

EXHIBIT A

STATEMENT OF WORK AND SOW ATTACHMENTS

SECURITY GUARD SERVICES

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STATEMENT OF WORK (SOW)

1.0 SCOPE OF WORK

- 1.1 The Los Angeles County (County or LAC) Department of Mental Health (Department or DMH) is responsible for providing security in LACDMH facilities and clinics (Locations) throughout the County. Contractor's armed and unarmed security guard services are provided in either or both of two (2) Zones (North and South).
- 1.2 Contractor shall provide trained and certified, Armed and Unarmed, professional, courteous, uniformed and equipped Security Guards and Security Guard Supervisors, as specified for Locations, as set forth in Attachment 1 (Staffing Plan) of this Statement of Work (SOW). Specific services shall include:
 - 1.2.1 Post at each assigned LACDMH location/site either as fixed or patrol security for the purpose of detecting and preventing acts which are injurious to others or to property;
 - 1.2.2 Operate weapon screening equipment, including X-ray machines and magnetometers, both screen-operated and handheld;
 - 1.2.3 Detain individuals and conduct investigations that may lead to arrest.
 - 1.2.4 Intervene, when necessary, to prevent injurious acts to persons or property and conduct searches, as required for firearms and contraband;
 - 1.2.5 Visually screen packages and parcels carried in and out of LACDMH location;
 - 1.2.6 Investigate questionable acts or behavior observed or reported;
 - 1.2.7 Ensure only authorized personnel are permitted access to appropriate areas;
 - 1.2.8 Respond to scene of local fires, burglary, or other alarms;
 - 1.2.9 Monitor building alarm systems and electronic surveillance equipment; and
 - 1.2.10 Conduct regular patrols of LACDMH locations.

2.0 ADDITION/DELETION OF LOCATIONS, SPECIFIC TASKS AND/OR WORK HOURS

- 2.1 LACDMH shall add and/or delete specific Locations within a Zone and add, delete, reduce, or change specific tasks and/or work hours for any and all shifts, during the term of the Contract, in accordance with sub-paragraph 8.1 (Amendments).
- 2.2 LACDMH requests for a change, addition, and/or deletion of services shall be made by written notice (either memorandum or electronic mail) to Contractor three (3) to five (5) Business Days prior to coverage change. Contractor shall provide written confirmation (either memorandum or electronic mail) of coverage changes within three (3) calendar days of receipt of such notice.
- 2.3 Urgent service requests may be issued by either the LACDMH administrative staff or the specific Facility Administrator, verbally or in writing (either memorandum or electronic mail), to Contractor prior to the requested start of services. A formal amendment will follow per sub-paragraph 8.1 (Amendments).
- 2.4 Contractor shall provide coverage for urgent service requests at the start time requested by LACDMH or, in the event of requests for immediate service, as soon as reasonably possible.

3.0 QUALITY CONTROL

Contractor shall establish and maintain a comprehensive Quality Control Plan to assure County a consistently high level of service throughout the term of the Contract that meets or exceeds all requirements. In the event that requirements and/or policies and procedures change during the term of the Contract, Contractor shall update the Quality Control Plan and submit such updated plan to LACDMH staff. The Quality Control Plan shall include all of the following required reporting:

3.1 Monthly Inspection Report

A Monthly Inspection Report (MIR) is to be completed by the tenth (10th) calendar day of each month for each Location for which services were provided, according to Attachment 1 (Staffing Plan) of this SOW, which shall provide full details on all services provided, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time that elapsed between identification and completed corrective action.

3.2 Daily/Weekly Reporting Documents

Contractor shall maintain Security Guard and Security Guard Supervisor Sign In/Out Sheets and Daily Activity Reports (DAR) at each Location where services are provided. Copies of Sign In/Out Sheets shall be submitted with monthly invoices to LACDMH for review. Records shall include:

3.2.1 Security Guard Sign In/Out

Security Guards must sign in upon arrival at Post and sign out at the end of each shift.

3.2.2 Security Guard Supervisor Sign In/Out Sheet

Security Guard Supervisors shall sign in and out at each Location when making their rounds.

3.2.3 Security Guard Daily Activity Report (DAR)

Security Guards shall note the time and briefly describe events that have taken place each day, such as theft, fire, unauthorized entry to secured area, property damage, bodily injury, etc. DAR shall be completed at the end of each shift and available for inspection at the beginning of the next shift.

3.2.4 Security Guard Supervisor Daily Activity Report (DAR)

Security Guard Supervisors shall, while conducting patrol in Contractor-furnished motor vehicles, note their starting and ending mileage when making the rounds, Locations visited, guards inspected, training completed, relief given for breaks or meal periods, records reviewed, Department personnel encountered, LACDMH Contract Monitors contacted, and any Contract Discrepancy Report follow-up completed. DAR notations are to be made following each Location visit. DAR shall be completed at the end of each shift and available for inspection at the beginning of the next shift.

3.3 In-Service Training Report

Contractor shall provide a monthly report of all in-service training (training received while providing services at a Location) to LACDMH by the tenth (10th) calendar day of the following month in which training was completed. Report shall be in spreadsheet format and include the following: Location name, guard last name, guard first name, guard card number, date of training, name of in-service training, type of training (computer, class, handout, demonstration), brief description of training.

3.4 Recruitment Plan

Upon request, Contractor shall inform LACDMH of how they intend to recruit and maintain a pool of personnel to provide services under the Contract and make changes as recommended by LACDMH.

3.5 Procedural Manual

Contractor shall develop and provide a procedural manual describing how Contractor will inform their employees of procedural changes made by County or other entity to its employees. The procedural manual shall be provided to LACDMH upon request.

3.6 Background Investigation Clearance Reports

Upon LACDMH request, Contractor shall forward a Background Investigation Clearance Report to LACDMH. The Background Investigation Clearance Report

shall include employee name, Location, guard registration card number (if applicable), and date employee's background was cleared.

