



Parks and Community Services

Security Guard Services Scope of Work

1. Purpose

This Scope of Work seeks to define the basic operating parameters necessary to meet the requirements of the City of Bellevue Parks and Community Services for Security Services.

2. Definitions

- 2.1. The City: any COB staff member or duly authorized representative assigned specific duties and responsibilities on behalf of the City of Bellevue
- 2.2. COB: City of Bellevue
- 2.3. City Contract Contact: Person(s) designated by the City of Bellevue to be the primary contact and/or representative for all matters pertaining to security services.
- 2.4. Security Officer or Officer: A Contractor employee assigned to carry out the duties of this contract.
- 2.5. Patrol: an overall route for a shift that includes one or more specific roves and may be done by one or more individual security officers.
- 2.6. Rove: A defined route of travel for the security officer to walk to visually inspect for unusual activity.
- 2.7. Post Orders: A list of guidelines, instructions, standard operating procedures and specific duties to be performed on prescribed days and/or at prescribed times and frequencies.
 - 2.7.1 Post orders are developed by the City Contract Contact and security supervisor and then produced and maintained by Contractor. The post order may only be updated in writing, authorized by the City Contract Contact.
 - 2.7.2 Post orders shall include at least the response instructions and general guidance for site security, loss prevention, fire alarms, audible trouble signals, security alarms, incident and event response, reporting requirements and contacts.
- 2.8. Parks On-call phone number is (425) 452-6855
- 2.9. Emergency/Call-out – Rapid response that is short notice (within 2 hours), and short duration (under one month).

3. General Conditions

- 3.1. This contract may not be subcontracted, in whole or in part.
- 3.2. Contractor shall be responsible for full compliance with all Federal, State and City laws, regulations, and codes that pertain to the services being offered.
- 3.3. City will not be responsible for theft, loss or damage to any materials or equipment used, stored or on City property.
- 3.4. All employees under the direction of the Contractor shall be readily identifiable at all times as being associated with Contractor via clothing, and ID card with Contractor name and logo predominantly displayed.
- 3.5. Contractor shall provide a tracking system (such as bar code scanning) to show that employees have completed each rove.
- 3.6. Contractor shall provide a daily report showing the tracking data as well as all items outlined in Section #9 Reporting.



Parks and Community Services

- 3.7. Contractor personnel shall park only in designated spaces or where previously arranged with City Contract Contact.
- 3.8. Contractor shall be responsible for requesting prompt clarification when instruction are lacking, conflicting or the procedures specified are not clearly stated. Any questions concerning specific instructions should be clarified prior to commencement of instructions.
- 3.9. Contractor shall work continuously with City Contract Contact to recommend improvements to practices or methods to enhance the quality or efficiency of services provided.
- 3.10. Any changes to contract specifications require prior written approval from the City.
- 3.11. Contractor shall implement City authorized changes within 3 calendar days.
- 3.12. All vehicles driven to COB properties will be covered under the Contractors Business Automobile Liability Coverage with limits not less than \$1,000,000 per accident for any auto.
- 3.13. Contractor shall carry a minimum of \$25,000 Lost Key Coverage.
- 3.14. Contractor shall invoice COB once monthly, net 30, the first working day after the end of the completed month.
- 3.15. Contractor shall include COB Work Order Number identifiers on invoices.
- 3.16. Contractor shall have a 24 hour live dispatch number
- 3.17. Contractor shall have staff available for Emergency/On-call needs

4. Contractor Pre-Employment Requirements

- 4.1 At least one week prior to performing any work within City facilities, Contractor shall provide COB with the results of a criminal background check that meets or exceeds the city's background check requirements for any employee (including vehicular patrol officers) assigned to the COB contract, , and that each employee complete an online Criminal Justice Information System (CJIS) training course. City retains sole discretion to determine whether Contractor employees satisfy City's background check requirement and whether they may be granted access to City facilities.
 - 4.1.1 The City reserves the right to require additional and/or periodic background checks of Contractor employees as City determines necessary.
 - 4.1.2 Contractor or officer must inform the Contract Administrator immediately upon discovery of any lost keys.
 - 4.1.3 Contractor must inform the Contract Administrator immediately of any terminated employee.
 - 4.1.4 No substitute or temporary employees may be used at any time who have not completed the background check, CJIS Training and have not been authorized by the City.

