

ATTACHMENT D

IMPOUND LOT SCOPE OF SERVICES

It is the intent of this document to outline a general description of the Project, the extent of services required, and the relationship of this Project to other work, and the agencies or other parties that will interact with the Service Provider. The contents of this document are considered representative of the Project as a whole, but are by no means conclusive.

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I. INTRODUCTION

It is the intent of this document to outline a general description of the Project, the extent of services required, and the relationship of this Project to other work, and the departments or other parties that will interact with the Service Provider. The contents of this document are considered representative of the Project as a whole, but are by no means conclusive.

II. BACKGROUND INFORMATION

The City of Minneapolis Public Works Traffic and Parking Services Division operates the Impound Lot which averages approx. 45,000 tows annually. Throughout the year, vehicles are towed to the Impound Lot for many reasons:

1. For illegally parking or impeding traffic;
2. Police may order vehicles towed (cars in accidents, stolen cars, the car of someone taken into custody, etc.);
3. Parking violation of snow emergency regulations;
4. Parking that impedes street sweeping, seal coating, or street maintenance;
5. When a vehicle is abandoned; and
6. When a vehicle poses an immediate danger to public safety.

Approximately 15% of the above towed vehicles are ultimately abandoned at the Impound Lot; consequently the Impound Lot currently conducts monthly Public auctions and weekly Dealer auctions throughout the year to dispose of the abandoned vehicles.

III. SCOPE OF SERVICES

- A. This section contains a list of functional requirements that are required of the Service Provider by the Impound Lot. The Service Provider must have the capability of providing security on 24/7 basis for Impound Lot facilities, including its auxiliary lots. All positions are hard-line uniformed positions. This will include the following job categories:

Position	Function
	*Proposer will provide Supervisory plan and hierarchical format to meet Impound Lot's expectation for 24hr/7 day coverage.
Supervisor	Will supervise overall security force. Responsible for initial and in-service training, scheduling, performance management and payroll. S/he will maintain an office at the Impound Entrance Gate Booth on a 40 hour/week basis.
Security Officer	This position must be licensed according to State of Minnesota rules and regulations to be a bonded security officer. Security Officers will be cross trained and able to be assigned to any of the

	<p>following duties:</p> <ol style="list-style-type: none"> 1. Entrance Gate & Security Force - at 40 hours/week, this category includes the following positions: <ul style="list-style-type: none"> ▪ Entrance Gate Booth at 128 hours/week ▪ Exit Gate Booth at 168 hours/week ▪ Vehicle Escort/Patrol at 104 hours/week 2. Auctions - <ul style="list-style-type: none"> ▪ Dealer Auction duty at 10 hours/week, average of 3 Thursdays every month ▪ Public Auction duty at 48 hours first Thursday of every month 3. Snow Emergency Status – Upon the City of Minneapolis Declaring a Snow Emergency we would need an additional 56 hours located at the Entrance Gate Booth and an additional 61 hours of Escort/Patrol for a total of 117 hours within a 3-day 72 hour period. 4. Spring Street Cleaning occurs annually starting mid-April and continues for 4 weeks. During this period we would need an additional 280 hours. (Which is a combination of Entrance Gate Booth duty and Vehicle Escort/Patrol duty) 5. Fall Street Cleaning occurs annually starting mid-October and continues for 4 weeks. During this period we would need an additional 280 hours. (Which is a combination of Entrance Gate Booth duty and Vehicle Escort/Patrol duty)
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B. SITE SPECIFIC EXPERIENCE

The Service Provider must have at least three (3) years of building security experience and have a demonstrated ability to provide trained security staff. Service Provider will be required to maintain these workforce levels:

- Supervisor (year-round): Two (2) sufficiently trained personnel.
- Building Security (year-round): At least ten (10) sufficiently trained personnel.

The Impound Lot maintains the right to deny working privileges to any individual assigned by the Service Provider. If the Impound Lot deems their performance as not acceptable, we reserve the right to restrict individuals from working at the facility. Staffing levels will be determined in conjunction with the Site Contract Manager. The Proposer is responsible for providing the required staff to provide a safe and healthy environment for all staff and guests.

