

ZONE 7 WATER AGENCY



REQUEST FOR PROPOSAL No. 2025-06 for Unarmed Security Guard Services

IMPORTANT DATES

Written questions due by March 27, 2024, 4 p.m. PST

Email to: kbartels@zone7water.com

Proposal Submittal Due April 10, 2024, 2 p.m. PST

Email to: kbartels@zone7water.com

All information regarding this Request for Proposal can be found at
<https://www.zone7water.com/business/construction-business-opportunities> or contact Karen Bartels at
Email : kbartels@zone7water.com; Phone: 925.454.5039.

Thank you for your interest!

**ZONE 7 WATER AGENCY
REQUEST FOR PROPOSAL No. 2025-06
For
Unarmed Security Guard Services**

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I. STATEMENT OF SERVICES

A. Purpose

Zone 7 Water Agency (hereafter referred to as “Agency”) is accepting proposals from qualified individuals, firms, partnerships, and corporations having specific experience in providing unarmed stationary and mobile patrol security guard services to various ZONE 7 WATER AGENCY locations in accordance with the specifications, terms and conditions stated within this RFP and any accompanying Addenda which may be issued as a result of this RFP.

The primary purpose of the Security Services contract is to protect the public drinking water supply and provide a safe and secure working environment for Agency employees.

B. Objective

The objective is to enter into a 3 (three-year) contract with the selected offeror to provide unarmed security services for the Agency’s facilities stated within this RFP. The term of any agreement awarded will be July 1, 2024, through June 30, 2027, with an option to extend for two additional one-year terms. The Agency may award this contract to a single vendor or to multiple vendors based upon the type of security services required.

C. Bidder Qualifications

The Agency desires to contract with qualified vendors who meet the specifications of this RFP and who maintain a quality and performance standard as exhibited in its contracted security guard services. This quality and performance standard will be measured by the references submitted with offeror’s response, and the Agency’s current and past experience with Security Guard and Patrol companies and agencies. The minimum qualification criteria for all vendors include, but are not limited to, the following:

1. Offeror shall be regularly and continuously engaged in the business of providing satisfactory security officer services as a licensed Private Patrol Operator.
2. An owner, partner or corporate officer must possess a current Private Patrol Operator License from the State of California Department of Consumer Affairs. The Agency reserves the right to contact the Department of Consumer Affairs to confirm a current license and to check for any complaints on file.
3. Offeror shall possess a current Private Patrol permit from the city or Agency in which they maintain a business address, and all licenses and professional credentials necessary to perform services as specified under this RFP.
4. Offeror shall have a minimum of five (5) years of experience in providing unarmed stationary and mobile patrol security services. Experience gained while associated, affiliated, or employed as a security officer of another Private Patrol Operator does not qualify. A newly formed firm can qualify if at least two (2) principals each have five (5) or more years’ experience as a security manager or as a Private Patrol Operator.
5. Offeror shall submit documentation demonstrating the company’s programs and/or procedures for recruitment, screening, training and supervision of their security officers.
6. Offeror must comply with all the applicable provisions of the Federal Fair Labor Law Standards Act regarding payment of over the overtime laws and regulations of the State of California. Overtime must be authorized by the County department Project Manager or designee.

Security Officer Qualifications

7. "Mobile Patrol" and "Stationary" guard assigned to the Agency will have a minimum of one (1) year experience working as a security officer/guard. The Agency will maintain the right to decline the Contractor's placement of "Mobile Patrol" and "Stationary" guards which may not be appropriate to the buildings or location environment. The Contractor agrees that staff placements will be mutually acceptable to Agency and the Contractor.
8. Security officers must be a legal resident of the United States.
9. Security officers must be pleasant and courteous to clients and staff at all times.
10. Security officers must be self-motivated and can work independently, with minimal supervision.
11. Security officers must be sensitive to the wide range of ethnic diversity of patrons and staff.
12. Security officers must be reliable and customer service oriented.
13. Security officers must be able to speak and write in English language clearly and legibly to communicate effectively with Agency staff.
14. Driver's License: All guards who operate a mobile vehicle in performance of this contract shall possess a valid State of California Driver's License. There shall be no exception to this requirement.