3.7 Complaint Investigation Procedures

Contractor shall develop, maintain, and follow procedures for receiving, investigating and responding to complaints by Security Guards, Security Guard Supervisors, members of the public, and/or County personnel. These procedures shall be provided to LACDMH upon request.

3.8 Illness and Injury Prevention Program

Contractor shall provide LACDMH with a copy of Contractor's CALOSHA-compliant Illness and Injury Prevention Program (IIPP) prior to commencement of services under the contract.

3.9 Contractor shall maintain and update, as necessary, written policies and procedures regarding the licensing, certification, training files, and work requirements for Contractor personnel assigned to provide Armed and Unarmed security guard services under the Contract, and provide to LACDMH immediately upon request.

3.10 Contractor shall develop and maintain a written plan for ensuring that services will continue in the event of a natural or manmade disaster, or strike of Security Guards and/or Security Guard Supervisors. This plan shall be provided to LACDMH upon request.

3.11 Bilingual Staffing Plan

In the event DMH determines bilingual staffing is necessary at one or more location(s), Contractor shall establish and provide a bilingual staffing plan that identifies bilingual staff (defined as speaking English and at least one additional language) to be stationed at those locations.

4.0 QUALITY ASSURANCE

The County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in the Contract, Paragraph 8.15 (County's Quality Assurance Plan).

4.1 Meetings

County and Contractor shall meet at least quarterly, and more frequently if deemed necessary, to discuss services.

4.2 Contract Discrepancy Report

4.2.1 Verbal notification by LACDMH staff of a Contract discrepancy will be made to Contractor Project Manager as soon as possible whenever a Contract discrepancy is identified by LACDMH. The problem shall be resolved within a time period mutually agreed upon by LACDMH and Contractor.

4.2.2 A Contract Discrepancy Report (CDR) shall be issued at LACDMH's discretion. Upon receipt of a CDR, Contractor is required to respond in writing to LACDMH staff within five (5) Business Days, acknowledging the reported discrepancies or presenting contrary evidence. Contractor must submit its plan to correct the deficiency(s) identified in the CDR to LACDMH within five (5) Business Days. A sample of the CDR is attached as Attachment 3 - Contract Discrepancy Report (CDR) of this SOW.

4.3 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

5.0 HOURS AND DAYS OF OPERATION (INTENTIONALLY OMITTED)

6.0 RESPONSIBILITIES

The County's and Contractor's responsibilities are as follows:

COUNTY

6.1 Personnel

LACDMH will administer the Contract according to the Contract, Paragraph 6.0 (Administration of Contract – County). Specific duties will include:

- 6.1.1** Monitoring the Contractor's performance in the daily operation of this Contract.
- 6.1.2** Providing direction to the Contractor in areas relating to policy, information and procedural requirements.
- 6.1.3** Preparing Amendments in accordance with the Contract, Paragraph 8.1 (Amendments).

6.2 Furnished Items

- 6.2.1** At County's sole discretion, County will furnish non-exclusive office or other space at County facilities where Contractor's security guard services are being provided for use by Contractor's security guards. County will repair and/or replace County-provided furniture and equipment due to normal wear and tear. County may inspect, demand return of, and otherwise have a right to enter and search such property in accordance with existing County policies and practices.
- 6.2.2** Upon termination of the Contract, all County-furnished equipment shall be returned to County in good operating condition, less reasonable wear and tear.

- 6.2.3 Contractor personnel shall sign in and sign out for all County-furnished equipment, when reporting for duty and at the end of the work shift.
- 6.2.4 LACDMH staff shall report any improperly working or defective County-furnished equipment to County Project Manager through a written memorandum immediately upon Contractor's knowledge of the problem or defect.
- 6.2.5 The following is a list of forms or logs that are applicable to the services in this SOW that will be provided to the Contractor, by LACDMH staff, prior to commencement of work under the Contract and at any time when forms are updated/revised by LACDMH.

6.2.5.1 Post Orders: County Form

Post Orders are proprietary documents created, issued, and maintained by the Department. General Post Orders apply to all Locations. Site-Specific Post Orders are unique to the requirements of the Location or the Post to which they apply. Both General Post Orders and Site-Specific Post Orders are to be followed by Contractor completely and at all times.

6.2.5.2 Contract Discrepancy Report (CDR): County Form

Attachment 3 – Contract Discrepancy Report (CDR) of this SOW.

6.2.5.3 Security Incident Report: County Form

Security Incident Report (SIR) is used by Contractor to report significant security incidents, including, but not limited to, incidents involving: any use of force, detention of an individual pursuant to arrest, any incident requiring law enforcement or emergency response or backup, building or area evacuations, or bomb threat. SIRs are to be completed and submitted to County Project Manager immediately following a security incident.

CONTRACTOR

6.3 Personnel

6.3.1 Contractor will assign a sufficient number of staff to perform the required work. At least one staff on site must be authorized to act for Contractor in every detail and must speak and understand English.

6.3.1.1 Contractor will be required to background check their staff as set forth in Paragraph 7.5 (Background and Security Investigations) of the Contract.

6.3.2 Administrative Staff

Contractor must provide full-time administrative staff. Administrative staff shall provide administrative duties for Contractor, such as time-keeping, personnel and payroll support, either dedicated to a particular Location, or with hours distributed to a particular Location and its satellite Locations; and interfacing with Department and LACDMH Facility Administrators.

6.3.2.1 Contractor's Project Manager

Contractor must provide a full-time Contractor's Project Manager and designated alternate. County must have access to the Project Manager during regular business hours. Contractor must provide a telephone number and e-Mail where the Project Manager may be reached during regular business hours.

