

BLANKET PURCHASE ORDER AGREEMENT FOR  
AS-NEEDED UNIFORMED SECURITY GUARD SERVICES

v. 12-4-19

This agreement ("Agreement"), dated as of February 27, 2024 ("Effective Date") is by and between the County of Sonoma, a political subdivision of the State of California (hereinafter "County"), and Defense Block Security, (hereinafter "Contractor").

This Agreement is entered by and on behalf of the County. Notwithstanding, the County intends for this Agreement to be available to the Sonoma County Water Agency, the Sonoma County Community Development Commission, and the Sonoma County Agricultural Preservation and Open Space District ("affiliated entities"). Such affiliated entities are intended beneficiaries of the right to obtain as-needed goods/services in accordance with this Agreement. Supplier acknowledges and agrees that such affiliated entities may obtain services pursuant to this Agreement on the same terms and conditions stated herein. In the event any such affiliated entity so elects, said entity shall be entitled to all rights, privileges, and responsibilities of County as stated herein, and all references to "County" shall be deemed to mean and apply to the affiliated entity. In such event, said affiliated entity, and not County, shall be solely responsible for its obligations and any liabilities arising under the Agreement and/or its particular work order. Further, notice designations and deliverables otherwise due County (including certificates of insurance and additional insured provisions) shall be conformed and submitted in the name and for the benefit of the contracting affiliate entity.

R E C I T A L S

WHEREAS, Contractor represents that it is a duly qualified and licensed Private Patrol Operator, providing uniformed security guard and related services; and

WHEREAS, in the judgment of the County of Sonoma Public Infrastructure Purchasing Division, it is necessary and desirable to secure Contractor to be available for such services.

NOW, THEREFORE, in consideration of the foregoing recitals and the mutual covenants contained herein, the parties hereto agree as follows:

A G R E E M E N T

1. Scope of Services.

1.1 Contractor's Specified Services. Contractor shall perform Uniformed Security Guard and related services described in Exhibit "A," attached hereto and incorporated herein by this reference (hereinafter "Scope of Work"), and within the times or by the dates provided for in Exhibit "A" and pursuant to Article 7, Prosecution of Work. In

the event of a conflict between the body of this Agreement and Exhibit "A", the provisions in the body of this Agreement shall control.

All services shall be performed on an as-needed basis as determined by County in its sole discretion. For actual requests for work and specific service requirements, Contractor shall provide a written quote based on service need provided by the requesting County department or affiliate. All quotes shall be consistent with and be deemed to incorporate the terms and conditions of this Agreement, including hourly rates. If approved in writing by the requesting County department or affiliate, Contractor shall then provide the requested services pursuant to and incorporating all terms and conditions of this Agreement. In no event shall Contractor be paid for services without specific written County department or affiliate approval of a requested quote.

This agreement is subject to the appropriation of funds and no amount of services are guaranteed. Nothing herein grants Contractor any exclusive right to provide any services, and County reserves all right and discretion to obtain any and all services from other providers.

1.2 Cooperation With County. Contractor shall cooperate with County and County staff in the performance of all work hereunder.

1.3 Performance Standard. Contractor shall perform all work hereunder in a manner consistent with the level of competency and standard of care normally observed by a person practicing in Contractor's profession. County has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees to provide all services under this Agreement in accordance with generally accepted professional practices and standards of care, as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release. If County determines that any of Contractor's work is not in accordance with such level of competency and standard of care, County, in its sole discretion, shall have the right to do any or all of the following: (a) require Contractor to meet with County to review the quality of the work and resolve matters of concern; (b) require Contractor to repeat the work at no additional charge until it is satisfactory; (c) terminate this Agreement pursuant to the provisions of Article 4; or (d) pursue any and all other remedies at law or in equity.

1.4 Assigned Personnel.

- a. Contractor shall assign only competent personnel to perform work hereunder. In the event that at any time County, in its sole discretion, desires the removal of any person or persons assigned by Contractor to perform work hereunder, Contractor shall remove such person or persons immediately upon receiving written notice from County.

- b. In the event that any of Contractor's personnel assigned to perform services under this Agreement become unavailable due to resignation, sickness or other factors outside of Contractor's control, Contractor shall be responsible for timely provision of adequately qualified replacements.

2. Payment. For all services and incidental costs required hereunder, Contractor shall be paid in accordance with the following terms:

2.1 Rates. For all services and incidental costs required hereunder, Contractor shall be paid on a time and material basis in accordance with the rate sheet set forth in Exhibit "B," attached hereto and incorporated herein by this reference. Rates are all-inclusive for all expenses and costs of services, including all costs of labor, fuel, vehicles and equipment, and travel and shall be firm and fixed for a period of one (1) year.

2.2 Modification of Rates.

A modification in Contractor's costs may serve as a justification for a price change. All requests for rate modifications after the expiration of the original term of the Agreement must be in writing and include supporting documentation. Requests shall be submitted to the County of Sonoma Purchasing Division at least 60 days prior to the requested rate modification. A requested rate increase must be approved in writing by County and will only become effective after the approval of the increase. Approved modification of rates shall become effective after the approval is granted. Retroactive rate increase adjustments will not be considered. Any approved rate modification shall be put into effect through the use of a written amendment to the Agreement signed by both parties. The County may consider price modifications by comparing the request with the Consumer Price Index (CPI). Failure to reach an agreement for an increase in rate(s) can, at the sole option of the County, result in the termination of the Agreement for cause.

2.3 Accounts and Billing. Contractor shall maintain separate accounts for each department, division, or affiliate that requests services pursuant to this Agreement. Bills shall be submitted separately for each department, division, and affiliate that has requested services. Contractor shall submit its bills in arrears on a monthly basis in a form approved by County's Auditor and the department, division, or affiliate receiving the services. The bills shall show or include: (i) the task(s) performed; (ii) Department information including Department name, Division name (if applicable), Department's accounting reference number, address of pick up, date of pick up, volume of pick up and type of boxes; and (iii) Cost of service. Expenses not expressly authorized by the Agreement shall not be reimbursed.

2.4 Payments. Unless otherwise noted in this Agreement, payments shall be made within the normal course of County business after presentation of an invoice in a form approved by the County for services performed. Payments shall be made only upon the satisfactory completion of the services as determined by the County.

2.5 Overpayment. If County overpays Contractor for any reason, Contractor agrees to return the amount of such overpayment to County, or at County's option, permit County to offset the amount of such overpayment against future payments owed to Contractor under this Agreement or any other agreement.

2.6 Withholdings. Pursuant to California Revenue and Taxation code (R&TC) Section 18662, the County shall withhold seven percent of the income paid to Contractor for services performed within the State of California under this agreement, for payment and reporting to the California Franchise Tax Board, if Contractor does not qualify as: (1) a corporation with its principal place of business in California, (2) an LLC or Partnership with a permanent place of business in California, (3) a corporation/LLC or Partnership qualified to do business in California by the Secretary of State, or (4) an individual with a permanent residence in the State of California.

If Contractor does not qualify, County requires that a completed and signed Form 587 be provided by the Contractor in order for payments to be made. If Contractor is qualified, then the County requires a completed Form 590. Forms 587 and 590 remain valid for the duration of the Agreement provided there is no material change in facts. By signing either form, the Contractor agrees to promptly notify the County of any changes in the facts. Forms should be sent to the County pursuant to Article 12. To reduce the amount withheld, Contractor has the option to provide County with either a full or partial waiver from the State of California.

3. Term of Agreement. The term of this Agreement shall be from the Effective Date to February 27, 2025, with the option to extend for four (4) additional one year periods unless terminated earlier in accordance with the provisions of Article 4 below.

4. Termination.

4.1 Termination For Convenience. Notwithstanding any other provision of this Agreement, at any time and without cause, County shall have the right, in its sole discretion, to terminate this Agreement or any Task Order by giving 5 days written notice to Contractor.

4.2 Termination for Cause. Notwithstanding any other provision of this Agreement, should Contractor fail to perform any of its obligations hereunder, within the time and in the manner herein provided, or otherwise violate any of the terms of this Agreement or any Task Order, County may immediately terminate this Agreement or any Task Order by giving Contractor written notice of such termination, stating the reason for termination.

4.3 Delivery of Work Product and Final Payment Upon Termination.

In the event of termination, Contractor, within 14 days following the date of termination, shall deliver to County all reports, original drawings, graphics, plans, studies, and other data or documents, in whatever form or format, assembled or

prepared by Contractor or Contractor's subcontractors, Contractors, and other agents in connection with this Agreement and shall submit to County an invoice showing the services performed, hours worked, and copies of receipts for reimbursable expenses up to the date of termination.