Training and Certificates

15. Security guards (both stationary and mobile patrol) must have completed the required training as defined in Business and Professions Code (BPC) Section 7582.1, 7583.6 and 7583.8 and as regulated by the State of California Bureau of Security and Investigative Services (BSIS), Division 7 of Title 16 of the California code of Regulations, Article 9. Security guards shall have a current and valid guard registration card in their possession. Any "Stationary" guards assigned to the Agency will have a minimum of three (3) years' experience working as a security officer/guard.
16. "Mobile Patrol" patrol officers assigned to the Agency are required to have a minimum of five (5) years' experience working as a security officer/guard including mobile patrol experience. Due to the nature of the mobile patrol scope of services, mobile patrol officers will be required to have 8 hours of site-specific training with Zone 7 staff.
17. Contractor's employees shall possess all licenses, registrations and permits required by the State of California, Bureau of Security and Investigative Services (BSIS). Such licenses and permits are to be presented to the Agency prior to the contract signing and for the appointed guard before reporting to duty.
18. Contractor must provide written proof to Agency of an "Mobile Patrol" and "Stationary" guards completion (or evidence of completion of the required hours as set forth in the above paragraphs) of the mandatory training administered by the private patrol operator or by a certified training facility.
19. This training shall be paid for by the Contractor, and such costs should be factored into the Contractor's quoted prices, as the Contractor will not otherwise be compensated by the Agency for these costs.

20. Additional, replacement or relief “Mobile Patrol” and “Stationary” guards provided by the Contractor shall be the same caliber and possess the same training as the regularly assigned “Mobile Patrol” and “Stationary” guards.
21. All relief “Mobile Patrol” and “Stationary” guards (covering for vacations or sick leave) shall be trained and familiar with the procedures, duties and responsibilities required of “Mobile Patrol” and “Stationary” guards at all Agency locations.
22. Weapons of Mass Destruction (WMD) and Terrorism Awareness training is required of all “Mobile Patrol” and “Stationary Guard” officers reporting to Zone 7. The Contractor will be responsible for the costs of this training program. https://www.bsis.ca.gov/industries/wmd_training.shtml

D. Scope of Services

The Agency contracts with private Security Guard and Patrol agencies to station full-time security officers, which include stationary and patrolling positions at 20 sites within the Livermore, Pleasanton, and Dublin areas. Two of the 220sites also include stationary guard services. Additional services may be required on an As-Needed basis. The Agency would advise the Contract when such services are required. Contractor must be able to provide a security guard within 24 hours.

The requirements and responsibilities of these positions depend upon the location and shall be briefly described within this RFP and in the Post Orders at each specific location. Positions may vary in length. A typical shift for stationary guards is 9 hours 5 days per week. A typical shift for mobile patrol officers is 8 hours 2 days a week. **The days per week may vary from 2-4 as needed.** As stated, positions may vary in length. The service areas include treatment facilities, well sites, and office buildings. Some locations may require second and third shift security officers and some officers have roving responsibilities. Additional details are provided in Exhibit B2-Site Specific Security Services. Site specific responsibilities will be developed in Task Orders within contracts that result from this RFP.

“Stationary” Guards. Contractor shall provide unarmed guards for stationary post positions at Del Valle Water Treatment Plant location in Livermore and the Patterson Pass Water Treatment Plant location in Livermore Monday through Friday 7:00 am to 4:00 pm. These hours and days may increase or decrease depending on the Agency’s business needs and on the alert security level. The “Stationary” guard’s primary duties are to observe and document incoming and outgoing traffic and open gates as described in the Site-Specific Protective Measures (SSPM) which will be provided to the Contractor prior to start date. At times, a Stationary guard may be needed at Board Meetings. The officer is there to provide security as needed. Other duties and responsibilities of guards who hold stationary post positions shall include, but are not limited to, the following:

- a. Maintain a high level of visibility at all times as a deterrent.

Weapons are **not** allowed on Agency premises (with the exception of weapons worn by Sheriff’s Deputies/personnel, and other law enforcement officers). If the “Stationary” guard suspects someone of possessing a weapon, he/she **shall notify 9-1-1** at once, then notify the following:

Del Valle Water Treatment Plant	Patterson Pass Water Treatment Plant
1. Water Plant Operator	1. Water Plant Operator
2. Facility Supervisor	2. Facility Supervisor
3. Agency Operations Manager	3. Agency Operations Manager
4. Agency Designee, Sr. Engineer	4. Agency Designee, Sr. Engineer

(Call in order above until a person is reached)

- b. Inform relief “Stationary” guards of any special situations or instructions.
- c. May be required to patrol the location or building by foot at regular intervals or at the beginning, at the end of a shift, or as needed.
- d. “Stationary” guards must be able to read, understand, and enforce the checkpoint procedures and control facility access by operating manual and/or electronic gates.
- e. Security to verify all facility entrants by means of identification badge, picture ID, contractor/consultant listing on Entrant Log and as described in the SSPM. Log time in/out of person or driver entering/exiting facility.

Security guards who hold stationary post positions shall not:

- 1) Allow objects to be left unattended at any time near buildings or near the post sites. In the event of a bomb threat, the “Stationary” guards shall gather as much information as possible (such as time, names, location, what was said), and convey this information immediately to 9-1-1 and the Agency Water Facilities Supervisors, and also call the Agency Operations Manager, Agency designee, and Senior Engineer.

