00		
Busway BRT Stops [14 stops] 24x7x14 officers										
Busway BRT Stop #1	BRT#1	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #2	BRT#2	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #3	BRT#3	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #4	BRT#4	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #5	BRT#5	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #6	BRT#6	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #7	BRT#7	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #8	BRT#8	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #9	BRT#9	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #10	BRT#10	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #11	BRT#11	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #12	BRT#12	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #13	BRT#13	1	1	24	7	168	24-hours	8,760.00		
Busway BRT Stop #14	BRT#14	1	1	24	7	168	24-hours	8,760.00		
836 Express - Tamiami Station #1	TS#1	1	1	21	7	147	0500 - 0200	7,665.00		
837 Express - Tamiami Station #2	TS#2	1	1	21	7	147	0500 - 0200	7,665.00		
838 Express - Tamiami Station #3	TS#3	1	1	24	7	168	24-hours	8,760.00		
839 Express - Tamiami Station #4	TS#4	1	1	24	7	168	24-hours	8,760.00	Golf Cart Needed	Awarded vendor must provide golf cart

SECURITY GUARD SERVICES FOR DTPW

	POST NUMBER	OFFICERS PER SHIFT A <i>[see note1]</i>	OFFICERS PER SHIFT B <i>[see note1]</i>	TOTAL HOURS PER DAY PER STATION	DAYS PER WEEK	HOURS PER WEEK <i>[Total hours per day x days per week]</i>	HOURS OF SECURITY SERVICE	APPROXIMATE TOTAL ANNUAL HOURS OF SECURITY SERVICE <i>[See note 2]</i>	SPECIAL EQUIPMENT/VEHICULAR REQUIREMENTS	Comments
Mover Maint - 959	959	1	1	24	7	168	24-hours	8,760.00		
Traffic/Signals [7100 NW 36 Street] - 993	993	1	1	17	5	85	0600 - 2300	4,437.00		Monday through Friday
Treasury Services								-		
971 (Monday through Saturday)	971	1	0	8	6	48	0600 - 1400	2,504.00		Monday through Saturday
971 (Monday through Friday)	971	0	1	10	5	50	1400 - 2200	2,610.00		Monday through Friday
971 (Sunday)	971	0	1	8	2	16	2200 - 0600	416.00		Sunday
971 (Sunday)	971	0	1	8	2	16	2200 - 0600	416.00		Sunday
972 (Sunday through Friday)	972	1	0	8	6	48	0600 - 1400	2,504.00		Sunday through Friday
972 (Sunday through Friday)	972	0	1	8	6	48	2200 - 0600	2,504.00		Sunday through Friday
973 (Monday through Saturday)	973	1	0	10	6	60	0600 - 1600	3,130.00		Monday through Saturday
973 (Sunday through Friday)	973	0	1	8	6	48	2200 - 0600	2,504.00		Sunday through Friday
974 (Sunday through Friday)	974	0	1	8	6	48	2200 - 0600	2,504.00		Sunday through Friday
Motor Vehicles Required									9	Nine (9) Motor Vehicles will need to be provided upon Notice-to-proceed
Golf Cart Vehicles Required									8	Eight (8) Golf Carts will need to be provided upon Notice-to-proceed
Tablets									130	A minimum of One hundred thirty (130) Tablets will need to be provided upon Notice-to-proceed
Bikes									0	To Be Determined based on need
Total		127	124	2,703.25		18,334.75		951,048.75		

MIAMI-DADE COUNTY

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SECTION 3
SECURITY GUARD SERVICES FOR DTPW

Notes:
1. For the purposed of illustration, Shift A and Shift B represent approximately 50% of the operational hours where security personnel staffing is needed. The awarded vendor may staff the operational need as they deem necessary within the constraints of the Contract

with respect to hour limitations or federal, state, and local laws governing work shifts/hours. DTPW reserves the right to have the awarded vendor restructure any employee shift if it feels it is in the best interest of the County, DTPW, or safety of its employees, agents, riders,

or other stakeholders. In this case, the awarded vendor shall adhere to the requests of the County and/or DTPW.

2. Annual Year based on a 365-day year. Business Day year is based on a 261-day year.