5 Staffing

- 5.1 The Contractor shall provide and manage trained, unarmed, security personnel for the protection of persons and property on an observe-and-report basis. Security officers are not expected to physically intervene in any disputes or acts of violence.



Parks and Community Services

- 5.1.1 Issues that represent a threat to safety or significant damage to property shall be called in to 911 immediately when detected.
- 5.2 Contractor shall ensure that all employees assigned to this contract present a professional demeanor and appearance of authority, have received documented, situational training in de-escalating agitated or angry persons, and have the composure to maintain a calm demeanor in the presence of stressful situations.
- 5.3 Because of the solitary and critical nature of this position, Contractor shall only assign officers with at least three years of security experience.
- 5.4 Officers should be physically fit and capable of performing all tasks, roves and assignments.
- 5.5 The Contractor shall provide replacement or substitute equipment and/or staffing to maintain full coverage per the contract at all times.
- 5.6 Contractor shall supply all supervision, training, materials, uniforms, equipment (such as cell phones) and incidentals necessary to provide routine protective and security support services.
- 5.7 Assigned employees of Contractor will be expected to dress professionally, wearing clothing identifying Contractor name and logo.
- 5.8 Contractor employees are expected to conduct themselves according to the highest customer service standards at all times. Any Contractor employee found to be disruptive, rude or conducting themselves in a manner not in keeping with the spirit of this requirement, may be escorted from any site at the sole discretion of the City and barred from further contract/employment within City facilities.
- 5.9 All personnel assigned to this contract by the Contractor shall be required to be conversant in English in order to respond to requests or instructions from City representatives as needed.
- 5.10 Contractor will assign a designated supervisor for the City contract. The supervisor will be available via a designated cell phone number and email address.
- 5.11 The selected Contractor's supervisor and security officers to be assigned to this contract shall make themselves available for an orientation session at the Bellevue Service Center sometime between the date the contract is signed and the first day of service. The exact time and day shall be determined in collaboration with the City.

6 Service Schedule

City of Bellevue Parks are open to the public every day of the year. Scheduling will not be altered for Holidays and shall remain unchanged unless authorized by the City Contract Contact. City reserves the right to modify the schedule, including adding or subtracting sites and times. This contract shall be divided into two parts. Each will have its own schedule and its own report.

- 6.1 Part A: Meydenbauer Bay Park – Every day 20:00 to 03:00, 7 hours
- 6.2 Part B: All other parks shall be scheduled for Monday, Wednesday, Friday and Saturday with the patrol starting at 21:00, and Crossroad International to be started at 21:30, and Downtown Park to be started at 23:00
- 6.3 Emergency/On-call – Staff shall be on-site within two hours of call.

7 Primary Duties



Parks and Community Services

- 7.1 Meydenbauer Bay Park (9899 Lake Washington Blvd.)
 - 7.1.1 Officer shall be stationed on-site between 20:00 and 03:00
 - 7.1.2 Company Vehicle with Logo shall be stationed in the Lake Washington Blvd. parking lot
 - 7.1.3 At 20:10 officer will perform first rove of park,
 - 7.1.4 Rove the park 14 times throughout the shift, including one rove just prior to leaving
 - 7.1.5 Roves shall be random routes throughout the park, and cover all pathways and scan points
 - 7.1.6 The Lake Washington parking lot closes with the park, inform persons parked in this lot that they need to move
 - 7.1.6.1 Include in report, full vehicle description, any vehicle that is unattended
 - 7.1.6.2 Include in report any vehicle/persons that refuse to leave
 - 7.1.7 Once after 23:00, Open restrooms to verify that they are empty, and clear anyone from the restroom, and let door close and verify that it is locked (Do not use key to lock)
- 7.2 Downtown Park (10201 NE 4th St)
 - 7.2.1 Patrol to start at 23:00
 - 7.2.2 Rove to include Formal Garden area and restrooms; Playground area and restrooms
 - 7.2.3 Open restrooms to verify that they are empty, and clear anyone from the restroom, and let door close and verify that it is locked
 - 7.2.4 Ensure that doors auto lock when closed (do not lock using a key)
- 7.3 McCormick Park (1208 NE 12th St)
 - 7.3.1 Rove the fence line at the intersection of NE 12th St and 108th Ave NE
 - 7.3.2 Clear anyone from the fence line and bushes
- 7.4 Highland Park (14224 NE Bel-Red Rd.)
 - 7.4.1 Rove route around the community center
 - 7.4.1.1 Verify that all doors are closed and locked
 - 7.4.1.2 Clear out persons near building or in the bushes
 - 7.4.2 Rove route around the ball fields
 - 7.4.2.1 Clear out persons from dugouts, along fencing and in bushes
- 7.5 Robinswood Ballfields (2232 148th Ave SE)
 - 7.5.1 Rove the baseball field, soccer fields, and the playground
 - 7.5.1.1 Verify that all doors are closed and locked
 - 7.5.1.2 Clear out persons near structures, along fence line and bushes, and dugouts
 - 7.5.1.3 If restrooms are locked during rove: Open restrooms to verify that they are empty, and clear anyone from the restroom, and let door close and verify that it is locked (Do not use key to lock)
- 7.6 Lake Hills Park (1200 164th Ave SE)
 - 7.6.1 Rove route around playground



