

ATTACHMENT E

PUBLIC SERVICE 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.

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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 Service Center and neighboring City of Lakes Building houses administrative and customer service functions for several City departments to include; the City Assessor's Office, Community Planning & Economic Development, Regulatory Services, Health, Human Resources and Public Works Solid Waste & Recycling Departments. There are approximately 600 employees occupying these facilities.

III. SCOPE OF SERVICES

- A. This section contains a list of functional requirements that are required by the PSC to be an effective security services provider. Service Provider must have the capability of providing security on 7 days per week (Monday – Friday 7:00am – 7:00pm) Weekends (Saturdays 9:30 am – 8:30 pm) (Sundays 11:30am – 6:30pm. All positions will wear soft uniforms (blazer/tie/slacks). This will include the following job categories:

Position	Function
*Proposer will provide Supervisory plan and Hierarchical format to meet PSC's expectations for supervisory coverage.	
Supervisor	Individual to act as the on-site Supervisor, and primary liaison between Contractor Management and Site Contract Manager. Will supervise overall security force and provide random interior building and exterior inspections, provide escorts when needed, detect and report damage to property and other adverse activity that may pose a risk to the safety of employees and visitors and to the security of City property. Responsible for initial and in-service training, scheduling, performance management and payroll. S/he will maintain an office at the PSC on a 40 hour/week basis.
Security Officers	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 random security patrols. ▪ Patrol: Provide random interior building and exterior inspections, provide escorts when needed, detect and report

	damage to property and other adverse activity that may pose a risk to the safety of employees and visitors and to the security of City property.
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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 four (4) sufficiently trained personnel.

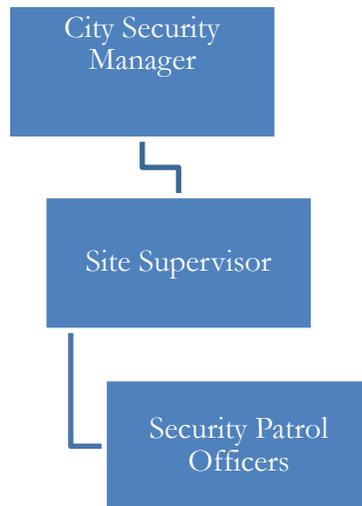
The Site Contract Manager maintains the right to deny working privileges to any individual assigned by the Service Provider. If the Site Contract Manager deems their performance as not acceptable, we reserve the right to restrict individuals from working calls within the facility.

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

IV. SCHEDULING

- A. Employees may be required to work a period in excess of eight (8) hours per shift. However, under normal circumstances, employees 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. PSC SITE ORGANIZATION CHART



V. 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 PSC. 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 PSC 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

VI. UNIFORMS

Service Provider must provide a standard uniform to all employees working at PSC 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;
2. Sport coat and tie soft-line uniform will be worn by the Supervisor; and
3. 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 PSC site.