4.4 Payment Upon Termination. Upon termination of this Agreement or any Task Order by County, Contractor shall be entitled to receive as full payment for all services satisfactorily rendered and reimbursable expenses properly incurred hereunder, an amount which bears the same ratio to the total payment specified in the Agreement as the services satisfactorily rendered hereunder by Contractor bear to the total services otherwise required to be performed for such total payment; provided, however, that if services which have been satisfactorily rendered are to be paid on a per-hour or per-day basis, Contractor shall be entitled to receive as full payment an amount equal to the number of hours or days actually worked prior to the termination times the applicable hourly or daily rate; and further provided, however, that if County terminates for cause pursuant to Section 4.2, County shall deduct from such amount the amount of damage, if any, sustained by County by virtue of the breach of the Agreement or the Task Order by Contractor.

4.5 Authority to Terminate. The Board of Supervisors has the authority to terminate this Agreement or any Task Order on behalf of the County. In addition, the Purchasing Agent, in consultation with County Counsel, shall have the authority to terminate this Agreement or any Task Order on behalf of the County.

5. Indemnification. Contractor agrees to accept all responsibility for loss or damage to any person or entity, including County, and to indemnify, hold harmless, and release County, its officers, agents, and employees, from and against any actions, claims, damages, liabilities, disabilities, or expenses, that may be asserted by any person or entity, including Contractor, that arise out of, pertain to, or relate to Contractor's or its agents', employees', contractors', subcontractors', or invitees' performance or obligations under this Agreement. Contractor agrees to provide a complete defense for any claim or action brought against County based upon a claim relating to such Contractor's or its agents', employees', contractors', subcontractors', or invitees' performance or obligations under this Agreement. Contractor's obligations under this Section apply whether or not there is concurrent or contributory negligence on County's part, but to the extent required by law, excluding liability due to County's conduct. County shall have the right to select its legal counsel at Contractor's expense, subject to Contractor's approval, which shall not be unreasonably withheld. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for Contractor or its agents under workers' compensation acts, disability benefits acts, or other employee benefit acts.

6. Insurance. With respect to performance of work under this Agreement, Contractor shall maintain and shall require all of its subcontractors, Contractors, and other agents to maintain, insurance as described in Exhibit C, attached hereto and incorporated herein by this reference.

7. Prosecution of Work. Performance of the services hereunder shall be completed within the time required herein, provided, however, that if the performance is delayed by earthquake, flood, high water, or other Act of God or by strike, lockout, or similar labor disturbances, the time for Contractor's performance of this Agreement shall be extended by a number of days equal to the number of days Contractor has been delayed.

8. Extra or Changed Work. Extra or changed work or other changes to the Agreement may be authorized only by written amendment to this Agreement, signed by both parties. Minor changes, which do not exceed any delegated signature authority and which do not significantly change the scope of work or significantly lengthen time schedules may be executed by the appropriate department, division, or affiliate head in a form approved by County Counsel. The Purchasing Agent must authorize all other extra or changed work. The parties expressly recognize that, pursuant to Sonoma County Code Section 1-11, County personnel are without authorization to order extra or changed work or waive Agreement requirements. Failure of Contractor to secure such written authorization for extra or changed work shall constitute a waiver of any and all right to adjustment in the Agreement price or Agreement time due to such unauthorized work and thereafter Contractor shall be entitled to no compensation whatsoever for the performance of such work. Contractor further expressly waives any and all right or remedy by way of restitution and quantum meruit for any and all extra work performed without such express and prior written authorization of the County.

9. Representations of Contractor.

9.1 Standard of Care. County has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees that all its work will be performed and that its operations shall be conducted in accordance with generally accepted and applicable professional practices and standards as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release.

9.2 Status of Contractor. The parties intend that Contractor, in performing the services specified herein, shall act as an independent contractor and shall control the work and the manner in which it is performed. Contractor is not to be considered an agent or employee of County and is not entitled to participate in any pension plan, worker's compensation plan, insurance, bonus, or similar benefits County provides its employees. In the event County exercises its right to terminate this Agreement pursuant to Article 4, above, Contractor expressly agrees that it shall have no recourse or right of appeal under rules, regulations, ordinances, or laws applicable to employees.

9.3 No Suspension or Debarment. Contractor warrants that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in covered transactions by any federal department or agency. Contractor also warrants that it is not suspended or debarred from receiving

federal funds as listed in the List of Parties Excluded from Federal Procurement or Non-procurement Programs issued by the General Services Administration. If the Contractor becomes debarred, Contractor has the obligation to inform the County

9.4 Taxes. Contractor agrees to file federal and state tax returns and pay all applicable taxes on amounts paid pursuant to this Agreement and shall be solely liable and responsible to pay such taxes and other obligations, including, but not limited to, state and federal income and FICA taxes. Contractor agrees to indemnify and hold County harmless from any liability which it may incur to the United States or to the State of California as a consequence of Contractor's failure to pay, when due, all such taxes and obligations. In case County is audited for compliance regarding any withholding or other applicable taxes, Contractor agrees to furnish County with proof of payment of taxes on these earnings.

9.5 Records Maintenance. Contractor shall keep and maintain full and complete documentation and accounting records concerning all services performed that are compensable under this Agreement and shall make such documents and records available to County for inspection at any reasonable time. Contractor shall maintain such records for a period of four (4) years following completion of work hereunder.

9.6 Conflict of Interest. Contractor covenants that it presently has no interest and that it will not acquire any interest, direct or indirect, that represents a financial conflict of interest under state law or that would otherwise conflict in any manner or degree with the performance of its services hereunder. Contractor further covenants that in the performance of this Agreement no person having any such interests shall be employed. In addition, if requested to do so by County, Contractor shall complete and file and shall require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" with County disclosing Contractor's or such other person's financial interests.

9.7 Statutory Compliance/Living Wage Ordinance. Contractor agrees to comply with all applicable federal, state and local laws, regulations, statutes and policies, including but not limited to the County of Sonoma Living Wage Ordinance, applicable to the services provided under this Agreement as they exist now and as they are changed, amended or modified during the term of this Agreement. Without limiting the generality of the foregoing, Contractor expressly acknowledges and agrees that this Agreement may be subject to the provisions of Article XXVI of Chapter 2 of the Sonoma County Code, requiring payment of a living wage to covered employees. Noncompliance during the term of the Agreement will be considered a material breach and may result in termination of the Agreement or pursuit of other legal or administrative remedies.

9.8 Nondiscrimination. Without limiting any other provision hereunder, Contractor shall comply with all applicable federal, state, and local laws, rules, and regulations in regard to nondiscrimination in employment because of race, color, ancestry, national origin, religion, sex, marital status, age, medical condition, pregnancy, disability,

sexual orientation or other prohibited basis, including without limitation, the County's Non-Discrimination Policy. All nondiscrimination rules or regulations required by law to be included in this Agreement are incorporated herein by this reference.

9.9 AIDS Discrimination. Contractor agrees to comply with the provisions of Chapter 19, Article II, of the Sonoma County Code prohibiting discrimination in housing, employment, and services because of AIDS or HIV infection during the term of this Agreement and any extensions of the term.

9.10 Assignment of Rights. Contractor assigns to County all rights throughout the world in perpetuity in the nature of copyright, trademark, patent, right to ideas, in and to all versions of the plans and specifications, if any, now or later prepared by Contractor in connection with this Agreement. Contractor agrees to take such actions as are necessary to protect the rights assigned to County in this Agreement, and to refrain from taking any action which would impair those rights. Contractor's responsibilities under this provision include, but are not limited to, placing proper notice of copyright on all versions of the plans and specifications as County may direct, and refraining from disclosing any versions of the plans and specifications to any third party without first obtaining written permission of County. Contractor shall not use or permit another to use the plans and specifications in connection with this or any other project without first obtaining written permission of County.

9.11 Ownership and Disclosure of Work Product. All reports, original drawings, graphics, plans, studies, and other data or documents ("documents"), in whatever form or format, assembled or prepared by Contractor or Contractor's subcontractors, Contractors, and other agents in connection with this Agreement shall be the property of County. County shall be entitled to immediate possession of such documents upon completion of the work pursuant to this Agreement. Upon expiration or termination of this Agreement, Contractor shall promptly deliver to County all such documents, which have not already been provided to County in such form or format, as County deems appropriate. Such documents shall be and will remain the property of County without restriction or limitation. Contractor may retain copies of the above-described documents but agrees not to disclose or discuss any information gathered, discovered, or generated in any way through this Agreement without the express written permission of County.

9.12 Authority. The undersigned hereby represents and warrants that he or she has authority to execute and deliver this Agreement on behalf of Contractor.

10. Demand for Assurance. Each party to this Agreement undertakes the obligation that the other's expectation of receiving due performance will not be impaired. When reasonable grounds for insecurity arise with respect to the performance of either party, the other may in writing demand adequate assurance of due performance and until such assurance is received may, if commercially reasonable, suspend any performance for which the agreed return has not been received. "Commercially reasonable" includes not only the conduct of a party with respect to performance under this Agreement, but also conduct with respect to other agreements with parties to this Agreement or others. After



receipt of a justified demand, failure to provide within a reasonable time, but not exceeding thirty (30) days, such assurance of due performance as is adequate under the circumstances of the particular case is a repudiation of this Agreement. Acceptance of any improper delivery, service, or payment does not prejudice the aggrieved party's right to demand adequate assurance of future performance. Nothing in this Article limits County's right to terminate this Agreement pursuant to Article 4.