6.3.2.1 Post Commander – Provide technical and administrative support to all Security Guard Supervisors.

6.3.2.2 Watch Commander – Provide direct support to all Security Guard Supervisors.

6.3.3 Armed and Unarmed Security Guards

Contractor shall provide background-cleared, certified, trained, uniformed and equipped, professional and courteous, Unarmed and Armed Security Guards and Security Guard Supervisors, as needed by the Department, in accordance with Attachment 1 (Staffing Plan) of this SOW.

6.3.3.1 Security Guards and Security Guard Supervisors shall possess basic writing skills and computer knowledge for note-taking and completing report forms, the ability to write and speak in English, the ability to work with the public and with County employees, and the ability to accept responsibility and work independently.

6.3.3.2 Security Guards and Security Guard Supervisors must be at least eighteen (18) years of age to provide services under the Contract.

6.3.3.3 Security Guards and Security Guard Supervisors shall have a working knowledge of pertinent Federal, State and local laws that apply to the provision of security guard services, particularly those dealing with arrest, licensing, training, and certifications as set forth in California Penal Code sections 830.1 through 854 and with all Department rules and regulations.

6.3.3.4 Security Guards and Security Guard Supervisors shall be able to carry out all physical work requirements specified in the Contract.

6.3.3.5 Administrative File

Contractor shall maintain an administrative file for Security Guards and Security Guard Supervisors. The administrative file may be reviewed by LACDMH at any time as part of programmatic monitoring. The Administrative File shall contain copies of the following:

a. Background Investigation Results/Report

Contractor must provide results of and/or report on background investigations for each of Contractor's employees. Results and reports must include all non-confidential information.

Note: Background investigation must include information obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review. The fees associated with the background investigation are at the expense of the Contractor, regardless of whether the member of Contractor's staff passes or fails the background investigation.

County will not accept any of the Contractor's employees who have:

- i. Been convicted of a felony;
- ii. Been convicted for a sex offense;
- iii. Been convicted for assault or violence, including domestic violence;
- iv. Military conduct that involved dishonorable discharge, bad conduct, or less than honorable discharge;
- v. Conduct that would preclude the employee from receiving a bond;
- vi. Any conviction of drunk or reckless driving within the last three (3) years;
- vii. Any pattern of irresponsible behavior including but not limited to unsatisfactory driving; and
- viii. Any pattern of recent habitual illegal drug use.

The background investigation requirements are subject to change at any time at the sole discretion of County.

b. Military Service

If applicable, all military experience (regular or reserve) must be documented. Include a copy of candidate's Selective Service Card and/or military discharge papers (DD214). If candidate does not possess a Selective

Service Card or military discharge papers, explain why information is not available.

c. Guard Registration Card

If applicable, include copy of current Guard Registration Card issued by the California Department of Consumer Affairs (CDA), Bureau of Security and Investigative Services (BSIS).

d. All trainings – Include dates and certifications.

e. Valid Driver's License or Identification Card

Include copy of valid California Class "C" Driver's License of California Identification Card.

f. Education (College or High School or G.E.D. diploma or equivalent

Include copy of college degree of High School or G.E.D. diploma or equivalent.

g. Pre-Placement and Annual Health Screening

Based on the regulatory compliance requirements of The Joint Commission (TJC), Cal/OSHA standard set forth at 8 CCR§ 5199, and Title 22 of California Code of Regulations, the County has established and maintains policies related to initial and annual health screening, tuberculosis (tb) screening and history and evidence of immunity to vaccine preventative diseases of all individuals working in all Locations.

Initial or pre-placement health screening shall include, but shall not be limited to, the following: TB symptom review and documentation of a negative two-step or blood test for tb. If either test is positive a current negative chest x-ray is required evidence of immunity to mumps, measles, rubella and varicella either by documentation of two live vaccines or positive titer. Documentation of a completed hepatitis B series with a reactive HbsAb or declination form signed by candidate. In addition, documentation of tetanus, diphtheria, acellular pertussis (Tdap) vaccine or declination. Seasonal influenza vaccination (one dose for current season each year) or declination; however, persons who decline the vaccination will be required to wear a mask during the influenza season.

h. Annual Performance Evaluations

i. Notification of Staff Termination

Contractor shall provide notification to County within one (1) Business Day when Security Guard staff is terminated from providing services under this Contract.

6.4 Uniforms/Identification Badges

6.4.1 Contractor shall ensure that all on-duty Security Guards and Security Guard Supervisors wear Contractor-provided uniforms during Service hours.

6.4.2 Contractor shall provide, at Contractor expense and at no cost to Contractor employee or to the County, all Security Guards and Security Guard Supervisors providing services under the Contract with a uniform. Uniforms shall be the same for all assigned Security Guards and Security Guard Supervisors, unless an exception is required.

6.4.3 Uniforms shall clearly and professionally identify all Security Guard personnel.

6.4.4 Security Guard and Security Guard Supervisor uniforms shall always be clean and neatly pressed.

6.4.5 Contractor shall provide, at Contractor expense and at no cost to Contractor employees or to the County, all Security Guards and Security Guard Supervisors providing services under the Contract with a photo identification card. Contractor identification card shall contain a graphic of the appropriate badge, Contractor name, and any identifying information that is standard for Security Guards and Security Guard Supervisors.

6.4.6 Contractor shall issue a photo identification card, as described above, to each employee before assigning the employee to work in any County Location. Contractor personnel may be asked to leave a County Location by a County representative if they do not have the proper photo identification card on their person.

6.5 Materials and Equipment

6.5.1 The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor must use materials and equipment that are safe for the environment and safe for use by the employee.

6.5.2 Contractor shall provide, at Contractor's expense, all working materials/documents necessary to perform the services required hereunder, including: 1) documents, 2) log sheets, and 3) stationary.

6.5.3 Contractor-owned equipment and related accessories which are used by Security Guards and Security Guard Supervisors to provide services under the Contract must be kept clean at all times and shall be maintained

according to manufacturer standards. LACDMH may request Contractor equipment inspection reports to ensure they are in proper working order.