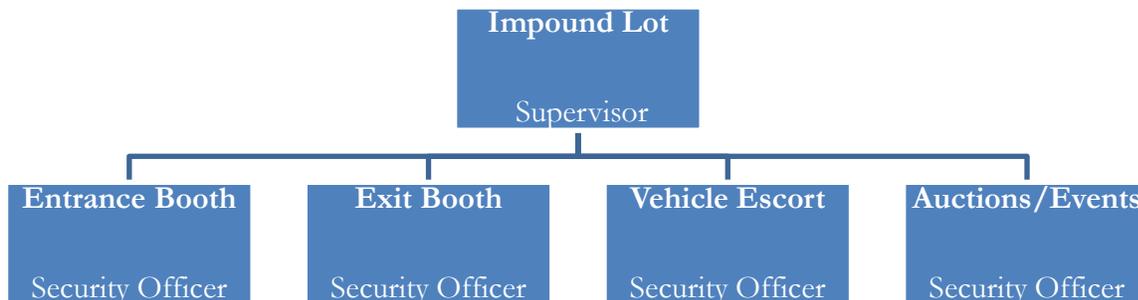
IV. SCHEDULING

On occasion, the Impound Lot may require short notice scheduling. Workers may be scheduled based on the following minimum notification:

1. For one (1) – 8 hour notice;
2. From two (2) to four (4) employees – 24 hour notice; and
3. For calls of more than four (4) employees – 48 hour notice.

Workers may be required to work a period in excess of eight (8) hours per shift. However, under normal circumstances, workers shall not work in excess of 12 hours without an 8 hour uninterrupted break. Exceptions will only be made with written approval from Site Contract Manager. Workers shall not depart the property or their assigned position until a competent, authorized representative of the Service Provider is present and/or the individual is dismissed by their supervisor, Site Contract Manager or their duly appointed designee.

V. IMPOUND LOT SITE ORGANIZATION CHART



VI. SITE SPECIFIC TRAINING REQUIREMENTS

In addition to the training outlined in the *Standard Training* in **RFP section IV. Proposal Format para. 14. Standard Training**, the Service Provider must develop a *Site Specific* training program to ensure staff is sufficiently knowledgeable of proper security and safety protocols including response to all manner of emergencies (i.e. medical, fire, severe weather, bomb threat, chemical and/or biological attacks), building familiarity, customer service, and routine security activities associated with this site.

Employees must complete their *Standard* and *Site* specific training requirements prior to being scheduled and working at the Impound Lot. Training documentation must be provided to the Site Contract Manager showing evidence of completion, showing the subject area and hours of training for each employee. Site Contract Manager reserves the right to audit Service Provider's training programs and documentation at any time. Using untrained staff at the Impound Lot will result in performance fines and excessive occurrences may result on the City exercising its

contractual authority among **Attachment A, RFP Terms & Conditions, para. 21. Termination, Default and Remedies.**

The following table outlines the hourly requirements of the **On-Site Training Program** for each position:

Patrol Security Officer	Supervisor	Account Manager
<ul style="list-style-type: none"> ▪ Site Operation Training ▪ Report Writing ▪ Building Orientation ▪ Emergency Procedures ▪ Right To Know (Safety) 	<ul style="list-style-type: none"> ▪ Site Operation Training ▪ Supervisory Training ▪ Report Writing ▪ Building Orientation ▪ Emergency Procedures ▪ Right To Know (Safety) 	<ul style="list-style-type: none"> ▪ Site Operation Training

VII. SITE SPECIFIC UNIFORMS

Service Provider must provide a standard uniform to all employees working at the Impound Lot site. Below is the following list of uniform requirements that are specific to this site:

1. A cold weather uniform for temperatures consistent with winters in Minnesota; and
2. Hard-line uniform: Short/Long Sleeve

A picture identification card will be considered part of the employee’s uniform and must be worn at all times while working at the Impound Lot site.