11. Assignment and Delegation. Neither party hereto shall assign, delegate, sublet, or transfer any interest in or duty under this Agreement without the prior written consent of the other, and no such transfer shall be of any force or effect whatsoever unless and until the other party shall have so consented.

12. Method and Place of Giving Notice, Submitting Bills and Making Payments. Other than as otherwise stated herein, all notices, bills, payments and correspondence shall be made in writing and shall be given by personal delivery or by U.S. Mail or courier service to the following:

COUNTY:

CONTRACTOR:

When a notice, bill or payment is given by a generally recognized overnight courier service, the notice, bill or payment shall be deemed received on the next business day. When a copy of a notice, bill or payment is sent by facsimile or email, the notice, bill or payment shall be deemed received upon transmission as long as (1) the original copy of the notice, bill or payment is promptly deposited in the U.S. mail and postmarked on the date of the facsimile or email (for a payment, on or before the due date), (2) the sender has a written confirmation of the facsimile transmission or email, and (3) the facsimile or email is transmitted before 5 p.m. (recipient's time). In all other instances, notices, bills and payments shall be effective upon receipt by the recipient. Changes may be made in the names and addresses of the person to whom notices are to be given by giving notice pursuant to this paragraph.

13. Miscellaneous Provisions.

13.1 No Waiver of Breach. The waiver by County of any breach of any term or promise contained in this Agreement shall not be deemed to be a waiver of such term or provision or any subsequent breach of the same or any other term or promise contained in this Agreement.

13.2 Construction. To the fullest extent allowed by law, the provisions of this Agreement shall be construed and given effect in a manner that avoids any violation of statute, ordinance, regulation, or law. The parties covenant and agree that in the event that any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired,

or invalidated thereby. Contractor and County acknowledge that they have each contributed to the making of this Agreement and that, in the event of a dispute over the interpretation of this Agreement, the language of the Agreement will not be construed against one party in favor of the other. Contractor and County acknowledge that they have each had an adequate opportunity to consult with counsel in the negotiation and preparation of this Agreement.

13.3 Consent. Wherever in this Agreement the consent or approval of one party is required to an act of the other party, such consent or approval shall not be unreasonably withheld or delayed.

13.4 No Third Party Beneficiaries. Other than as for use of this Agreement by the County-affiliated entities as otherwise stated herein, nothing contained in this Agreement shall be construed to create and the parties do not intend to create any rights in third parties.

13.5 Applicable Law and Forum. This Agreement shall be construed and interpreted according to the substantive law of California, regardless of the law of conflicts to the contrary in any jurisdiction. Any action to enforce the terms of this Agreement or for the breach thereof shall be brought and tried in Santa Rosa or the forum nearest to the city of Santa Rosa, in the County of Sonoma.

13.6 Captions. The captions in this Agreement are solely for convenience of reference. They are not a part of this Agreement and shall have no effect on its construction or interpretation.

13.7 Merger. This writing is intended both as the final expression of the Agreement between the parties hereto with respect to the included terms and as a complete and exclusive statement of the terms of the Agreement, pursuant to Code of Civil Procedure Section 1856. No modification of this Agreement shall be effective unless and until such modification is evidenced by a writing signed by both parties.

13.8. Survival of Terms. All express representations, waivers, indemnifications, and limitations of liability included in this Agreement will survive its completion or termination for any reason.

13.9 Time of Essence. Time is and shall be of the essence of this Agreement and every provision hereof.

13.10 Federal Provisions. Certain work under this Agreement may be funded in part or entirely by financial assistance from the Federal Emergency Management Agency. With regard to all such work, Contractor shall comply and acknowledges compliance with the terms and conditions attached hereto as Exhibit D.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the Effective Date.

CONTRACTOR:  
Defense Block Security

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

COUNTY: COUNTY OF SONOMA

CERTIFICATES OF INSURANCE  
REVIEWED AND ON FILE:

By: \_\_\_\_\_  
Department Head or Designee

Date: \_\_\_\_\_

APPROVED AS TO FORM FOR COUNTY:

By: \_\_\_\_\_  
County Counsel

Date: \_\_\_\_\_

AGREEMENT EXECUTED:

By: \_\_\_\_\_  
Purchasing Agent

Date: \_\_\_\_\_

**EXHIBIT A**  
**SCOPE OF WORK**

## **EXHIBIT A**

### **GENERAL SCOPE OF SERVICES**

The County requires professionally trained armed and unarmed security guard services as needed at various locations throughout the County. The primary responsibility of the security personnel is to maintain a secure and safe, yet welcoming, environment for visitors and staff at County facilities. Security Guards should be friendly and willing to answer appropriate questions from the public (directions, hours of operation etc.) while being alert to any security or safety issues.

Contractor must be able to fully staff and deploy qualified personnel to County sites in an organized, efficient manner for the length of the contract. In order to provide the most efficient services to the County, to the greatest extent feasible, security guards shall be assigned a given site for a period of at least 30 days before rotating, for requested services scheduled for over 30 day durations.

Contractor shall respond to emergency service requests within one hour of request and respond to non-emergency service requests the following day. The County will provide as much notice and details as possible to all requests. Contractor shall be capable of responding to all service requests.

In case of an emergency or unusual event, all employees of Contractor shall be subject to the direction of the County Facility site manager and/or first available Manager on-site.

### **SECURITY GUARD QUALIFICATIONS**

Due to the high visibility of the Security Guard position, the County requires a high degree of stability in the security force posted.

Every Security Guard assigned to this contract must possess and maintain through the life of this contract a current "Guard Card".

All Security Guards assigned to County facilities must pass and maintain a criminal background check. It is the Contractor's responsibility at the Contractor's expense to conduct a thorough criminal background check on all Security guards assigned to any County facility to ensure that no guard has a criminal record.

A copy of the written verification showing the Security Guard passed the Contractor's background checks must be provided to the Department manager prior to assignment at the facility.

Prior to submitting replacement staff, contractor shall provide County with a copy of the written verification that the replacement Security Guard passed the Contractor's background checks.

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The County has the right to decline the Contractor's placement of Security Guards whom the County may deem to be unsuitable for the assignment. The Contractor agrees that staff placements will be mutually acceptable to the County and the Contractor.

### SECURITY GUARD RESPONSIBILITIES

The Security Guard's primary duty is to observe and report. Other duties and responsibilities of security guards shall include, but not be limited to, the following:

- a. Maintain a high level of attentive visibility at all times as a deterrent.
- b. Interact in a respectful, courteous, and dignified manner.
- c. Greet the public and answer simple/basic questions. Maintain a clean post.
- d. Greet and question unescorted visitors who may be in unauthorized areas.
- e. Perform a sweep of each of assigned location at the beginning and end of each shift.
- f. Secure all doors and access points around the perimeter of the building at the beginning and end of each shift. This includes locking and unlocking public entrances at the beginning and end of each shift at locations where applicable.
- g. Report any elevator malfunctions or fire panel alarms to building facility manager(s).
- h. Observe and enforce the County's "No Smoking" rule which states no smoking within 25 feet of entry ways.
- i. Inform relief Security Guards of any special situations or instructions.
- j. Refrain using personal cell phones or other devices to read, take photos, watch movies, use social media, listen to recordings or make recordings while on duty.  
**Recordings of any kind (photo, audio, or video recordings) and the posting of any recorded material on social media is strictly prohibited.**
- k. Limit telephone calls to urgent business matters related to Security Guard services or personal emergencies.
- l. Prevent visitors from proceeding into unauthorized areas.
- m. Help County employees to defuse arguments or disturbances with the public, whether it is inside or outside the County facility.
- n. Threatening situations shall be reported immediately to local authorities by calling 9-1-1 and the Facility Manager immediately.
- o. Security Guards may be asked by County staff to assist with a difficult client, escort individuals or staff to their cars.
- p. Security Guards may be asked by County staff to deny access to specific individuals who have been deemed potentially violent (a former employee, family member, or client who may have threatened a County employee or has displayed a potential for violent behavior).
- q. Security Guards shall notify the local authorities immediately by calling 9-1-1 if the individual exhibits behavior that could be violent or abusive.
- r. Enforce the rule forbidding weapons and/or contraband from being brought into County buildings. Weapons and/or contraband are not allowed on County

## ATTACHMENT A

facilities (with the exception of weapons worn by armed Security Guards as required under this RFP, Sheriff's Deputies/personnel, other law enforcement officers, Probation Officers, Welfare Investigators, etc.).