If evacuation is ordered, the “Stationary” guards shall assist with the removal of all site occupants in an orderly and safe manner. The “Stationary” guards shall notify authorities of anything suspicious or out of place that has been observed during the evacuation. If a suspicious object is located, “Stationary” guards shall take the following precautions:

- a) Do not touch, move, or disturb the object;
 - b) Get a good description of the object – size, color and markings;
 - c) Note the exact location of the object;
 - d) If requested by the Agency Facility manager, another Agency manager, and/or the 9-1-1 operator, begins clearing all persons from the immediate vicinity in an orderly and safe manner;
 - e) Cordon off the area and deny re-entry; and
 - f) **DO NOT USE A RADIO OR CELLULAR PHONE** near the suspicious object, since these may detonate some explosive devices. Exercise caution and advise others not to use pagers, radios, or cellular phones near the facility.
- 2) Unlock doors unless authorized by the Agency Water Facilities Supervisor, Operations Manager or Agency designee, Senior Engineer.
 - 3) Use Agency offices, equipment, or supplies; read, rearrange, or remove material from offices, and they shall not permit any unauthorized person(s) to do so. “Stationary” guards shall not sit on desks, cabinets, tables, or rest feet on desk tops or open desk drawers, etc.
 - 4) Possess or use illegal substances or drink alcohol on the job. “Mobile Patrol” and “Stationary” guards” under the influence of alcohol or illegal drugs while on duty will be promptly dismissed.
 - 5) Engage in dialog or private conversations with Zone 7 staff that disrupt duty work.
 - 6) Wear headphones while on duty unless they are part of an Agency-provided communications device.

- 7) Converse privately with acquaintances or personal visitors while on duty.
- 8) Read books, magazines, or newspapers while on duty; use unauthorized computers or cell phones for personal use; or text while on duty.
- 9) No soliciting Agency staff, or request or accept any kind of credit or loan from Agency staff or surrounding businesses.
- 10) Accept any gifts or gratuities
- 11) Occupy their personal vehicles while on duty
- 12) Bring any unauthorized personnel, family members, pets, or friends on site.

“Mobile Patrol” Officers. The “Mobile Patrol” officer(s) has a varied schedule of days and hours. Patrols for Agency travel approximately 132 miles in an (8) hour shift covering all locations. The days, hours, and miles covered may increase or decrease, depending on Agency’s business need. The Agency allows the patrol to start at different locations on pre-established routes. Location will be provided upon award of contact.

The “Mobile Patrol” primary duties are to observe, report on facilities as described and listed in the Mobile Patrol Basic Procedures which shall be given to the Contractor prior to start date. The duties are not limited to the information listed above.

E. Definition of Services. *(This section provides additional information to the Scope of Services and calls out all Special Requirements and Responsibilities for the Contractor)*

1. Offeror shall identify the key personnel of the project team, as applicable during a contract term, and agrees to the following:
 - a. Contractor agrees that it shall not transfer or reassign the individuals identified as Key Personnel or substitute subcontractors without the express written agreement of Zone 7. Agreement shall not be unreasonably withheld. Should such individual(s) in the employ of Contractor no longer be employed by Contractor during the term of any Agreement, Contractor shall make a good faith effort to present to Agency an individual or individuals with greater or equal qualifications as a replacement subject to Agency’s approval. Approval shall not be unreasonably withheld.
2. The approval of the Agency to a requested change shall not release Contractor from its obligations under this Agreement.
3. Prior to employment and assignment to any security position, a mandatory background check is required of all “Stationary” guards and “Mobile Patrol” officers assigned to Zone 7. Additionally, security officers driving vehicles on Agency property must have a valid driver’s license verification. Written verification must be submitted to Agency prior to security employee(s) assignment.
4. During the entire term of an awarded contract, each fiscal year (July 1) the Contractor must update the background checks of their assigned “Mobile Patrol” and “Stationary” guard employees and present the updates to Agency.
5. Zone 7 reserves the right to reduce or increase the number of service days and/or hours of the “Mobile Patrol” and “Stationary” guards including eliminating service depending on various events affecting

the designated locations at no additional cost to the Agency. Contractor must accept flexible day and hour scheduling for “Mobile Patrol” and “Stationary” guards as part of this contract.