6.5.3.1 All Armed and Unarmed Security Guards and Security Guard Supervisors (including relief, as required) shall be equipped by the Contractor, at Contractor expense and at no cost to Contractor employee or to the County, with at least the following equipment/accessories:

- a. Current California Guard Registration Card;
- b. Sam/Sally Browne belt;
- c. One (1) Handcuff case;
- d. One (1) set Handcuffs plus key;
- e. Four (4) keepers;
- f. One (1) Key Snap;
- g. One (1) heavy-duty 3-cell flashlight approved by County, with batteries;
- h. One (1) radio holder/pouch;
- i. Badge, to be worn on the uniform;
- j. Side Handle Baton with Baton Ring or Collapsible Side Handle Baton with Baton Ring. Handler, 12", or the ASP (24" or 26") expandable straight stick;
- k. Valid and current permit for Baton;
- l. Pepper spray (10% solution of oleoresin capsicum in a 1.47 oz. container and carried in holster); and
- m. Personal Protective Equipment (PPE) Pouch.

6.5.3.2 Radios

Contractor shall provide hand-held radios, desktop radio(s), batteries, supplies, and maintenance for radios, as follows:

- a. Contractor shall ensure all radios are programmed and available, that the radio system is operational prior to commencing work under the Contract, and that the radio system is able to operate efficiently and effectively throughout Locations or building and grounds of the Location without interruption and follow all Federal Communications Commission (FCC) regulations.
- b. Contractor shall provide hand-held radios for each Security Guard and Security Guard Supervisor, any designated Department personnel, and one or more facility administration personnel, as required.
- c. Contractor shall provide a sufficient number of batteries to provide a fully-charged battery and a fully-operational radio for each Security Guard and each

Security Guard Supervisor on each shift at each Location.

- d. Contractor shall provide regular maintenance, repair and/or replacement for radio equipment as needed.

6.5.3.3 Electronic Post Confirmation System

Contractor shall utilize a check-in/check-out Electronic Post Confirmation System, in addition to actual hard copy sign-in/sign-out sheets, for Security Guard(s) and Security Guard Supervisor(s) assigned to work at all Locations. The Electronic Post Confirmation System shall have the ability to generate a report that shows check in/out times and hours worked. The report shall be used to generate monthly invoices to be submitted to County along with hard copy sign-in/sign-out sheets. Contractor shall provide and maintain such Electronic Post Confirmation System at no cost to County.

6.5.3.4 Vehicles

Contractor shall provide vehicles for Contractor's relief personnel and Security Guard Supervisors to enable them to provide relief, make their rounds of inspections, conduct random site visits, and fulfill relief and supervisory responsibilities at the different Locations.

- 6.5.3.5** Contractor may provide vehicles to Security Guard personnel to use vehicles to perform their assigned duties.

- 6.5.3.6** Contractor vehicles shall be clearly identified, and must be well maintained and kept clean at all times.

- 6.5.3.7** Contractor provided vehicles shall be as follows:

- a. In good condition/repair with no visible damages;
- b. Properly marked with company name and logo;
- c. Suitable for parking lot patrol;
- d. Shall have the following items:
 - 1. First aid kit;
 - 2. 5 LB ABC type fire extinguisher;
 - 3. Hand-held or vehicle spotlight;
 - 4. Traffic cones;
 - 5. Flares;
 - 6. Yellow scene management (banner guard type) tape.

- 6.5.3.8** Contractor shall maintain and provide, upon request by County, a current vehicle list, including description, license plate numbers, and vehicle identification numbers of all Contractor owned vehicles used by Security Guards and Security Guard Supervisors providing services under the

Contract. All vehicles must be in safe operating condition in compliance with all California Vehicle Code regulations.

6.5.3.9 County may request, at any time, Contractor's vehicle inspection reports of all Contractor vehicles used to provide services under the Contract.

6.5.3.10 Parking Fees

Contractor shall be responsible for making parking arrangements and paying parking fees for Contractor employees assigned to work at any Location without public parking. County will not make any special parking arrangements for Contractor personnel.

6.6 Training

6.6.1 Contractor must provide training programs for all new administrative employees and continuing in-service training for all staff that provide services under the contract.

6.6.2 All staff (administrative and security staff) must be trained in their assigned tasks and in the safe handling of equipment. All equipment must be checked daily for safety. When applicable, all employees must wear safety and protective gear according to OSHA standards.

6.6.3 For all Security Guards and Security Guard Supervisors, see Attachment 2 (Training Outline) of this SOW.

6.7 Contractor's Administrative Office

Contractor shall maintain an administrative office, within the County of Los Angeles, with a telephone in Contractor's name, where Contractor conducts business, to facilitate County contract monitoring. The office shall be staffed during the hours of 6:00 a.m. to 6:00 p.m., seven (7) days a week, by at least one (1) employee who can respond to inquiries from County which may be received regarding Contractor performance of the Contract. When the office is closed, an answering service shall be provided to receive calls. Contractor shall answer calls received by the answering service within one (1) hour of receipt of the call. Contractor may be required to maintain an additional "on-site" office at particular Locations, with space provided by County, based on the needs of the Locations.

7.0 SECURITY GUARD AND SECURITY GUARD SUPERVISOR HOURS AND DAYS OF OPERATION

Security Guard and Security Guard Supervisor hours and days of operation will vary by Location. The hours and days are set forth on Attachment 1 (Staffing Plan)

of this SOW. Security staff may be required to work on County-recognized holidays.

7.1 Holidays

When twenty-four (24) hour/seven (7) day a week coverage is required at specified Locations, Contractor will be required to provide services on County-recognized holidays.

