

# **ATTACHMENT C**

## **WATER TREATMENT & DISTRIBUTION CENTER 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.

**TABLE OF CONTENTS**

I. INTRODUCTION ..... 3

II. BACKGROUND INFORMATION..... 3

III. SCOPE OF SERVICES ..... 3

IV. SCHEDULING..... 4

V. WTDS SITE ORGANIZATION CHART..... 5

VI. SITE SPECIFIC TRAINING REQUIREMENTS ..... 5

VII. UNIFORMS ..... 6

**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**

**(Water)** The City of Minneapolis Water Treatment and Distribution Divisions’ mission is to maintain and extend an affordable, cost effective system to ensure that quality water is available to meet the requirements of Minneapolis citizens and other customers while preserving our environment. The Water Campus has facilities located in the cities of Minneapolis, Fridley and Columbia Heights with each serving separate functions in treating and distributing water resources. By Presidential Directive, large water supply systems were designated as critical infrastructure resources in May of 1998. A secure environment has been established within the Water Campus to provide the required protection levels for this vital resource.

**(Contingency)** City Contingency Mobilization of security services play a significant role in the City of Minneapolis’ efforts in response to short term **(30 days or less)** staffing needs **(Contingency)** at various city facilities and for disaster related staffing needs in responding to and recovering from a catastrophic event or major disruption. During the recovery phase the timely mobilization of security officers to backfill police and fire personnel performing security related duties is crucial to the City’s ability to resume essential/critical emergency services City-wide. In varying degrees, both the disaster and recovery sites will require security measures in order to facilitate the recovery process while maintaining adequate protection for City assets.

**III. SCOPE OF SERVICES**

- A. This section contains a list of functional requirements that are required by Water to be an effective Service Provider. Service Provider must have the capability of providing security on a 24/7 basis for the Water Campus to include; Columbia Heights, and Hilltop facilities as outlined. 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 WTDS’ expectations for 24hr/7 day supervisory coverage.	
<b>Supervisor</b>	Individual to act as the on-site Supervisor, and primary liaison between Service Provider Management and Site Contract Manager. 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 Water Entrance Gate on a 40 hour/week basis.
<b>Security Officers Gate House &amp;</b>	This position must be licensed according to State of Minnesota rules and regulations to be a bonded security officer. This position will perform but not limited to access-control, loss prevention, asset protection, fire-watch and

<b>Vehicle Patrol</b>	<p>random security patrols. Function(s) identified within this position:</p> <ul style="list-style-type: none"> <li>▪ <b>Gate House:</b> Control access, badge visitors, provide directions / customer service, monitor all WTDS campuses via CCTV, and field calls from WTDS employees. Also keep in constant contact with the patrolling officer.</li> </ul> <p><b>Patrol:</b> Provide continuous random patrol of the Fridley, Columbia Heights, Hilltop and pump stations 4/9 via the Guard 1 tour system. Respond to emergencies. Provide escorts when needed. Work with and assist with multiple police departments when needed.</p>
-----------------------	--

**B. SITE SPECIFIC EXPERIENCE**

The Service Provider must have at least three (3) years of “critical infrastructure” and 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 four (10) sufficiently trained personnel.

The WTDS maintains the right to deny working privileges to any individual assigned by the Service Provider. If the WTDS deems their performance as not acceptable, we reserve the right to restrict individuals from working calls within the facility.

Staffing levels to be determined in conjunction with the Site Contract Manager. Proposer is responsible for providing the required staff to provide a safe and healthy environment for all staff and guests.

**IV. SCHEDULING**

**A. WTDS:** On occasion, the WTDS may require short notice scheduling. Workers may be scheduled based on the following minimum notification:

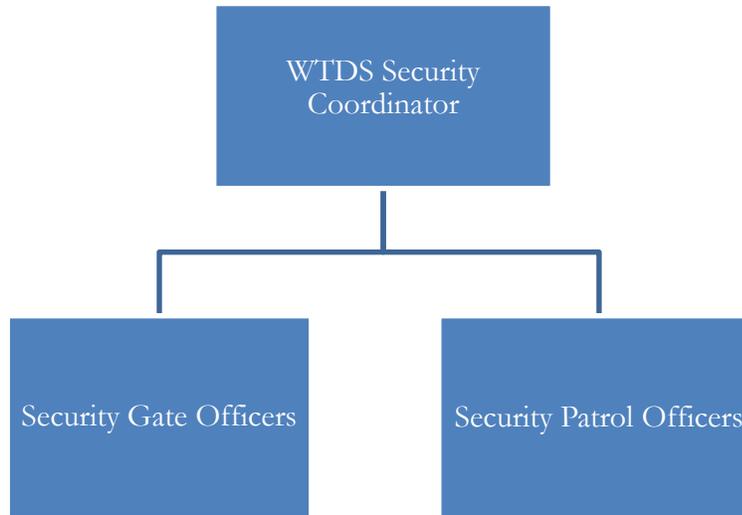
- For one (1) to eight (8) hour notice.
- From two (2) to four (4) employees – 24 hour notice.
- For calls of more than four (4) employees – 48 hour notice.

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.

**B. City Contingency/Emergency Security Officers:** Ordered and controlled by the City of Minneapolis Security Manager in response to short term (**30 days or less**) staffing needs (**Contingency**) at various city facilities and for disaster related staffing needs (**Emergency**) as circumstances require.

- **Contingency Scheduling:** Additional security officers will be ordered with advance notice of five (5) business days.
- **Emergency Scheduling:** Additional security officers may be ordered with short notice based on the following minimum notification.
  - From one (1) to five (5) employees – twenty-four (24) hr. notice.
  - From Six (6) to fifteen (15) – seventy-two (72) hr. notice.

## V. WTDS 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 WTDS. 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 WTDS 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:

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

**VII. UNIFORMS**

Service Provider must provide a standard uniform to all employees working at WTDS location. 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 WTDS site.