6. Zone 7 requires the Contractor to have “Mobile Patrol” and “Stationary” guards available for twenty-four (24) hour call up with a response time anywhere from one (1) hour to a maximum of twenty-four (24) hours depending on the need. Additional costs for twenty-four hour call up service are stated on EXHIBIT B.
7. Zone 7 anticipates a paid orientation session totaling four (4) hours for the Del Valle and Patterson Pass Water Treatment Plant “Stationary” guards” and “Mobile Patrol” officers. After the guards are initially trained, it will be the responsibility of the Contractor to train additional guards at their expense. Zone 7 will not be providing any HAZMAT training other than informing “Mobile Patrol” and “Stationary” guards of potential hazards contained on the site, (Proposition 65 acknowledgement forms with appropriate Material Safety Data Sheets (MSDS), as required by Federal and State regulations, during the initial (4) hours of paid orientation.
8. Contractor shall provide vehicles for Mobile Patrol security services. Security vehicles must be clearly marked to indicate security presence. Vehicle identification must be a minimum size of 4-inches or be approved by Agency. All charges for vehicles and costs including mileage are to be included in the total hourly bill rate.
9. Contractor is authorized to park a vehicle in a designated area on Agency property maintained by Zone 7 for the sole purpose of providing mobile patrol services at Zone 7 locations. The Agency will not be held liable or responsible for any theft, vandalism or other damage to the vehicle while on Agency property. The Contractor will be responsible for all general and automobile liability exposures relating to any Contractor Security vehicle while on Agency property during the entire term of this contract.
10. Specific Requirements:
 - a. Contractor shall be in compliance with all local, state, and federal environmental and worker health and safety regulations that apply to their operation.
 - b. It is the Contractor’s responsibility to conduct a thorough criminal background check on all “Mobile Patrol” and “Stationary” guards assigned to any Zone 7 facility to ensure that “Mobile Patrol” and “Stationary” guards have no history of a criminal record. A copy of the written verification that the guard has passed the Contractors background checks must be provided to the Agency’s designated staff person prior to assignment at any Agency facilities. The Contractor will conduct annual background checks for security personnel and provide a summary of the results to the Agency’s designee by July 1st of each year or just prior to a new contract.
 - c. Contractor shall respond with additional “Mobile Patrol” and “Stationary” guards to any Zone 7 locations within twenty-four (24) hours of a request and respond to normal service requests the following day. Contractor shall be capable of responding to all service requests from Agency designee.
 - d. In case of an emergency or unusual event, all employees of Contractor located on the sites shall be subject to the direction of any Agency Water Facilities Supervisor, or designee.
 - e. Contractor must be able to deploy their employees to Agency sites in an organized, efficient manner on the first day, as agreed, of the contract execution date.

- f. Contractor must have sufficient “Mobile Patrol” and “Stationary” guard personnel who possess a current Security Guard Registration and Certification (<http://www.bsis.ca.gov>) to fill the positions and maintain additional personnel to provide the necessary coverage for vacation, sick time and other leaves as they may occur.
- g. In the event a “Mobile Patrol” and/or “Stationary” guard is unable to perform his/her duties during a shift due to illness or injury, the Contractor shall provide a replacement officer within one (1) hour from the time the post is vacated to finish shift or complete rounds and services.
- h. Contractor shall designate a permanent member of its management staff at no additional cost to the Agency, to act as a Security Liaison between Agency personnel and “Mobile Patrol” and “Stationary” guard.
 - i. The Security Liaison appointed needs to speak and write in English language clearly and legibly to communicate effectively with Agency staff.
- i. Contractor shall provide the name, telephone number, pager or cell phone number, facsimile number, email address and office address of the designated Security liaison to Agency’s designated staff person. Contractor shall provide updated information to the Agency’s designated staff person for all replacement “Mobile Patrol” and “Stationary” guards for the duration of the contract.
- j. The Security liaison shall be available on an on-call basis 24 hours a day, 7 days a week by cell phone to the “Mobile Patrol” and “Stationary” guards and Agency’s designated staff person. The Security liaison is responsible for, but not to limited, the following:
 - 1). Work with the Agency’s designated personnel to develop a high standard of professional security service which meets the needs of the Agency.
 - 2). Develop or review written Post Orders with an emphasis on the needs of the Agency and as specified by Agency management in the Del Valle Water Treatment Plant scope of work, Patterson Pass Water Treatment Plant scope of work, and Wells and Pump Stations scope of work. Binders (here-in specified as notebook binder containing Scope of Work and Site-Specific Protective Measures) shall be given Agency’s designated staff person via the Security liaison prior to start date. Written post orders for each Agency location assignment shall be completed and reviewed by the Contractor’s Security liaison and submitted to Agency for review and approval within fifteen (15) business days from the first day of each location assignment. The Contractor agrees to follow Agency procedures and Site-Specific Protective Measures provided by the Agency until post orders are approved by the Agency. Failure to follow Agency procedures and Site-Specific Protective Measures will constitute a material breach of contract and shall be grounds for immediate contract termination.
 - 3). Review post orders for adds and edits with the Agency’s designated staff person at least twice a year at agreed to dates each year. Contractor will re-issue post orders with new edits within one (1) month of the requests, and will go over the changes with each “Mobile Patrol” and “Stationary” officer (including new hires/replacements and substitutes for vacation and/or sick leave).
 - 4). Respond in a timely manner, within two (2) hours or less, to requests from the Agency’s designated staff person for follow-up with appropriate action and/or recommendations on any incidents or complaints involving “Mobile Patrol” and “Stationary” officers employed by Contractor or it’s subcontractor.