7.1.1 Contractor will be paid by County at the overtime rate of one and a half (1.5) times the hourly labor rate for Security Guard and Security Guard Supervisor hours required on dates that are recognized by both County and Contractor as holidays, provided the Contractor pays the overtime rate of one and a half (1.5) times the hourly labor rate to Security Guards and Security Guard Supervisors.

7.1.2 Holiday dates will vary from year to year. LACDMH will provide Contractor with a list of County-recognized holidays for the following calendar year as soon as they become known. Contractor shall provide LACDMH with a list of Contractor-recognized holidays for the following calendar year as soon as they become known.

8.0 WORK SCHEDULES

8.1 Work Schedules/Deployment

Contractor shall have discretion over the deployment of Security Guards and Security Guard Supervisors and shifts as long as service levels are met. Contractor shall maintain a continuously-updated deployment roster and submit a copy to LACDMH upon request and during quarterly meetings. In the event that County requires additional service hours or service days due to temporary changes in workload or other urgent needs of the Department, Contractor shall work with the County to develop a plan to meet the new requirements and County will prepare an Amendment in accordance with sub-paragraph 8.1 (Amendments) of this Contract.

9.0 REPORTING REQUIREMENTS (INTENTIONALLY OMITTED)

10.0 CONTRACTOR WORK REQUIREMENTS

Contractor shall provide sufficient Security Guards and Security Guard Supervisors for all LACDMH site/locations as set forth in Attachment 1 (Staffing Plan) of this SOW, including relief for breaks and meal periods where necessary, to ensure there are no open posts at any time.

10.1 Open Post

10.1.1 Security Guards and Security Guard Supervisors shall be responsible for reporting absences to Contractor. Contractor shall report to LACDMH the

day before a planned absence or as soon as reasonably possible of Security Guard or Security Guard Supervisor work reporting time for unplanned absences. Upon reporting unplanned absences, Contractor shall deploy a replacement Security Guard or Security Guard Supervisor to the Location immediately to ensure Post coverage at all times. If a Security Guard Supervisor is deployed for a Security Guard, they shall stand post until a replacement Security Guard arrives. The replacement Security Guard or Security Guard Supervisor shall report as soon as reasonably possible from unplanned absence notification.

- 10.1.2** In the event that a Security Guard or Security Guard Supervisor must leave during the workday, Contractor shall send a replacement Security Guard or Security Guard Supervisor as soon as reasonably possible. In the event that a Security Guard Supervisor replaces a Security Guard, Contractor shall bill the County at the Security Guard rate. Contractor shall make every effort to have a replacement on Location immediately upon notice of an Open Post.
- 10.1.3** LACDMH shall view any open post as a breach of Contract performance. More than three (3) instances of an open post in a Location within a thirty (30) calendar day period or three (3) consecutive days of an open post shall subject Contractor to significant additional assessments, as described in Attachment 4 (Performance Requirements Summary) of this SOW.

10.2 Security Guard Duties

Security Guard duties shall include:

- 10.2.1** Signing in and signing out each day using both an Electronic Post Confirmation System provided by the Contractor and located at each Post. Guards shall report to work on time and hold over on assigned duties until relieved.
- 10.2.2** Operating weapon screening equipment, including X-ray machine and magnetometers, both screen-operated and handheld, if required.
- 10.2.3** Covering an assignment at a fixed Post or patrol an area or Location for the purpose of detecting and preventing individuals or groups from committing acts which are injurious to other individuals or to property.
- 10.2.4** Detaining individuals for further investigation or arrest when circumstances and conditions warrant such action.
- 10.2.5** Intervening, when necessary, to prevent injurious acts to persons or property and conducting searches, as required, for firearms and contraband, and providing details on individuals for investigations, detention, or arrest.
- 10.2.6** Visually screening packages and parcels carried in and out of a Location to secure against theft and prepare written records of contents. Ensuring

transmittal forms contain authorized signature to accompany materials and items being removed from the Location.

- 10.2.7** Investigating questionable acts or behavior observed or reported on County property, and questioning witnesses and suspects to ascertain or verify facts.
- 10.2.8** Answering questions and provide escort services, as duties permit, to members of the public or County employees.
- 10.2.9** Monitoring the security of safes and secure areas within each Location where equipment or items of value are stored.
- 10.2.10** Locking and unlocking gates and doors as directed in Post Orders or by Facility Administrator.
- 10.2.11** Turning off and/or dimming lights and closing window coverings at a Location as directed in General Post Orders, Site-Specific Post Orders, or by Facility Administrator.
- 10.2.12** Ensuring that only authorized personnel are permitted access to closed or restricted Locations or areas, and detain unidentified or unauthorized individuals; visually inspecting all persons, including County employees, for proper identification and require such individuals to sign in and sign out of a Location as required in General Post Orders, Site-Specific Post Orders or by Facility Administrator.
- 10.2.13** Raising and lowering flags at designated times according to General Post Orders, Site-Specific Post Orders, or as directed by Facility Administrator.
- 10.2.14** Responding to reports of ill or injured visitors, patrons, or employees; render first aid and notify local law enforcement and/or Department personnel or Location administrator, as soon as practicably feasible, if further assistance is necessary or desirable.
- 10.2.15** Relaying reports of bomb threats immediately to local law enforcement, Department administrative personnel, and Location administrator; participating in bomb searches organized by LACDMH or other law enforcement agency personnel.
- 10.2.16** Responding to scene of locally-activated fire, burglary, or other alarms, evaluating the situation, and taking appropriate action.
- 10.2.17** Monitoring building alarm systems and electronic surveillance equipment, such as closed circuit television (CCTV) monitors, in buildings, halls, or parking lots, as required in General Post Orders, Site-Specific Post Orders, or as directed by Facility Administrator.
- 10.2.18** Conducting regular patrols of Locations, utilizing Contractor-issued motor vehicles, as required in General Post Orders, Site-Specific Post Orders,

or as directed by Facility Administrator. This may include parking lots/structures.