- s. If a Security Guard suspects someone other than those identified above of possessing a weapon, he/she shall contact the Sheriff's Office, local authorities, and the Facility Manager immediately.
- t. If contraband or weapons are discovered while searching for weapons, those items shall be confiscated by the Security Guard. The Security Guard shall contact the officer of the day, or the first available unit supervisor. When the suspect is turned over to the peace officer, they shall be notified of the discovered item.

The Security Guard's primary duty is to observe and report. Contractor Security Guards and other agents **shall not:**

- a. Lock or unlock public entrances outside of duties unless authorized by a Security Guard, Supervisor or a Facility Manager.
- b. Use County offices; read, rearrange, or remove material from County offices; and they shall not permit any unauthorized person(s) to do so.
- c. Sit on desks, cabinets, tables, or rest feet on desk tops or open desk drawers, etc.
- d. Possess or use illegal substances, alcohol, or marijuana on the job. Security Guards under the influence of alcohol, marijuana, or illegal drugs while on duty will be promptly dismissed and Contractor shall not be reassigned to any other County facility.
- e. Fraternize with County staff or visitors which disrupt or distract guard of their primary duties.
- f. Converse privately with acquaintances or personal visitors while on duty. Security Guards shall utilize their breaks and lunch periods for such interactions.
- g. Read books, magazines, or newspapers while on duty and refrain from the use of personal cell phones or other devices to read, take photos, watch movies, use social media, listen to recordings or make recordings while on duty. **Recordings of any kind (photo, audio, or video recordings) and the posting of any recorded material on social media is strictly prohibited.**
- h. Accept any gifts or gratuities from County staff or visitors.
- i. Occupy their personal vehicles while on duty. Security Guards shall be on post for the entire duration of their shift with the exception of break and lunch. Contractor shall provide relief staff to cover for the post during lunch and breaks.
- j. **Multiple complaints against a Security Guard with or without confirmation of extenuating circumstances shall be grounds for discharge. Rude or offensive behavior will not be tolerated. Willful disregard of orders from the Security Guard Agency or County Personnel will be cause for removal from duties.**
- k. Allow objects to be left unattended at any time in the lobby of the building or near their post.

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In the event of a bomb threat, the Security Guard shall gather as much information as possible (such as time, names, location, what was said), and convey this information immediately to the Facility Manager or local authorities via 9-1-1. If evacuation is ordered, the Security Guard shall assist with the evacuation of all building occupants in an orderly and safe manner.

The Security Guard shall notify authorities of anything suspicious or out of place that had been observed during the evacuation. If a suspicious object is located, the Security Guard shall take the following precautions:

- a. Do not touch, move, or disturb the object;
- b. Do not use a pager, radio or cellular phone near the suspicious object since these may detonate some explosive devices. Exercise caution and advise others not to use pagers, radios or cellular phones near the facility;
- c. Get a good description of the object including but not limited to the shape, size, height, width color, and any visible markings;
- d. Note the exact location of the object including, but not limited to, floor number, room number, location within the room;
- e. Cordon off the area and deny re-entry except for authorized personnel; and
- f. If requested by the Facility Manager, another County manager, the 9-1-1 operator, and/or the local authorities, begin clearing all persons from the immediate vicinity in a safe and orderly manner.

## **SPECIAL EVENTS**

The County may from time to time have the need for security services at special events. Special Event is a one-time or infrequently occurring event such as a cultural, political, sporting, social, leisure, festival, or hallmark event to mark a special occasion that is celebratory in nature. Special events may require security services for crowd control, alcohol enforcement, metal detector screening, traffic supervision, crisis mitigation, patrol venue grounds, secure all entry points, check attendee belongings and if required, install, utilize, monitor, and maintain electronic surveillance equipment depending upon the nature of the venue. These types of events may require advance planning and organization and will be coordinated with the requesting department. The County anticipates that this position would be an unarmed security guard however, this position has been included on the Attachment B - Price Proposal Form if special training is required.

## **SECURITY PERSONNEL POSITIONS**

### **1) Contractor Account Manager or Liaison Officer**

Contractor(s) shall designate a permanent member(s) of its management staff, at no additional cost to the County, to act as the main point person between designated County personnel and the Security Guard Supervisor(s). This main point person shall here upon be referred to as Point of Contact (POC).



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POC shall provide the name, telephone number, pager or cell phone number, facsimile number, email address and office address of the designated Security Supervisor(s) to the County Department Manager requesting services.

POC shall provide updated information to the County for all replacement Security Supervisors and/or Liaisons for the duration of the contract.

### **2) Supervisor**

The Supervisor shall be available on an on-call basis via pager or cell phone to the Security Guards and designated County staff. The Supervisor shall be centrally located in order to supervise and monitor the guards to ensure Security Guard services are fulfilled.

The Supervisor(s) is responsible for, but not limited to, the following:

- a. Work with the designated County management personnel or building staff to ensure a high standard of courteous and professional security service which is sensitive to the needs of the staff, clients, and visitors.
- b. Supervise the Security Guards at the posts within the facility; be available for frequent on-site supervision, at a minimum of two times per month.
- c. Familiarize each Security Guard with the County internal communication system and any other County policies that affect the public. This information will be provided by the County to the Contractor(s).
- d. Develop or review written standing Post Orders with an emphasis on the needs of the department, and as specified by County management staff. Written Post Orders for the location assignment shall be completed and approved by the supervisor(s) and the County within 15 business days from the first day of each location assignment.
- e. Review Post Orders for adds and edits with the department manager at least twice a year at agreed upon dates each year. The security contractor will re-issue Post Orders with new edits within one month of following any revision and will review the changes with each guard, including new hires/replacements and substitutes for vacation and/or sick leave.
- f. Respond in a timely manner, within two hours or less, to requests from County management staff for follow-up with appropriate action and/or recommendations on any incidents or complaints involving Security Guards employed by the Contractor(s).
- g. Investigate all complaints received about the Security Guard(s), report findings, and inform County staff of remedial action(s) taken.
- h. Keep County staff apprised of security issues which affect the safety of the staff, employees, and visitors, and make appropriate recommendations for improvement.

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- i. Promptly report any unusual event or emergency (such as an accident, hostile client or employee, illegal weapon, bomb threat or theft) to the County facility manager. These incidents shall be followed by a written report submitted to the facility manager within 24 hours of the incident or event.
- j. Ensure that incident reports and other written documentation requested are forwarded to the appropriate County management staff member in the time specified.

### 3) Unarmed Security Guard

The primary responsibility of the Security Guard is to maintain a secure and safe, yet welcoming, environment for visitors and staff at County facilities. Security Guards should be friendly and willing to answer appropriate questions from the public (directions, hours of operation etc.) while being alert to any security or safety issues.

The Security Guard is responsible for, but not limited to, the following:

- a. Security Guard shall be in full uniform while on duty. Uniforms are to be neat, clean, well fitting, pressed and in good condition. Shoes are to be close toed, cleaned, and polished. No open-end shoes are allowed. The cost of providing and cleaning uniforms is the responsibility of the contractor.
- b. Badges with company logo shall be prominently displayed on the security officer's uniform. Security Guard must wear identifying nameplates that must be clearly visible.
- c. Security Guard on duty shall be alert at all times, respond to all alarms and check them out, secure the area and report. Security Guards shall always have the means on their person to contact all emergency services as required, e.g., fire, police or ambulance. Contractor will provide cell phones for each shift.
- d. Security Guard must be able to assist County staff with any and all security needs, including but not limited to escorting persons off the grounds, investigating complaints, etc. Security Guard shall notify the responsible authority, e.g., police, fire, etc., when a problem requires immediate attention outside of an officer's ability.
- e. Security Guard must be prepared to intervene in threatening situations which may require the use of justifiable force as permitted by law. They must be able to demonstrate emotional stability during periods of tension and stress while carrying out assigned duties, and must be able to maintain control in crisis situations.

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- f. Security Guard must be English-speaking legal residents of the United States, and be physically and mentally qualified to perform the requirements of the job. Security Guard shall be able to read and understand printed regulations, labels, identification badges and credentials, detailed written orders, training instructions, and be able to compose reports which will convey full information of events pertaining to his or her shift.
- g. Security Guard must possess the ability to face situations firmly, tactfully and with respect for the rights of others. Security Guard must understand that they are representing the County of Sonoma while at their post and, as such, conduct themselves in a courteous, compassionate, and professional manner while performing their duties. The County retains the right to remove any Security Guard who does not meet the proper standards for customer service and performance. Security Guard will be expected to greet all persons entering their assigned premises.
- h. Security Guard shall be able to move quickly if necessary and shall be able to stay on their feet for a majority of their shift.

### **4) Armed Security Guard**

The primary responsibility of the Armed Security Guard is to maintain a secure and safe, yet welcoming, environment for visitors and staff at County facilities. Armed Security Guards are trained and licensed to carry weapons and therefore have added responsibilities such as:

- Protecting stipulated people and locations from harassment, physical attack, vandalism, and other forms of abusive or unauthorized treatment.
- Ensuring that your weapon is well maintained and secure.
- Attending refresher training in weapons use.
- Completing and submitting incident reports after noteworthy developments.
- Ensuring that security equipment and measures are suitable and that they remain in excellent working condition at all times.