- 5) Keep Agency's designated staff person apprised of security issues, which affect the safety of the staff and employees, and make appropriate recommendations for improvement.
- 6) Promptly report any unusual event or emergency (such as an accident on the property, break-ins or broken windows, suspicious unmarked packages) to the Agency's designated staff person or Water Facilities Supervisor for each location. These incidents shall be followed by a written report submitted to the Agency's designated staff person within twenty-four (24) hours of the incident or event.
- 7). Investigate all complaints received about the "Mobile Patrol" and "Stationary" officers, and inform Agency designee of remedial action(s) taken.
- 8). Ensure that incident reports and other written documentation requested are forwarded to the appropriate Water Facilities Manager for each location and the Agency's designee within twenty-four (24) hours of the incident or event.
- 9). Proper conduct is expected of "Mobile Patrol" and "Stationary" guards when on Agency premises. This includes adhering to no-smoking ordinances, the drug-free work place policy, not using alcoholic beverages and treating employees courteously.
- 10). The Agency has the right to request removal of any Contractor employee or subcontractor who does not properly conduct himself/herself or perform quality work.
- 11).

12. Uniforms and Equipment

All of Contractor's personnel who perform work under this contract shall be uniformed and shall wear a numbered badge. The uniform shall be a police/military-style uniform in one or a combination of the following colors: dark blue, dark gray, forest green or tan. Lighter color or white shirts may be worn in the summer months. Uniform shoes/boots shall be black.

Personal cleanliness and neatness are basic requirements for all security personnel. The following guidelines must be adhered to:

- The uniform will be kept clean and in good repair. Faded shirts must be replaced promptly
- All security personnel shall practice good grooming and hygiene practices

"Mobile Patrol" and "Stationary" guards reporting to Zone 7 are to be supplied dedicated company owned cell phones to communicate and receive calls with Zone 7 employees and 911 at the Contractors expense. Cell phone numbers shall be given to the Zone 7 designated staff person before "Mobile Patrol" and "Stationary" guards report on the first day at each location assignment. The Security liaison shall ensure that the Zone 7 designee have accurate cell phone numbers at all times. Failure to provide cell phones and numbers and remain in contact with Zone 7 will be grounds for contract termination.

"Mobile Patrol" and "Stationary" guards are not to carry handguns, batons, mace, or handcuffs. Failure to ensure security personnel do not carry or possess weapons on/off Agency property will be grounds for termination.

13. Reports:

Contractor shall require “Mobile Patrol” and “Stationary” guards to maintain an Officer’s Daily Activity Report (DAR)/Entrant log and any reports or information requests for the Del Valle Water Treatment Plant and Patterson Pass Water Treatment Plant locations. Wells, Pump Stations, Parkside and North Canyons buildings DAR/reports shall be provided via an electronic format. The “Mobile Patrol” and “Stationary” guards will complete all activities during each shift for the entire term of the contract. The Contractor will make copies of all reports available to Agency Water Facilities Supervisor at each location at the end of each shift. Offerer shall submit a sample copy their Daily Activity Report with the proposal.

Incident reports must be in English and are to be clear, concise, factual and to the point. Reports must be printed clearly or typewritten. Incident reports shall be written for any of the following situations:

- a. Any damage occurring on or near Agency property;
- b. Any theft or burglary, attempted or otherwise, occurring inside or outside of the Agency facility or location;
- c. Suspicious circumstances observed by the “Mobile Patrol” and “Stationary” guards;
- d. Police activities on or near the Agency’s property;
- e. Fire Department activities on or near the Agency’s property;
- f. Accidents occurring on or near the Agency property; and
- g. Any unusual occurrences which the “Mobile Patrol” and “Stationary” guards determines should be reported.

Reports are to be clearly printed or typewritten and are to include the following information:

- (1) Names of the person(s) involved in the incident;
- (2) Location of the incident;
- (3) Exact time and date of the occurrence;
- (4) Description of the event(s);
- (5) List of any injuries incurred and by whom; and
- (6) Emergency services or other agencies called.

Offeror shall submit an example of their Incident Report with their proposal.