10.2.19 Possessing knowledge of the following:

- a. Working knowledge of assigned Location;
- b. Procedures for reporting and/or correcting hazardous conditions. Reporting safety hazards, malfunctioning equipment, liquid spills, and other such matters to the appropriate Department personnel and/or Location administrator and/or emergency agency.

10.2.20 Monitoring parking as directed in General Post Orders, Site-Specific Post Orders, or as directed by Facility Administrator.

10.2.21 Properly maintaining and handling batons.

- a. Security Guards shall not store baton or Sam/Sally Browne belt at any Location where services under the Contract are being provided, unless specifically authorized, in writing, by LACDMH.
- b. Security Guards shall not remove batons or Sam/Sally Browne belts from their persons or leave such items unattended at any Location, except in an extreme emergency or in a life threatening situation, or when specifically authorized, in writing, by LACDMH.
- c. Batons shall not be utilized as a measure of threat or intimidation, but shall be used only in life threatening or restraint situations.

10.2.22 For Locations that do not require Armed Security Guards, Security Guards shall not carry on their person nor store any firearms or firearm accessory at any Location where services under the Contract are being provided.

10.2.23 In the event of an incident involving serious misuse of authority by Security Guard or any Contractor employees, LACDMH may conduct an administrative investigation. Contractor shall fully cooperate with County in such situation, including, but not limited to, submitting documentation requested by LACDMH, and allowing Contractor employees to be interviewed at a Location designated by LACDMH.

10.2.24 Court Appearances and/or County Investigations

Security Guards may be required to appear in court or make statements to investigators regarding job-related incidents. In the event that a Security Guard is called upon as a witness for a job-related incident, County will reimburse Contractor based on review and approval by LACDMH.

10.3 Security Guard Supervisor Duties

Security Guard Supervisors' duties must include, at a minimum:

- 10.3.1** Providing direction and instruction to Post and/or patrolling Security Guards by making daily rounds of assigned Locations and monitoring Security Guards' performance under this Contract.
- 10.3.2** Explaining post procedures which are outlined in General Post Orders and Site-Specific Post Orders to assigned Security Guards.
- 10.3.3** Immediately responding to on-site emergencies, providing support as needed.
- 10.3.4** Providing training to Security Guards under their supervision and ensuring that each Security Guard fully understands the duties and services to be provided under this Contract, prior to Security Guard starting work as set forth throughout the Contract.
- 10.3.5** Being available for inspections from LACDMH and other Occupational Health and Safety (OHS) personnel.
- 10.3.6** Being available to the Security Guards under his/her supervision at all times during the assigned shift.
- 10.3.7** Providing technical and administrative advice to Security Guards as appropriate.
- 10.3.8** Ensuring that assigned Security Guard coverage is appropriate and adequate to meet County requirements.
- 10.3.9** Informing subordinates of any deviations from acceptable practices and procedures, instructing Security Guards on the proper methods and procedures, and explaining conditions in which deviations are permissible.
- 10.3.10** Responding to requests from Security Guards for assistance.
- 10.3.11** Having a thorough knowledge of radio usage and codes, and training Security Guards in these areas.
- 10.3.12** Conducting investigations of incidents and preparing a written memorandum or SIR as appropriate.
- 10.3.13** Driving a Contractor-provided motor vehicle to the different assigned Locations.
- 10.3.14** Signing in and signing out at visited Locations. A Security Guard Supervisor shall sign in/out using both the Electronic Post Confirmation System, provided by the Contractor, to record each Location visited.
- 10.3.15** Providing relief for Security Guard breaks and meals as required.
- 10.3.17** Properly maintaining and handling batons.

- a. Security Guard Supervisors shall not store baton or Sam/Sally Browne belt at any Location where services under the Contract are being provided unless specifically authorized, in writing, by LACDMH.
- b. Security Guards Supervisors shall not remove batons or Sam/Sally Browne belts from their persons or leave such items unattended at any Location, except in an extreme emergency or a life threatening situation, or when specifically authorized, in writing, by LACDMH.
- c. Batons shall not be utilized as a measure of threat or intimidation, but shall be used only in life threatening or restraint situations.
- d. For Locations that do not require armed guards (see Attachment 1 (Staffing Plan of this SOW), Security Guard Supervisors shall not carry on their person nor store any firearms or firearm accessory at any Location where services under the Contract are being provided.
- e. In the event of an incident involving serious misuse of authority by Security Guard, Security Guard Supervisor or any Contractor employees, LACDMH may proceed with and conduct an administrative investigation. Contractor shall fully cooperate with County in such situation, including, but not limited to, submitting documentation requested by LACDMH, and allowing Contractor employees to be interviewed at a Location designated by LACDMH.

10.3.18 Court Appearances and/or County Investigations

Security Guard Supervisors may be required to appear in court or make statements to investigators regarding job-related incidents. In the event that a Security Guard Supervisor is called upon as a witness for a job-related incident, County will reimburse Contractor for straight time (no over-time) spent engaged in court appearances and/or County investigations, based on review and approval by LACDMH.

10.4 General Work Requirements for Security Guard and Security Guard Supervisor

- ### **10.4.1**
- Contractor must ensure that Security Guards and Security Guard Supervisors assigned to work on this Contract understand this position must be their primary employment as this position is not suitable as a side job or freelance roll. If, in Contractor's or LACDMH's observation, Security Guard's or Security Guard Supervisor's performance declines, Contractor may require Security Guards and/or Security Guard Supervisors to disclose additional W-2 employment to verify hours. If performance does

not improve due to excessive work hours outside of this Contract, LACDMH may request that staff be re-assigned outside of this Contract.