## **Employee Conduct**

Contractor and all assigned staff members, including but not limited to guards, supervisors, liaisons, and account manager, shall be held to the highest level of professionalism throughout the life of any contract awarded as a result of this RFP.

- a. Proper conduct is expected of Contractors' personnel when on County premises. This includes adhering to the County's smoking and e-cigarette regulation and

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- ordinances, the drug-free work place and fragrance policy, not using alcoholic beverages and treating employees courteously.
- b. County has the right to dismiss any Contractor(s) employee who does not properly conduct himself/herself or perform quality work.
- c. Contractor and contractor staff shall not use cameras, camera phones, computers, tablets, and/or other photographic material while on post. As such, recordings of any kind including photos, audio, and/or video recordings are strictly prohibited.
- d. It is the Contractor's responsibility to conduct a thorough criminal background check on all Security Guards assigned to any County facility to ensure that no guard has a criminal record. A copy of the written verification that the guard has passed the Contractor's background checks must be provided to the Department's manager prior to assignment at the facility.
- e. Prior to submitting replacement staff, contractor shall provide County with a copy of the written verification that the replacement guard has passed the Contractor's background checks.

### Training and Certification

Unarmed Security Guards assigned to the County must have completed the required mandatory 40 hour skills training course and maintain their "Guard Card" while performing any work for the County. Armed Security Guards must maintain their armed security guard license as well as firearm permit, and gun license issued. Certification and Training for each position must be met and maintained as regulated by the [State of California Bureau of Security and Investigative Services \(BSIS\)](#).

Contractor must provide written proof, to the County department management or facility manager, of a Security Guard's certificate of completion (or evidence of completion of the required hours as set forth in the above paragraph) of the mandatory and elective training administered by a private patrol operator or by a certified training facility.

- a. Additional replacement or relief security guards provided by the Contractor shall be of the same caliber and possess the same training as the regularly assigned security guard(s).
- b. All relief Security Guards covering for vacations, sick leave, lunches and breaks shall be trained and familiar with the procedures, duties and responsibilities required of the regularly scheduled Security Guards.

### Uniforms and Equipment

Security Guards are to be dressed in appropriate uniforms that comply with the "name and patch" requirements of the State of California Department of Consumer Affairs for Security

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Guards. Uniforms are to be neat, clean, pressed, and lint free. Uniforms are to include work shoes that are clean, in good repair and color coordinated with the uniform.

Security Guards shall be easily identifiable as non-County employees and are to wear at all times a company name badge or patch and a name plate securely fastened and worn in full view to be seen at three feet minimum view.

Security Guards are required to carry handcuffs. Based upon the location and assignment, a handgun may be required for armed Security Guard duty assignments. If armed, it is preferred that the guard carry secondary defensive weapons as well, which can be batons, and/or mace.

Contractor shall provide the Security Guard staff with a communication device for use during their designated post. The communication device can be either a two way radio, walkie talkie or company provided cell phone. Communication devices shall be secured on site at the end of each shift by guard assigned to post.

## **DELIVERABLES / REPORTS**

### **Daily Activity Report**

Contractor shall require Security Guard(s) to maintain a Guard's Daily Activity Report (DAR) of all activities during each shift for the entire term of the contract. The Contractor(s) will provide copies of these reports or a summary of the activities to County management on a monthly basis.

### **Incident Reports**

For any incident occurring during a post assignment, Security Guard(s) shall be required to complete the County's Incident Report form. The Contractor's Incident Report format may be used if pre-approved by the County.

Incident reports must be in English and are to be clear, concise, factual and to the point. Reports are to be printed or typewritten. Incident reports shall be written for any of the following situations:

- a. Any damage occurring on or near County facility.
- b. Any theft or burglary, attempted or otherwise, occurring inside or outside of the County facility.
- c. Suspicious circumstances observed by the Security Guard.
- d. Police activities on or near the County's facility.
- e. Fire Department activities on or near the County's facility.
- f. Accidents occurring on or near the County's facility.
- g. Any unusual occurrences which the guard determines should be reported.

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- h. Any occasion requiring the use or display of firearm other than normal visibly holstered status.
- i. Any witnessed physical or verbal threats.

Reports are to be printed or typewritten and are to include the following information:

- a. Name(s) of the person(s) involved in the incident.
- b. Location of the incident.
- c. Exact time and date of the occurrence.
- d. Description of the event(s).
- e. List of any injuries incurred and by whom.
- f. Emergency services or other agencies called.
- g. List any witnesses.

### **Routine Reports**

The original report must be sent to the Department's designated Facility Manager immediately or by the end of the shift. Incidents in this category include, but are not to be limited to incidents where:

- a. There is harmful physical contact with another person or person(s) (e.g. visitor and/or staff).
- b. The guard witnesses a crime or other type of unusual occurrence or activity.
- c. There is involvement with an outside law enforcement agency.
- d. An arrest is made.
- e. Building staff or personnel specifically requested security assistance or intervention.
- f. Any person refuses or is unwilling to comply with a reasonable request or direction given by the Security Guard.
- g. Injuries requiring medical attention occur.
- h. Damage or loss of property occurs.
- i. Any incident involving a weapon.

### **Critical Reports**

The original report is to be filed with both the Contractor's management and the County Department manager at the end of the shift on which the incident occurred. Incidents in this category are incidents in which one or more of the following occur:

- a. Building break-ins.
- b. Injuries.
- c. Verbal and/or physical assaults.

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- d. Seizure.
- e. Loss of consciousness.
- f. Death.

### **Other Reports**

The County shall receive a monthly statement for security services if required by the department manager to include the following information:

Invoice number, summary of the amount due, date, location, department name and Blanket Purchaser Order number.

All unpaid invoices, payments received, and credits issued for the location.

Contractor shall keep a daily attendance log throughout the duration of the contract for all Security Guards assigned to the County along with a weekly summation of all hours worked and must be able to provide this documentation upon request from the County.

Contractor shall maintain an internal self-correcting mechanism to minimize negligence of duty by the Security Guards assigned to the County.

### **County Holidays**

Upon request by the County, Contractor shall be responsible for providing Security Guard services during the following County designated holidays:

New Year's Day  
Martin Luther King Jr.'s Day  
Lincoln's Birthday  
Presidents' Day  
Cesar Chavez Day  
Memorial Day  
Independence Day  
Labor Day  
Veterans Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas

## **REQUESTING SECURITY GUARD SERVICES**

This RFP is for "as needed" security services and will therefore require completion of a Blanket PO Task Order form before placing an order for services or related work. All parties must be in agreement and Blanket PO Task Order form signed prior to work commencing. Pricing shall be based on proposed bill

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rates upon contract award that shall be herein referred to as "Per Contract". Refer to Attachment C: Sample Agreement to view a copy of the task order form and sample agreement.

### EMERGENCIES OR DECLARED DISASTERS

Upon the declaration of an emergency or disaster by the President of the United States, Governor of California, the County of Sonoma Director of Emergency Services or Board of Supervisors, the County may require security guard services. The County expects that Contractor will be committed to respond and provide the highest level of priority to the County in the event of a declared disaster or emergency.

In case of an emergency or a declared emergency event, Security Guards shall be subject to the direction of the County authorized emergency personnel. Security Guard personnel will assist and not interfere with emergency personnel in the performance of their duties.

Contractor will be provided with a list of County employees, including the liaison, to be called in the event of an emergency.

Contractor will provide to the Liaisons a list of **emergency numbers**, which will include, but not be limited to:

- A 24-hour business telephone number.
- Off-site Supervisor's home/cellular telephone number.
- On-Site Supervisor's home/cellular telephone number.
- Guard service business number for an area Field Supervisor.

Security Guard Services may be required for various locations throughout the County, including but not limited to Emergency Shelters, Federal Emergency Management Agency (FEMA) temporary offices and the County's Emergency Operations Center (EOC).

In emergency situations, Contractor must be capable of providing additional officers to back-up assigned officers after receiving notification from the County. The County requires a same day response from the Contractor after receiving notification from the County that Security Guard Services are needed.



**Exhibit A-1**  
**ADDITIONAL REQUIREMENTS AS NEEDED**

## **BOARD OF SUPERVISORS (BOS)**

### **OVERVIEW**

In order to provide a safe environment for all individuals attending public meetings in the Sonoma County Board of Supervisors' meeting chambers, screening measures will require all individuals to pass through a metal detector, and any hand-carried items (i.e. backpacks, handbags, briefcases, purses, etc.) to be checked prior to entry into the Board Chambers.

### **SCOPE OF SERVICES**

Security guards are required on Board meeting days, generally every Tuesday unless otherwise notified.