Routine Reports: The original report must be given to the Agency Water Facilities Supervisor by the end of each shift. The Water Facilities Supervisor or designee will be notified immediately of any incidents by phone. Incidents in this category include, but are not to be limited to incidents where:

- a. There is harmful physical contact with another person or person(s) (e.g. visitor and/or staff);
- b. The officer witnesses a crime or other type of unusual occurrence or activity;
- c. There is involvement with an outside law enforcement agency;
- d. An arrest is made;
- e. Building staff or personnel specifically requested security assistance or intervention;
- f. Any person refuses or is unwilling to comply with a reasonable request or direction given by the “Mobile Patrol” and “Stationary” guards;
- g. Injuries requiring medical attention occur; and
- h. Damage or loss of property occurs.

Critical Reports: The original report is to be filed with the Contractor’s manager, Agency Water Facilities Supervisor and the Agency designated staff person at the end of the shift on which the incident occurred. The Agency Water Facilities Supervisor and the designated staff person will be notified immediately of any incidents by phone. Incidents in this category are incidents in which one or more of the following occur:

- a. Building break-ins;
- b. Injuries;
- c. Verbal and or physical assaults;
- d. Seizure;
- e. Loss of consciousness; and
- f. Death.

Daily Attendance Log. Contractor shall keep a daily attendance log for all Security Officers assigned along with a weekly summation of all hours worked and must be able to provide this documentation upon request.

14. Agency Holidays. The following is a list of designated Agency holidays:

- New Year’s Day
- Martin Luther King Jr.’s Birthday
- Lincoln’s Birthday
- Washington’s Birthday
- Memorial Day
- Independence Day
- Labor Day
- Veteran’s Day
- Thanksgiving (Thursday & Friday)
- Christmas Day

II. CALENDAR OF EVENTS

Event	Date/Location
RFP Issued	March 20, 2024
Written Questions Due	<u>March 27, 2024, 4 p.m. PST</u>
Addendum Issued	March 29 – April 3
Response Due	<u>April 10, 2024, 2 p.m. PST</u>
Evaluation Period	April 11 - 19
Offerer Interviews	If needed, week of April 22
Recommendation to Award Date	May 15, 2024
Contract Start Date	July 1, 2024

Note: Evaluation Period and Interview dates are approximate.

It is the responsibility of each offeror to be familiar with all of the specifications, terms and conditions and the site condition. By the submission of a proposal, the offeror certifies that if awarded a contract they will make no claim against the Agency based upon ignorance of conditions or misunderstanding of the specifications.

III. AGENCY PROCEDURES, TERMS AND CONDITIONS

F. Evaluation Procedures & Criteria

1. All proposals will be reviewed to determine responsiveness. Unresponsive proposals will be removed from consideration and notified in writing.
2. Responsive proposals will be reviewed and ranked by an evaluation team of Agency staff and any others as deemed appropriate by the Agency. Evaluation criteria will include, but is not limited to:
 - a. Proposal quality (General response to the RFP) (5%)
 - b. Qualifications and experience (25%)
 - i) Company experience and expertise in performing security services
 - ii) Qualifications of security officers
 - iii) Adequacy of labor commitment
 - iv) Transition procedures
 - c. Understanding of and Approach to Contract (5%)
 - d. Quality and professionalism of key personnel, including level of involvement (15%)
 - e. Ability to be responsive to the Agency's security needs (15%)
 - f. Conscientious approach to risk management through hiring practices, training of officers, safety policies, competent management and supervision, and problem solving (15%)
 - g. Price Proposal (10%)
 - h. Financial Stability (10%)
3. At the Agency's sole discretion, oral interviews may be held with top scoring firm(s).

G. Notice of Recommendation to Award

1. At the conclusion of the RFP response evaluation process ("Evaluation Process"), all Offerors will be notified of the contract award recommendation, if any, by the Agency. The document providing this notification is the Notice of Award.
2. At the conclusion of the RFP process, debriefings for unsuccessful Offerors will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful offeror's proposal with the Buyer. Under no circumstances will any discussion be conducted with regard to contract negotiations with the successful Offeror.

H. Bid Protest/Appeals Process

The Agency prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Offerors wish to protest the bid process or appeal the recommendation to award a contract for this project.

1. Any bid protest must be submitted in writing to Zone 7 Water Agency, Attn: Osborn Solitei, Assistant General Manager, Finance (AGM, Finance), 100 North Canyons Pkwy. Livermore, CA

94551. The bid protest must be submitted before 5:00 p.m. of the tenth (10th) business day following the date of the Notice of Award.