Parks and Community Services

- 7.6.2 Open restrooms to verify that they are empty, and clear anyone from the restroom, and let door close and verify that it is locked (Do not use key to lock)
- 7.7 Hillaire Park (15803 NE 6th St)
 - 7.1.1 Open restrooms to verify that they are empty, and clear anyone from the restroom, and let door close and verify that it is locked (Do not use key to lock)
- 7.8 Crossroads International Park (833 164th Ave NE)
 - 7.8.1 Open restrooms to verify that they are empty, and clear anyone from the restroom, and let door close and verify that it is locked (Do not use key to lock)
 - 7.8.2 Verify that the doors are locked
 - 7.8.3 Rove route around playground, spray park and picnic shelters
 - 7.8.3.1 Clear anyone from play equipment, picnic shelters and bushes
- 7.9 Crossroads Community Center and Youth Theater (16000 NE 10th St)
 - 7.9.1 Rove route around the Youth Theater, verify that all doors are closed and locked
 - 7.9.2 Rove route around the Skate Park
 - 7.9.3 Rove route around the Community Center and playground, verify that all doors are closed and locked
- 7.10 Larson Lake Blueberry Farm Cabin
 - 7.10.3 Rove route around the cabin, verify that all doors are closed and locked
 - 7.10.4 Clear anyone from around building
 - 7.10.5 Open restrooms to verify that they are empty, and clear anyone from the restroom, and let door close and verify that it is locked (Do not use key to lock)

8 **Response**

- 8.1 Sound
 - 8.1.1 No amplified sound in the parks, ask persons to turn it off
 - 8.1.2 Parties/persons that are being excessively loud asked to respect the surrounding people/property and keep it down.
- 8.2 Restroom/areas to clear of persons
 - 8.2.1 When park is closed instruct persons to leave
 - 8.2.2 Call 911 for those who will not leave, they are trespassing
 - 8.2.2.1 Complete an incident report including Police Officer responding and report number
- 8.3 Property Damage
 - 8.3.1 Take pictures of any property damage and include in daily report
 - 8.3.2 If damage poses a safety risk or leaves a structure unsecure
 - 8.3.2.1 Call parks on-call number
- 8.4 Sharps/broken glass
 - 8.4.1 Call Parks on-call number
 - 8.4.2 Secure area from danger



Parks and Community Services

8.5 Fire/Hazmat/Weapons

8.5.1 Call 911

- 8.5.1.1 Complete an incident report including Police/Fire Officer responding and report number

9. **Reporting**

9.1 Daily report shall include:

- 9.1.1 Tracking (barcode scanning) time and date info and location information
- 9.1.2 Any deficiencies found
- 9.1.3 Any confrontations, actions taken, and number of persons asked to leave
 - 9.1.3.1 Number of people vacated
 - 9.1.3.2 Incident report for any confrontational interactions, or 911 calls including the responding officer information and report number
 - 9.1.3.3 Specific location of any property damage/ graffiti and pictures