Individuals planning to participate in Board meetings are required to pass through a metal detector and hand carried items to be checked prior to entry into the Board Chambers. As part of the screening process, Security Guards shall be properly trained in the use and operation of walk through metal detectors and x-ray machines. Prior to any assignment, proof of training must be submitted to the County. The Board chambers will typically open 30 minutes ahead of the Board meeting start time to reduce traffic congestion. This time may change if large public attendance is anticipated.

Security guards shall conduct themselves with a level of professionalism required to support positive public participation. Board of Supervisors meetings may occur simultaneously with legally allowable protests, demonstrations, or other public gatherings. These may be noisy or crowded. Security guards shall assist members of the public with questions as to where to get support or how to receive entry to the building. Security guards are solely responsible for the safe screening for Board meeting entrance and should not engage in other security matters within the building. Administrative staff or Sheriff's deputies should be consulted if extraprofessional security issues arise.

Any person refusing to pass through the screening station, or refusing to submit to a search of their person and/or belongings will be denied entry into the Chambers.

Any person refusing to remove any prohibited items from their person and/or belongings shall be denied entry.

In the event an accommodation is required, an alternative procedure will be provided.

Any person in possession of any weapon described in Section 171b of the California Penal Code, or any person in possession of any object reasonably deemed capable of being used as a weapon by the Security personnel, will be denied entry to the Chambers. This prohibition does not apply to peace officers on official duty, or to emergency personnel responding to an emergency situation in the Chambers. All plain clothes Peace Officers, on duty or off, including retired Peace Officers, must go through the security screening line and show proper credentials to security staff prior to entering the Chambers with a firearm.

Prohibited weapons and/or items include, but are not limited to:

- Any firearm
- Any knives or bladed objects
- Any flammable or explosive substance
- Other items that present a safety concern as determined by security staff

## **DEPARTMENT OF HEALTH SERVICES (DHS)**

The Behavioral Health Urgent Care Center (BHUCC) includes the Crisis Stabilization Unit (CSU) and the Behavioral Health Access Team.

### **SCOPE OF SERVICES**

1. Provide up to four (4) security guards 24 hours per day, seven days per week, 365 days a year at the BHUCC CSU located at 2225 Challenger Way, Santa Rosa CA.
2. Provide one (1) full time security guard 8 hours per day Monday through Friday at the Behavioral Health campus located at 2235 Challenger Way, Santa Rosa CA.

Three - four (3 - 4) security guards are stationed at the CSU on site 24/7. The security guards' role is to maintain safety by observing clients for signs of agitation, aggression, or self-harm and reporting immediately to clinical staff. All guards shall receive training in management of assaultive behaviors, and assist, under direction from clinical staff, when clients become aggressive or assaultive. Likewise, the guards take direction from clinical staff when responding to other emergencies and interacting with clients. Security guards are linked with each other and clinical staff by walkie talkies, provided by Contractor.

The guards at the CSU are to be posted as follows:

- A. One guard is stationed in the "Adult Voluntary Unit." This guard is to observe for potentially unsafe behaviors and to ensure that clients do not leave the facility prior to speaking with a clinician. This guard also monitors the client restrooms to alert staff to check on clients when they are taking more than an expected amount of time in there. When this guard needs to be elsewhere within the CSU, another staff member takes the guard's place to monitor the unit for safety and to interact with clients there.
- B. One guard is stationed outside of "Adult Secure Unit" to observe for potentially unsafe behaviors and monitor the restrooms as above. This guard escorts clinical staff, contract providers, and others every time they enter the Adult Secure Unit. When the guard is unable to monitor the Adult Secure Unit due to being called away for another duty, another staff member takes the guard's place until they return. This guard also monitors the video feed for the entire CSU and communicates with CSU clinical staff and guards when they need to check up on a client.
- C. One or two guards are "floaters". These guards respond to other guards or clinicians who need assistance throughout the BHUCC. Their role includes, but is not limited to:

- Being stationed in the adolescent unit when more than one minor is present;
- Accompanying staff when greeting clients, ambulance personnel, and law enforcement who come to the CSU “sally port”, standing by to monitor safety if only one staff is present;
- Checking client belongings and assisting with storing them;
- In conjunction with clinical staff, using the metal detector and asking clients to turn their pockets out to ensure that no weapons are brought into the BHUCC;
- Accompanying clinical staff to the Observation Rooms to stand by during clinical interventions with clients in seclusion or restraint;
- Standing by as staff meet with clients in the interview rooms or client bedrooms.
- Performing regular “walk-throughs” of the lobby and rest of the building to monitor for safety issues and ensure that outer doors are secure;
- Escorting employees out of the building to their vehicles if there is a concern about the employee going alone;
- Communicating with the other security guards in the CSU when assistance is needed; and
- Ensuring that the restrooms are empty and that CSU staff are aware of any clients remaining in the lobby when the building is locked at 5:00 PM.

Security guards may also be assigned to monitor the adolescent unit, monitor clients in the Observation Rooms face to face or over the video monitors in the staff bullpen, or to accompany staff for one-to-one interventions with clients.

Security guards are expected to perform and document 10-minute safety checks on every client at the CSU.

Throughout the BHUCC, staff are equipped with personal alarms worn on lanyards around their necks. Security guards are expected to respond along with staff to the area of alarm indicated by the notification system. During a response, one assigned staff stays behind in the bullpen to monitor the video screens to ensure safety of the clients on the CSU.

When a security guard is needed, but is not at the assigned post, the guards are contacted using the walkie-talkies located in the reception area and the CSU staff office.

At the direction of clinical staff, security guards are called on to assist with seclusion and restraint of clients who are in imminent danger of harming themselves or others.

The security guards are to remain alert and observing clients on the units at all times and are not to read, look at their cellphones, or otherwise be distracted while on duty.

The number of security guards at the BHUCC will be re-evaluated at least quarterly and as needed per staff or security guard request to ensure appropriate coverage of safety and security needs throughout the BHUCC. This re-evaluation will be performed by the Client Care Manager and Acute and Forensic Section Manager in conjunction with the security guard Supervisor, and will be based on staff and guard interview, reported incidents, and CSU clinical staffing level.

The security guard posted at 2235 Challenger Way is stationed in the waiting room of the Adult Medication Support and Full Service Partnerships clinic, and is responsible for monitoring for safety issues that may arise. This security guard is expected to respond to calls for assistance from all of the Behavioral Health programs at the Behavioral Health campus. This guard may be requested to stand by a clinician's office or interview room when an agitated client is being seen.

Security guards at all behavioral health campus sites have a role in emergency evacuations and other disaster response, and must be familiar with the DHS Workplace Security Plan, the DHS Emergency action plan, and all site-specific addenda.

Security guards are expected to keep all interactions with County clients strictly confidential and are not to share client names or protected health information except as it relates to operations on the CSU/Behavioral Health campus.

Security guards are to maintain a shift log, which includes incidents observed and responded to without including clients' identifying information.

Security guards are expected to be respectful and courteous with staff, clients, and members of the public at all times.

The uniform for both sites at the Behavioral Health Campus includes a polo shirt with the company insignia and a name tag worn at all times. Security guards are to be neatly and professionally attired and groomed.

No firearms, mace, pepper spray, batons or handcuffs will be permitted or allowed by security personnel.

Officers assigned to this contract must be professionally trained in the management of assaultive behaviors at the Contractor's expense. This training shall include customer service and verbal de-escalation skills.

# **HUMAN SERVICES DEPARTMENT (HSD)**

## **SCOPE OF SERVICES**

### **1. PROGRAM DESCRIPTION**

The Human Services Department (HSD) may request the Contractor to provide security staffing at all Sonoma County Human Services Department (HSD) locations or other designated locations where required.

Contractor will provide various forms of security for HSD to protect staff and property against potential threats and harm. Security services should be scheduled with advance notice; however, depending on the situation, security services could be requested at any location with little notice.

Services include, but are not limited to the following:

- Patrol services
- Security escorts
- Presence during parental visitations
- Presence during custody interviews
- Security of a group of persons
- Security of a facility
- Surveillance, security checks and other security related services
- Armed and unarmed services as required
- Uniformed or plain clothed as required

### **2. OPERATIONAL INFORMATION**

- A. HSD shall request security services with as much advance notice as possible through Contractor and HSD designated staff. At the time of the request, HSD shall communicate the level of security needed, date, time, duration and location.

### **3. OPERATIONAL PROCEDURES**

- A. Scheduling of Services: Contractor will provide security at HSD or other locations at times and durations as requested by HSD staff. HSD staff will designate a contact to arrange security services.

Requests will be made either by phone or e-mail.

- B. Reporting for Security Services: Security personnel shall check in with the designated contact upon arrival at the job site.
- C. Reports by Security Services: Security personnel shall report all physical contact, all 9-1-1 calls, and all emergencies to the HSD designated staff member as soon as possible in relation to the incident and no later than the end of the security personnel's shift. A phone report is acceptable at the time of an incident; however, all final reports must be submitted in writing or electronically via email.