- 10.4.2** Security Guards and Security Guard Supervisors shall not eat; read; or use personal radios, cellular telephones, televisions, any kind of electronic entertainment devices, Compact Disc players, or tape players at their Posts at any time.
- 10.4.3** Security Guards and Security Guard Supervisors shall be punctual and remain awake, alert, and attentive during their shifts, without exception.
- 10.4.4** Security Guards and Security Guard Supervisors shall report to work attired in full uniform and with all required equipment/accessories.
- 10.4.5** Security Guards and Security Guard Supervisors shall not remove or borrow items owned by County employees. Such items include, but are not limited to, radios, heaters, fans, etc.
- 10.4.6** Contractor is responsible for filling assigned Posts at all times according to the schedule set forth in Attachment 1 (Staffing Plan) of this SOW. Security Guards and Security Guard Supervisors shall not leave their assigned Posts until properly relieved.
- 10.4.7** Security Guards and Security Guard Supervisors shall not use any County telephones except for the purpose of making or receiving calls to or from their supervisors, emergency contacts, or County representatives.
- 10.4.8** Security Guards and Security Guard Supervisors shall present a businesslike demeanor at all times. Excessive socializing with the public, County employees, or other Security Guards and Security Guard Supervisors during working hours is prohibited.
- 10.4.9** Security Guards and Security Guard Supervisors shall maintain their Post desk in a neat and presentable manner.
- 10.4.10** Security Guards and Security Guard Supervisors shall have a good working knowledge of self-defense and lawful public restraint procedures.
- 10.4.11** Security Guards and Security Guard Supervisors shall react quickly and take command of emergent security incidents and use sound judgment and discretion in handling unruly members of the public.
- 10.4.12** Security Guards and Security Guard Supervisors, and other Contractor employees shall not bring visitors, firearms, or contraband into Locations.
- 10.4.13** Security Guards and Security Guard Supervisors shall follow all pertinent Federal, State and local laws that apply to the provision of security guard services, particularly those dealing with arrest, licensing, training, and certifications as set forth in California Penal Code sections 830.1 through 854 and with all Department rules and regulations.

10.5 Post Commander Duties

Post Commander duties shall include, at a minimum, the following:

- 10.5.1** Providing direction and instruction to Post and/or patrolling Security Guard Supervisors by making daily rounds of assigned Location(s) and monitoring Security Guard Supervisors' performance under this Contract.
- 10.5.2** Explaining post procedures which are outlined in General Post Orders and Site-Specific Post Orders to assigned Security Guard Supervisors.
- 10.5.3** Immediately responding to on-site emergencies and providing support as needed.
- 10.5.4** Providing training to Security Guard Supervisors under his/her supervision and ensuring that each Security Guard Supervisor fully understands the duties and services to be provided under this Contract, prior to Security Guard Supervisor starting work as set forth throughout the Contract.
- 10.5.5** Being available for inspections from County Contract Monitors and other DMH personnel.
- 10.5.6** Being available to the Security Guard Supervisors under his/her supervision at all times during the assigned shift.
- 10.5.7** Providing technical and administrative advice to Security Guard Supervisors as appropriate.
- 10.5.8** Ensuring that assigned Security Guard Supervisor coverage is appropriate and adequate to meet County requirements.
- 10.5.9** Informing subordinates of any deviations from acceptable practices and procedures, instructing Security Guard Supervisors on the proper methods and procedures, and explaining conditions in which deviations are permissible.
- 10.5.10** Responding to requests from Security Guard Supervisors for assistance.
- 10.5.11** Having a thorough knowledge of radio usage and codes, and train Security Guard Supervisors in these areas.
- 10.5.12** Conducting investigations of incidents and preparing written memoranda or SIRs as appropriate.
- 10.5.13** Driving a Contractor-provided motor vehicle to the different assigned Locations as required.
- 10.5.14** Signing in and signing out at assigned Locations. A Post Commander shall sign in/out using both the Electronic Post Confirmation System provided by the Contractor to record each Location visited.
- 10.5.15** Ensuring all security and safety equipment is accounted for and maintained in good working order.

- 10.5.16** Conducting Security Guard and Security Guard Supervisor inspections and appraisals.
- 10.5.17** Ensuring newly hired and/or newly assigned Security Guards and Security Guard Supervisors are trained appropriately and all related documentation is completed.
- 10.5.18** Acting as liaison for security company, County Project Director and Facility; providing accurate, timely, and responsive verbal and written communications; and attending all safety-related meetings, as required.

10.6 Watch Supervisor Duties

Watch Supervisor duties shall include, at a minimum, the following:

- 10.6.1** Directing Security Guards and Security Guard Supervisors during an assigned shift at a Location.
- 10.6.2** Ensuring that the watch operates with integrity, providing a safe and secure environment in which all County requirements are met.
- 10.6.3** Ensuring all Posts are filled and Security Guards and Security Guard Supervisors report to their assigned Posts at the start of the shift on time and Posts remain filled throughout the shift.
- 10.6.4** Assuming responsibility in an emergent situation, establishing incident command, and reporting to the Facility Administrator as soon as the situation allows and it is safe to do so.
- 10.6.5** Maintaining an accurate and timely log throughout the shift; preparing reports as required in the General Post Orders and/or Site-Specific Post Orders.
- 10.6.6** Preparing Security Incident Reports and making notifications, as required, for any security incidents that occur during the shift.
- 10.6.7** Providing to the next shift, verbally and/or in writing, all reportable information as required by the General Post Orders and Site Specific Post Orders for the Location.

10.7 Unscheduled Work Due to Security Incident

- 10.7.1** When a condition exists wherein there is imminent danger of injury to the public or damage to property, Security Guard shall control the situation and intervene, as appropriate, to prevent injurious acts to persons or property. As soon as it is safe to do so, Security Guard shall notify Security Guard Supervisor and/or LACDMH staff of the incident. Security Guard Supervisor shall contact LACDMH staff or administrator at the Location to advise them of the situation and request approval and/or direction before allowing Security Guard to begin or continue work under the Contract. LACDMH will provide verbal authorization for additional service hours and/or additional contract personnel if necessary. LACDMH will follow

verbal authorization with an email approving additional services to Security Guard Supervisor and/or Contractor Project Manager who will provide direction to Security Guard. Contractor shall proceed diligently to work within the approved service hours.