- a. The bid protest must contain a complete statement of the basis for the protest.
 - b. The protest must include the name, address and telephone number of the person representing the protesting party.
 - c. The party filing the protest must concurrently transmit a copy of the protest and any attached documentation to all other parties with a direct financial interest which may be adversely affected by the outcome of the protest.
 - d. The procedure and time limits are mandatory and are the Offeror's sole and exclusive remedy in the event of Bid Protest.
2. Offeror's failure to comply with these procedures shall constitute a waiver of any right to further pursue the Bid Protest, including filing a Government Code claim or legal proceedings.
 3. Upon receipt of written protest/appeal, the AGM, Finance will review and provide an opportunity to settle the protest/appeal by mutual agreement, will schedule a meeting to discuss or issue a written response to advise an appeal/protest decision within five (5) working days of review date.
 - e. Responses will be issued and/or discussed at least five (5) days prior to an award being made.
 - f. Responses will inform the Offeror whether or not the recommendation for Award is going to change.
 4. The decision of the AGM, Finance, may be appealed to the General Manager located at 100 North Canyons Pkwy. Livermore, CA 94551. Fax: (925) 454-5723. All appeals to the General Manager shall be in writing and submitted within five (5) calendar days of notification of decision by the AGM, Finance.

The decision of the General Manager is the final step of the appeal process.

I. Term/Termination/Renewal

1. The term of the contract, which may be awarded pursuant to this RFP, will be three (3) years.
2. The Agency has and reserves the right to suspend, terminate or abandon the execution of any work by the Contractor without cause at any time upon giving to the Contractor prior written notice. In the event that the Agency should abandon, terminate or suspend the Contractor's work, the Contractor shall be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment. The Agency may terminate the contract at any time without written notice upon a material breach of contract and substandard or unsatisfactory performance by the Contractor. In the event of termination with cause, the Agency reserves the right to seek any and all damages from the Contractor. In the event of such termination with or without cause, the Agency reserves the right to invite the next highest ranked bidder to enter into a contract or re-bid the project if it is determined to be in its best interest to do so.
3. The Agency may, at its sole option, terminate any contract that may be awarded as a result of this RFP at the end of any Agency Fiscal Year, for reason of non-appropriation of funds. In such event, the Agency will give Contractor at least thirty (30) days written notice that such function will not be

funded for the next fiscal period. In such event, the Agency will return any associated equipment to the Contractor in good working order, reasonable wear and tear excepted.

4. By mutual agreement, any contract which may be awarded pursuant to this RFP, may be extended for two additional one-year terms at agreed prices with all other terms and conditions remaining the same.

J. Contract Evaluation and Assessment

During the initial sixty (60) day period of any contract, which may be awarded to Contractor, the Operations Manager and/or other persons designated by the Agency will meet with the Contractor to evaluate the service performance and to identify any issues or potential problems.

The Agency reserves the right to determine, at its sole discretion, whether:

1. Contractor has complied with all terms of this RFP; and
2. Any problems or potential problems with the proposed services were evidenced which make it unlikely (even with possible modifications) that such services have met the Agency requirements.

If, as a result of such determination, the Agency concludes that it is not satisfied with Contractor, Contractor's performance under any awarded contract, and/or Contractor's services as contracted for therein, the Contractor will be notified of contract termination effective forty-five (45) days following notice. Contractor shall be responsible for returning Agency facilities to their original state at no charge to the Agency. The Agency will have the right to invite the next highest ranked bidder to enter into a contract. The Agency also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

K. Pricing

1. Hourly rates quoted shall be firm for the first three (3) years of any contract that may be awarded pursuant to this RFP. Proposer may include pricing for the 2 additional optional contract terms.
2. Hourly rate increases for the fourth and fifth years of any contract awarded as a result of this RFP shall not exceed the percentage increase stated by the Offeror on the EXHIBIT B- Bid Form.
3. **All hourly rate bids for designated shifts are to include compensation for holidays.** The Agency will pay for all days worked and will not pay premiums for holidays.
4. The Agency will only pay straight time hourly rates quoted for all shifts even for those shifts designated as exceeding eight (8) hours.
5. Any rate or fee increases for any subsequent terms of the contract(s) shall be negotiated between the Vendor(s) and the Agency only after completion of the initial three (3) year term of the contract(s). Requests for rate or fee increases after the initial term must be submitted in writing to the Agency by the Vendor(s) at least ninety (90) days prior to the expiration date of the initial term of any contract awarded pursuant to this RFP. Vendor(s) must provide written evidence of cost increases which substantiate any increases in requested hourly rate(s) or monthly fee(s).
6. All prices are to be F.O.B. destination. Any freight/delivery charges are to be included.
7. The hourly rates or monthly fees quoted shall be the total cost the Agency will pay for these services.

8. All rates or fees quoted shall be in United States dollars and "whole cent," no cent fractions shall be used. There are no exceptions.