## **REGIONAL PARKS DEPARTMENT (PARKS)**

### **SCOPE OF SERVICES**

At each of the defined locations, Contractor shall provide Security Services which include, but are not limited to, providing trained uniformed security guards to patrol specified areas on foot or in a marked vehicle for the purposes of performing inspections and responding to undesirable circumstances as needed. Inspections include, but are not limited to, walking or driving through specified areas to ensure all unauthorized vehicles have left, no after-hour usage is occurring, and the area is clear of any illegal or undesirable activities or circumstances. Consultant shall provide all equipment, uniforms and vehicles necessary to carry out security services.

#### **Cloverdale River Park**

Contractor shall provide security services at Cloverdale River Park including the following:

1. Inspect and patrol parking area prior to gate closure.
2. Close and lock entrance gates each day after Sunset but not later than the time specified as the Park Closing Time in the schedule below.

#### **Park Closing Times:**

January	7:00 PM
February	7:00 PM
March	8:00 PM
April	9:00 PM
May	9:00 PM
June	9:00 PM
July	9:00 PM
August	9:00 PM
September	9:00 PM
October	8:00 PM
November	7:00 PM
December	7:00 PM

While providing security services, Contractor and its agents and personnel, shall follow the following protocol under the specified circumstances:

1. Upon discovery of issues, incidents or problems requiring immediate attention, call the field office at Healdsburg Veterans Memorial Beach and contact the Supervising Park Ranger. Prepare a written report and email an electronic copy of the report to the Parks Department and follow up with a mailed copy.

Email a copy of the report to:

[Ilana.Stoelting@sonoma-county.org](mailto:Ilana.Stoelting@sonoma-county.org)

Mail original report to: Sonoma County Regional Parks  
2300 County Center Drive Suite 120A  
Santa Rosa CA 95403

2. For miscellaneous vandalism and/or property damage: Upon discovery, call the field office at Healdsburg Veterans Memorial Beach and the Supervising Park Ranger.
3. In the event of an emergency: Immediately call the Sonoma County Sheriff's Office Dispatch and comply with any directions provided. Thereafter, immediately call the field office at Healdsburg Veterans Memorial Beach and the Supervising Park Ranger.
4. For situations in the Park in which a public safety agency has been contacted become involved, the following protocol is to be followed:
  - a. Communicate with the representatives of said public safety agency to confirm they have reviewed the situation and are prepared to address the situation without further assistance from Contractor.
  - b. Determine which agency will be responsible for locking the gate once all agency representatives have exited the Park. If the gate is locked open, notify the field office at Healdsburg Veterans Memorial Beach and the Supervising Park Ranger.
  - c. Prepare a written report and email an electronic copy of the report to the Parks Department and follow up with a mailed copy.
5. When an unoccupied vehicle is located in the Park after hours: Report unoccupied vehicles in the park after hours using the "lock in notice" form, which will be provided by Sonoma County Regional Parks as needed.

### **Guerneville River Park**

Each week during the contract period, Contractor shall provide Security Services at Guerneville River Park. Security Services shall be provided while the Park is closed and shall specifically include:

1. From October 1 through March 30, between the hours of 9:30 PM and 11:00 PM Friday and Saturday evenings, and from April 1 through September 30, between the hours of 9:30 PM and 11:00 PM Friday and Saturday evenings and two (2) other week nights, Contractor shall inspect and patrol the park, including the locked restroom area, picnic areas, and under the pedestrian and road bridges. The restroom and gate will be locked at sunset by Park staff.

While providing Security Services, Contractor and its agents and personnel, shall follow the following protocol under the specified circumstances:

2. For problems requiring immediate attention or for miscellaneous vandalism and/or property damage: Upon discovery, call the Field Office at Healdsburg Veterans Memorial Beach -North Central Operations and the Supervising Park Ranger.
3. Prepare a written report and email an electronic copy of the report to the Parks Department and follow up with a mailed copy.
4. In the event of an emergency: Immediately call 911 or the Sonoma County Sheriff's Office at 707-565-2121 and comply with any directions provided. Thereafter, immediately notify the Field Office at Healdsburg Veterans Memorial Beach - North Central Operations at and the Supervising Park Ranger at 707-433-1625.
5. For after-hours activity in the park (such as camping, possession of drugs and/or alcohol, loitering), call the Sonoma County Sheriff's Office Dispatch and request a response by a Deputy.

### **Maxwell Farms Regional Park**

Each week during the contract period, Contractor shall provide Security Services at Maxwell Farms Regional Park on Friday and Saturday nights (hereinafter referred to as "weekend night"), plus one additional alternating night between Sunday and Thursday (hereinafter referred to as "weekday night"). Security Services shall be provided while the Park is closed and shall specifically include:

1. Boys and Girls Club: Four (4) times on each weekend night and three times on each weekday night, consultant shall inspect and patrol the exterior of the building and its surrounding areas, and manually check the security of each of the doors of the building.
2. Park Ranger Residence: Four (4) times on each weekend night and three times on each weekday night, consultant shall inspect and patrol the areas immediately surrounding the Park Ranger Residence.
3. Group Picnic, Field and Lawn Areas, Verano Bridge: Four (4) times on each weekend night and three times on each weekday night, consultant shall patrol and inspect each area.

While providing Security Services, Contractor, its agents and personnel, shall follow the following protocol under the specified circumstances:

1. For problems requiring immediate attention or for miscellaneous vandalism and/or property damage: Upon discovery, during business hours call Mountain Valley Division Headquarters at Spring Lake Park and the Supervising Park Ranger. Backup contact shall be provided by Parks during non-business hours.
2. Prepare a written report and email an electronic copy of the report to the Parks Department and follow up with a mailed copy.

Email a copy of the report to:  
[Beth.Wyatt@sonoma-county.org](mailto:Beth.Wyatt@sonoma-county.org)

Mail original report to: Sonoma County Regional Parks  
2300 County Center Drive Suite 120A  
Santa Rosa CA 95403

3. In the event of an emergency: Immediately call 911 or the Sonoma County Sheriff's Office Dispatch at 707-565-2121 and comply with any directions provided. Thereafter, immediately notify the park by calling Mountain Valley Division Headquarters.

# **SONOMA COUNTY PUBLIC INFRASTRUCTURE (SPI)**

## **SCOPE OF SERVICES**

### **Veterans Memorial Buildings**

SPI oversees Sonoma County Veterans Buildings located in Santa Rosa, Guerneville, Sonoma, Petaluma, Sebastopol, Cloverdale, and Cotati. These Buildings are dedicated memorial buildings used by both local Veteran groups and the public. The Santa Rosa building is managed by the Sonoma County Fairgrounds. The County may require Security Guard coverage for certain events and the type of event will dictate the coverage needed. The requirements for security will vary with the demands of events. Generally, services will be for weekend events. The actual number of days of operation is undeterminable.

Requirements and duties performed for these events shall be the following tasks but not limited to:

- Observes and reports activities and incidents at an assigned event site, providing for the security and safety of County property and personnel.
- The County will determine security schedules on an as needed basis and will provide as much advance notice as possible.
- Guards must show up to event on time and fully uniformed. Any guard that shows up without uniform shall be replaced by a uniformed guard.
- Upon request, Contractor shall provide Spanish-speaking, bilingual guards.
- No firearms will be carried by any security personnel on duty.
- Contractor is responsible for making sure all guards have valid "California Guard" certification and are fully trained and dressed in clean, professional looking, uniforms.
- Contractor is responsible for completing incident reports and providing copies in a timely manner.
- Contractor shall demonstrate a high degree of professionalism and customer service during the term of the contract.
- Makes periodic patrols to check for irregularities and to inspect protection devices and barricades.
- Preserves order and may act to enforce regulations and directives for the site pertaining to personnel, visitors, and premises.
- Controls access to event site or facility through the admittance process.
- Patrols assigned site; checks for unsafe conditions, hazards, unlocked doors, security violations, blocked entrances and exits, mechanical problems, and unauthorized persons.
- Protects evidence or scene of incident in the event of accidents, emergencies, or security investigations.
- Responds to incidents of fire, medical emergency, bomb threat, flooding, water discharge, elevator emergency, hazardous materials, inclement weather, and other incidents.

## COUNTY OF SONOMA

## UNIFORMED SECURITY GUARD SERVICES

## RICE PROPOSAL FORM

Proposer shall provide fully loaded hourly rates for the various positions as specified within this RFP. Hourly bill rate for each position shall include the total cost to complete the services including but not limited to overhead, materials, labor, travel, uniforms, licensing, equipment, bonds, insurance to ensure delivery of services as specified within Attachment A, General Scope of Services, and all costs associated with hiring, training, and retaining staff to fulfill these positions.

