

1. SCOPE OF SERVICES

NSI agrees to perform Security Guard Services. Provided that such service conforms with the standards for performance set forth in this Agreement and be consistent with the customs and practices of similar private security agencies in the State of California, and be in accordance with all laws, rules and/or regulations applicable to the performance of such service.

The City requires security services for the stated shifts at the following locations:

Location	Address	Hours	Coverage
Hayward City Hall	777 B St.	7:00am – 3:00pm (M-F) 3:00pm – 11:00pm (M-F)	1 Guard 1 Guard
Hayward Executive Airport	20301 Skywest Dr.	12:00am – 8:00am (M-F) 4:00pm – 12:00am (Sa, Su) 12:00am – 8:00am (Sa, Su)	1 Guard 1 Guard 1 Guard
Cinema Place	22631 Foothill Blvd.	6:00pm – 2:00am (M-F) 12:00pm – 7:00pm (Sa, Su) 7:00pm – 2:00am (Sa, Su)	1 Guard 1 Guard 1 Guard

These hours are not guaranteed to the contractor, and no payment will be earned or due for hours not performed. Required services may increase or decrease during the term of the contract as dictated by the needs of the City. The Contractor shall furnish a sufficient number of fully qualified guards and adequate supervision to secure the above facilities, and perform the duties listed below.

The City will not pay overtime or hours deviating from the above without authorization by the Facilities Manager or Airport Operations Supervisor.

a. On-Call Services

The contractor must be able to provide additional on-call service on occasion, including but not limited to special events held at City facilities.

b. Description of Duties

Assignments will normally be single duty guard stations. The main functions of the guard positions are:

1. Access Control

- a. Control access to City buildings
- b. Log incoming and outgoing individuals.
- c. Log all aircraft activity (takeoff and landing) between 9:00pm and 6:00am. (Airport only)



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- d. Account for keys to City buildings, equipment, or vehicles at all times. Lost keys allowing access to City buildings and offices will require a re-keying of the entire building at contractor's expense and disciplinary action.
2. Patrol (Airport only)
 - a. Regularly observe and patrol designated perimeters, areas, structures, and activities of security interest to the Airport.
 - b. Inspect designated areas and buildings outside of normal working hours to determine that they are properly locked, secured, and otherwise in order.
 - c. Never leave facility until properly relieved.
 3. Emergencies
 - a. Respond to protective alarm signals or other indications of suspicious activities.
 - b. Respond as specified in Guard Orders to incidents affecting security of the facility including fires, aircraft accidents, industrial accidents, internal disorders, or other criminal acts, including calling for assistance (911) when necessary.
 - c. Maintain effective liaison with Facilities Manager, FAA, Airport Operations Supervisor and Fire Department or the City Police Department. In other events, notify proper City department for fire, threatening equipment failure or medical emergency.
 4. Administrative
 - a. Maintain a daily log of all security activity and provide a detailed daily written report of any matters or occurrences relating to the security of the facility.
 - b. Complete a written report for each incident of emergency, injury, security disruption, or law violation to be furnished to the Facilities Manager within 24 hours of incident.
 - c. Operate two-way radio unit or cell phone/radio when required.
 - d. Perform other security duties and services as requested by the Facilities Manager and Airport Operations Supervisor.
 - e. Report unsafe or non-workable conditions to the Facilities Manager and Airport Operations Supervisor.

Additionally, assigned guard personnel are required to arrive at work well groomed, in a professional manner, in an appropriate and complete uniform of the contracted company, and in possession of all equipment necessary to accomplish assigned duties, including equipment capable of running and accessing the Silvertrac security reporting system.

Guards are charged with following the instructions and rules laid out in the City of Hayward or Hayward Executive Airport Guard Handbook, which shall be provided to all personnel upon their assignment to the City.



c. Supervision & Dispatch

The Contractor shall furnish adequate supervision on a daily basis for all personnel assigned to the City. Supervisors shall be available to the Facilities Manager and Airport Operations Supervisor, and conduct on-site inspections of security personnel at least twice a week. Supervisors shall have prior security experience, be knowledgeable and skilled in the operational aspects of the security business, and shall guide and direct on-site personnel.

In addition to supervision, the Contractor must maintain 24/7 receptionist or dispatch service via a staff member available by phone.

d. Equipment & Uniform

The Contractor shall, at no additional cost to the City, be responsible for furnishing guards and supervisory personnel with appropriate uniforms, badges, insignia or rank, incident report forms, and other equipment required to perform the required work including, but not limited to, communication equipment.

Uniforms shall be of a traditional security-style color and design, bearing a patch or other insignia clearly identifying the contractor. The Contractor shall ensure that the color and style of uniform is easily distinguishable from that of the City of Hayward Police Department and any and all law enforcement agencies present at the Airport. Guards must be issued and wear nametags or identification cards with picture.