10.7.2 All authorized unscheduled work due to security incidents shall commence as specified by LACDMH or Facility Administrator, followed by a formal amendment, to this contract.

10.7.3 County reserves the right to perform unscheduled work due to security incidents using County staff and/or to assign the work to another County contractor.

10.8 Notification of Infectious Potential

10.8.1 Contractor shall immediately notify LACDMH of any Security Guard or Security Guard Supervisor reporting contact with, or evidencing signs or symptoms indicating the presence of, an infectious disease. Any Security Guard or Security Guard Supervisor determined to have infectious potential shall be removed from his/her Post until it has been determined that the individual is no longer infectious as evidenced by a doctor's note.

10.8.2 County may provide, without incurring liability, referrals to Contractor and its Security Guards and Security Guard Supervisors with respect to health examinations, vaccinations, or other medical treatment which may be necessitated as a result of infection potential notification.

10.8.3 Contractor shall, utilizing available public information, make its employees aware of recommended vaccinations for diseases that can be prevented by vaccination.

10.9 Security Incident Report (SIR)

10.9.1 Security Guards and Security Guard Supervisors shall report any lost, theft of, or misuse of any Contractor-owned or County-owned equipment immediately to LACDMH by phone or email. Preliminary notification is to be followed by written Security Incident Report (SIR) by the end of shift. Written SIR shall include: report date, date, time, and Location where item became lost or was stolen, description of missing item, serial number (if applicable), and Contractor and County employees assigned to Post.

10.9.2 Security Guards and Security Guard Supervisor shall report the loss, theft, or misuse of any weapon, baton, or Sam/Sally Browne belt immediately to the Contractor Project Manager. A written SIR shall be submitted to LACDMH describing the missing item, serial number, date of incident and name of employee assigned to Location.

10.9.3 Security Guards or Security Guard Supervisors shall immediately report to LACDMH any incidents requiring fire, law enforcement, health authorities and/or Facility Administrator response for any incidents involving: arrest/detention of member of the public or County employee,

assault, force used by security guard, act or threat of physical violence, attempted suicide, bomb threat, death at the Location, shooting, natural or manmade disaster, incident involving a restraining order, evacuation or partial evacuation, visit by regulatory authorities such as CAL-OSHA or TJC, fire, theft, flood, hazardous materials, hostage or barricade, mechanical or power failure, discharge of firearms, bodily injury, allegation of sexual harassment, or contact by administrator involving Security Guard. Security Guards or Security Guard Supervisors shall immediately follow up on these incidents by preparing a written SIR. Written SIR shall describe the incidents in detail and be submitted to LACDMH before the end of the shift or, if incidents occur after hours, the next morning.

10.9.4 Contractor shall report all incidents of an emergent nature that may involve potential property damage or personal injury to Security Guard Supervisor. Security Guard Supervisor shall report the incidents to County Facility Administrator, as outlined in Post Orders:

- a. Immediately request appropriate emergency aid.
- b. Notify LACDMH administrative staff as soon as practicably feasible.
- c. Prepare a written memorandum or SIR, as required, and submit to LACDMH by the end of the shift or, if incidents occur after hours, the next morning.

10.10 Services in Emergency Situations

In the event of an "emergency situation," Contractor shall continue to provide services under the Contract. Notifications for "emergency situations" may include: fire, flood, earthquake, civil disturbance and other natural or manmade disasters. LACDMH staff or Facility Administrator will determine if a particular situation constitutes an "emergency situation" and shall determine the extent to which services shall be provided. Contractor shall provide adequate staffing to ensure continued services to the extent determined by County.

10.10.1 Contractor Business Continuity Plan (BCP) – Emergency Response

LACDMH is responsible for providing security for essential County programs and services. Contractor's BCP is used for service restoration in the event of an emergency. In order to ensure uninterrupted services for essential County programs, Contractor shall:

1. Prepare a BCP for each Location within thirty (30) calendar days of commencement of the Contract and submit to LACDMH, for approval.
2. Conduct emergency response drills at a minimum of one (1) time per year, at each Location where services are provided. Emergency drills are to be conducted in cooperation with Department personnel and/or local emergency responders and Location administration personnel. Contractor shall document and report the results of these emergency response drills to County Project Manager.

3. Conduct a table top (scenario) BCP exercise for each Location where services are provided, at a minimum of one (1) time per year. The table top exercise shall ensure that information in BCP is complete and accurate and that Security Guards and Security Guard Supervisors know their responsibilities in an emergency. Results of table top (scenario) exercises are to be documented and reported to County Project Director and County Project Manager. The report shall include, at a minimum, an overview of the exercise conducted, name and position of participant(s), nature of any deficiencies, a corrective action plan, and the timeframe to correct deficiencies. Contractor shall ensure all information included in BCP is accurate and complete.
4. Update the BCP, including employee contact information, on an ongoing basis to ensure information contained in BCP is complete and accurate, and provide an updated copy to the LACDMH.

11.0 GREEN INITIATIVES

- 11.1 Contractor must use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.
- 11.2 When applicable, Contractor must notify LACDMH of Contractor’s new green initiatives prior to Contract commencement.

12.0 PERFORMANCE REQUIREMENTS SUMMARY

A Performance Requirements Summary (PRS) Chart, Attachment 4 of this SOW, listing required services that will be monitored by the County during the term of this Contract is an important monitoring tool for the County.

All listings of services and deliverables referenced in the PRS Chart are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services or deliverables as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service or deliverable seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.