Position	Hourly Bill Rate	Hourly Overtime Bill Rate*
Security Guard Supervisor	\$ 9.90 _____per hour	\$ __49.00_____per hour
Unarmed Security Guard	\$ 37.00 _____per hour	\$ 48.00 _____per hour
Armed Security Guard	\$ 60.00 _____per hour	\$ 74.00 _____per hour
Special Event Unarmed Security Guard* *Refer to Attachment A, General Scope of Services	\$ 44.00 _____per hour	\$ 50.00 _____per hour
Unarmed Security Patrol with vehicle	\$ 45.90 _____per hour	\$ 53.00 _____per hour

Defense Block Security

Company Name

Denise Little Director

Authorized Company Representative (Print Name)

Title

Denise Little

9.29.23

Signature

Date

## **EXHIBIT B RATES**

\*Hourly Overtime Bill Rate shall be the same pay rate for weekends & holidays.

**Exhibit C**  
**INSURANCE**



**Exhibit C – Insurance Requirements**

Contractor shall maintain and require all of its subcontractors and other agents to maintain the insurance listed below unless such insurance has been expressly waived by the attachment of a *Waiver of Insurance Requirements*. Contractor shall not commence Work, nor allow its employees, subcontractors or anyone to commence Work until the required insurance has been submitted and approved by County. Any requirement for Contractor to maintain insurance after completion of the Work shall survive this Agreement.

County reserves the right to review any and all of the required insurance policies and/or endorsements, but has no obligation to do so. County's failure to demand evidence of full compliance with the insurance requirements set forth in this Agreement or County's failure to identify any insurance deficiency shall not relieve Contractor from, nor be construed or deemed a waiver of, its obligation to maintain the required insurance at all times during the performance of this Agreement.

**1. Workers Compensation and Employers Liability Insurance**

- a. Required if Contractor has employees as defined by the Labor Code of the State of California.
- b. Workers Compensation insurance with statutory limits as required by the Labor Code of the State of California.
- c. Employers Liability with minimum limits of \$1,000,000 per Accident; \$1,000,000 Disease per employee; \$1,000,000 Disease per policy.
- d. The policy shall be endorsed to include a written waiver of the insurer's right to subrogate against County.
- e. Required Evidence of Insurance:
  - i. Subrogation waiver endorsement; and
  - ii. Certificate of Insurance.

If Contractor currently has no employees as defined by the Labor Code of the State of California, Contractor agrees to obtain the above-specified Workers Compensation and Employers Liability insurance should any employees be engaged during the term of this Agreement or any extensions of the term.

**2. General Liability Insurance**

- a. Commercial General Liability Insurance on a standard occurrence form, no less broad than Insurance Services Office (ISO) form CG 00 01.
- b. Minimum Limits: \$1,000,000 per Occurrence; \$2,000,000 General Aggregate; \$2,000,000 Products/Completed Operations Aggregate. The General Aggregate shall apply separately to each Project. The required limits may be satisfied by a combination of General Liability Insurance and either Commercial Excess or Commercial Umbrella Liability Insurance. If Contractor maintains higher limits than the specified minimum limits, County requires and shall be entitled to coverage for the higher limits maintained by Contractor.
- c. Any deductible or self-insured retention shall be shown on the Certificate of Insurance. If the deductible or self-insured retention exceeds \$25,000 it must be approved in advance by

County. Contractor is responsible for any deductible or self-insured retention and shall fund it upon County's written request, regardless of whether Contractor has a claim against the insurance or is named as a party in any action involving the County.

- d. Insurance shall be continued for one (1) year after completion of the Work.
- e. [insert exact name of additional insured] shall be endorsed as additional insureds for liability arising out of ongoing and completed operations by or on behalf of the Contractor in the performance of this Agreement. The foregoing shall continue to be additional insureds for one (1) year after completion of the Work under this Agreement.
- f. The insurance provided to the additional insureds shall be primary to, and non-contributory with, any insurance or self-insurance program maintained by them.
- g. The policy definition of "insured contract" shall include assumptions of liability arising out of both ongoing operations and the products-completed operations hazard (broad form contractual liability coverage including the "f" definition of insured contract in ISO form CG 00 01, or equivalent).
- h. The policy shall be endorsed to include a written waiver of the insurer's right to subrogate against County.
- i. The policy shall cover inter-insured suits between the additional insureds and Contractor and include a "separation of insureds" or "severability" clause which treats each insured separately.
- j. Required Evidence of Insurance:
  - i. Copy of the additional insured endorsement or policy language granting additional insured status;
  - ii. Copy of the endorsement or policy language indicating that insurance is primary and non-contributory; and
  - iii. Certificate of Insurance.

### 3. Automobile Liability Insurance

- a. Minimum Limit: \$1,000,000 combined single limit per accident. The required limit may be satisfied by a combination of Automobile Liability Insurance and either Commercial Excess or Commercial Umbrella Liability Insurance.
- b. Insurance shall cover all owned autos. If Contractor currently owns no autos, Contractor agrees to obtain such insurance should any autos be acquired during the term of this Agreement or any extensions of the term.
- c. Insurance shall cover hired and non-owned autos.
- d. Required Evidence of Insurance: Certificate of Insurance.

### 4. Standards for Insurance Companies

Insurers, other than the California State Compensation Insurance Fund, shall have an A.M. Best's rating of at least A:VII.

### 5. Documentation

- a. The Certificate of Insurance must include the following reference: [insert contract number or project name].
- b. Contractor shall submit all required Evidence of Insurance prior to the execution of this Agreement. Contractor agrees to maintain current Evidence of Insurance on file with County as specified in Sections 1 – 3 above.

- c. The name and address for Additional Insured endorsements and Certificates of Insurance is: insert exact name and address.
- d. Contractor shall submit required Evidence of Insurance for any renewal or replacement of a policy that already exists, at least ten (10) days before expiration or other termination of the existing policy.
- e. Contractor shall provide immediate written notice if: (1) any of the required insurance policies are terminated; (2) the limits of any of the required policies are reduced; or (3) the deductible or self-insured retention is increased.
- f. Upon written request, Contractor shall provide certified copies of required insurance policies within thirty (30) days.

## **6. Policy Obligations**

Contractor's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

## **7. Material Breach**

If Contractor fails to maintain insurance which is required pursuant to this Agreement, such failure shall be deemed a material breach of this Agreement. County, at its sole option, may terminate this Agreement and obtain damages from Contractor resulting from said breach. Alternatively, County may purchase the required insurance, and without further notice to Contractor, County may deduct from sums due to Contractor any premium costs advanced by County for such insurance. These remedies shall be in addition to any other remedies available to County.

## **BPO/Master Agreement - Task Order**



County BPO/Master Service Agmt #: \_\_\_\_\_  
Quote Number: \_\_\_\_\_

## BPO/Master Agreement - Task Order

Reference is made to the following contract ("Contract") between the County of Sonoma ("County") and the below-named contractor/supplier ("Contractor"):

☐ Blanket Purchase Order # \_\_\_\_\_ ☐ Services Contract # \_\_\_\_\_

Select Below or Type Name: \_\_\_\_\_ desires for Contractor to perform certain services, tasks, and/or work stated below ("Work"), in accordance with the terms and conditions of said Contract. By signing below, Contractor agrees to perform said Work and in accordance with the other terms and conditions stated below. Unless expressly stated otherwise below, all other terms and conditions of the Contract, including rates/price, are incorporated by reference and shall apply to the Work as if fully stated herein.

Contractor must carry insurance to cover and apply as to the Work, in form and to extent as otherwise stated in the Contract. Contractor shall maintain said insurance and name the following as Additional Insured with regard to the Work: Select Below or Type Name: \_\_\_\_\_

PROJECT/TASK NAME:	LOCATION:
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DEPARTMENT/AGENCY LEAD: All invoices and formal notices shall be sent Attention of stated Lead and named Department			
Project Lead Name:	Dept./Agency:	Email:	Phone:

CONTRACTOR:			
Company Name:	Lead Contact:	Email:	Phone:

Key Personnel (if applicable):	Email:
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Authorized Subcontractors (if applicable) (Subcontractors must also provide insurance as referenced above):

SCOPE OF WORK AND RATES/PRICE:
Work/Project-Specific Requirements:

Deliverables:

Timeframe: Start Date(s):	End Date(s) (or) Ongoing Until Notified by County:	Reports:
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Rates/Price/Compensation:	<input type="checkbox"/> Per Contract	<input type="checkbox"/> Prevailing Wage Rates
	<input type="checkbox"/> See Attached Scope/Quote/Estimate for Applicable Terms and Conditions	
	<input type="checkbox"/> Other: _____	

In the event of any conflict between any attachment and this Task Order, the provisions of this Task Order shall control. In the event of any conflict between this Task Order and the Contract (Blanket Purchase Order or Master Services Agreement), the Contract shall control.

<b>SUPPLIER / CONTRACTOR:</b>	<b>DEPT / AGENCY:</b>
<b>BY:</b> _____ SUPPLIER/CONTRACTOR SIGNATURE	<b>BY:</b> _____ PROJECT LEAD SIGNATURE
<b>BY:</b> _____ PRINT NAME	<b>BY:</b> _____ AUTHORIZED SIGNATURE
_____ DATE	_____ DATE