Security guards shall be unarmed. Guards shall not be issued any lethal equipment, electronic control devices such as stun guns or Tasers, mace/pepper spray, handcuffs, or nightsticks/batons.

e. Vehicle (Airport only)

The Contractor shall provide a vehicle for patrol use by guards assigned to the Hayward Executive Airport. The vehicle must meet all state and local requirements for use on the street, have an amber-colored rotating signal light on its roof, and display a placard identifying the vehicle as belonging to security.

The Contractor shall be responsible for ensuring the vehicle is properly maintained and in good working order at all times.

f. Licenses, Permits, and Screening

The Contractor must be fully licensed, permitted and insured without lapse throughout the duration of the contract. Copies of all licenses, permits, and policies must be furnished to the City of Hayward along with the Contractor's proposal.

Furthermore, Contractors are required to ensure and document that all guards assigned to the City of Hayward are trained, registered, and licensed or permitted as required by the State and local



laws and authorities. Additionally, the Contractor shall ensure that all guards renew their training, registration, and licenses or permits with State and local authorities as required by law in a timely manner. The City may inspect such documentation at any time upon request.

Guards must possess at time of assignment to the City of Hayward a current Guard Registration card, issued by the California Department of Consumer Affairs, Bureau of Security and Investigative Services, which allows them to be employed by a licensed agency for a two-year period. No employer or employee is exempt from this requirement.

g. Personnel Requirements

Guards knowledgeable with the equipment requirements of City of Hayward postings are not to be transferred to a non-City client without the consent of the City. The contractor shall ensure that sufficient personnel are trained for each facility to cover unexpected illnesses, resignations, or vacations of regularly assigned personnel. Contractor must provide a list of all assigned personnel at the start of the contract, and shall provide semi-annually an updated list specifically identifying any personnel that have been added and that have been removed from each site.

The City reserves the right to refuse or reject any person assigned under the contract either with or without cause.

1. *Comprehensive Background Check.* The Contractor will be required to conduct a comprehensive background check for each employee based on factors including, but not limited to: qualifications for assigned tasks, reliability and integrity, and physiological and mental fitness. Additionally, Contractor will certify that all assigned guard personnel have successfully passed a criminal background check. At minimum, personnel are required to pass a California Department of Justice fingerprint check.
2. *Drug Screening.* The Contractor will be required to administer at own expense a drug test on all personnel prior to their assignment at the City.
3. *Education & Experience.* Guards assigned to the City must have at least three (3) months verifiable experience in similar security work, be persons of mature judgment, and be able to think and act quickly in an emergency. Assigned personnel shall possess, at a minimum, either a high school diploma or equivalent.
4. *Physical Requirements.* Guards must be capable of performing duties requiring moderate physical exertion under either normal or emergency conditions. Additionally, guards must meet the following requirements:
 - a. *Vision.* Assigned personnel must possess good distance and close vision in each eye, normal fields of vision and depth perception, and ability to distinguish basic colors.



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- b. *Hearing.* Hearing loss must not exceed 30 decibels in both ears, or 35 decibels in the poorer ear.
5. *Mental Requirements.* Guards must be alert, exercise good judgment, and be capable of implementing instructions and assimilating necessary specialized training.
6. *Training.* All personnel assigned to the City of Hayward shall have completed CPR and first aid training. Contractor shall provide the following training at no additional expense to the City:
- a. *Training of newly assigned guards.* Contractor will be expected to assign new guard personnel to on-site training provided by the City prior to their first shift. Guards are to be paid full wages throughout the training period, without reimbursement to the guard service. With supervision by the Facilities Manager or Airport Operations Supervisor, new guards will be taught specific post duties, including emergency procedures and the operation of the building security alarm system. The required on-site training for each location is as follows:

Site	Hours	Shifts
City Hall	16.0	2 shifts, 8 hours each
Hayward Executive Airport	72.0	9 shifts, 8 hours each

- b. *Airfield driver training course. (Airport only)* Guards assigned to the Hayward Executive Airport must successfully pass an airfield driver training course provided by the airport to remain in their position.
- c. *Training of substitute guards.* Substitute guards shall be taught the post duties of their particular assignments.
- d. *Refresher training.* Refresher training shall be provided upon request of the City, and address any issue brought to the Contractor's attention by the City Facilities Manager or Airport Operations Supervisor. Training shall be designed to ensure that all security guards are proficient at their post duties.
- e. *Health and safety training.* Contractor shall provide safety training as required by the California Department of Industrial Relations and the California Occupational Safety and Health Administration (Cal-OSHA).



7. *California Driver's License. (Airport only)* Each guard or supervisor employed at the Airport must possess a valid California Class C driver's license and clean driving record.
8. *Communication.* Security guards must possess the ability to fluently speak, read, and write in English. Fluency in Spanish is highly desirable.
9. *Turnover.* Excessive turnover (not to exceed 100% in 90 days) of guards will not be tolerated and may be cause for termination of the contract.