9. Federal and State minimum wage laws apply.

L. Award

1. The Agency reserves the right to reject any or all responses that materially differ from any terms contained herein or from any Exhibits attached hereto and to waive informalities and minor irregularities in responses received.
2. The Agency reserves the right to award to a single or multiple contractors.
3. The Agency has the right to decline to award this contract or any part thereof for any reason.
4. Board approval to award a contract is required.
5. A Standard Agreement contract must be signed following Board approval.
6. Final Standard Agreement terms and conditions will be negotiated with the selected Offeror. A sample of the Agency's Standard Services Agreement is attached (Exhibit E).
7. The RFP specifications, terms, conditions and Exhibits, RFP Addenda and Offeror's proposal, may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

M. Invoicing

1. Contractor shall invoice the Agency, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
2. Payment will be made within thirty (30) days following receipt of invoice and upon complete satisfactory performance of services.
3. Agency shall notify Contractor of any adjustments required to invoice.
4. Invoices shall contain Agency PO number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
5. Contractor shall utilize standardized invoice upon request.
6. Invoices shall only be issued by the Contractor who is awarded a contract.
7. Payments will be issued to and invoices must be received from the same Contractor whose name is specified on the PO.
8. The Agency will pay Contractor monthly or as agreed upon, not to exceed the total lump sum price quoted in the bid response.

N. Account Manager/Support Staff

1. Contractor shall provide a dedicated competent account manager who shall be responsible for the Agency account/contract. The account manager shall receive all orders from the Agency and shall be the primary contact for all issues regarding Offerer's response to this RFP and any contract which may arise pursuant to this RFP.
2. Contractor shall also provide adequate, competent support staff that shall be able to service the Agency during normal working hours, Monday through Friday. Such representative(s) shall be knowledgeable about the contract, products offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
3. Contractor account manager shall be familiar with Agency requirements and standards and work with Agency staff to ensure that established standards are adhered to.
4. Contractor shall respond to emergency services within one (1) hour of request and respond to normal service requests the following day in the a.m. Contractor(s) shall be capable of responding to all service requests regardless of their location in the Agency.

O. Debarment and Suspension

In order to prohibit the procurement of any goods or services ultimately funded by Federal awards from debarred, suspended or otherwise excluded parties, each Offerer will be screened at the time of RFP response to ensure Offerer, its principal and their named subcontractors are not debarred, suspended or otherwise excluded by the United States Government in compliance with the requirements of 7 Code of Federal Regulations (CFR) 3016.35, 28 CFR 66.35, 29 CFR 97.35, 34 CFR 80.35, 45 CFR 92.35 and Executive Order 12549.

- The Agency will verify Offerer, its principal and their named subcontractors are not on the Federal debarred, suspended or otherwise excluded list of vendors located at www.epls.gov; and
- Offerers are to complete a Debarment and Suspension Certification form, Exhibit G attached, certifying Offerer, its principal and their named subcontractors are not debarred, suspended or otherwise excluded by the United States Government and return with their proposal.

IV. INSTRUCTIONS TO BIDDERS

P. Inquires

Questions related to the RFP must be directed to Karen Bartels, Buyer II, Phone: 925.454.5039; Email: kbartels@zone7water.com

Answers to submitted questions will be answered and posted on the Agency's website at <http://www.zone7water.com/construction-business-opportunities>

Proposers are responsible for checking the Agency website for any Addendums or information pertaining to the RFP.

Q. Submission of Proposals

1. Proposals shall be emailed no later than 2:00 p.m. PST to: kbartels@zone7water.com The Subject Line of the email should read: "RFP No. 2025-06 – Unarmed Security Guard Services"

NOTE: Late submittals will not be accepted.

2. Offerer agrees and acknowledges all RFP specifications, terms and conditions and indicates ability to perform by submission of its proposal.
3. Submitted proposals shall be valid for a minimum period of 90 days.
4. All costs required for the preparation and submission of a proposal shall be borne by Offeror.
5. Proprietary or Confidential Information: No part of any bid response is to be marked as confidential or proprietary. Agency may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure. Agency shall not be liable in any way for disclosure of any such records. Additionally, all bid responses shall become the property of Agency. Agency reserves the right to make use of any information or ideas contained in submitted bid responses. This provision is not intended to require the disclosure of records that are exempt from disclosure under the California Public Records Act (Government Code Section 6250, *et seq.*) or of “trade secrets” protected by the Uniform Trade Secrets Act (Civil Code Section 3426, *et seq.*).
6. All other information regarding the bid responses will be held as confidential until such time as the Agency Selection Committee has completed their evaluation and, or if, an award has been made. Offerers’ will receive an email with the award/non-award notification(s), which will include the name of the Offerer to be awarded this project. In addition, award information will be posted on the Agency’s “Contracting Opportunities” website, mentioned above.
7. Each proposal received, with the name of the Offerer, shall be entered on a record, and each record with the successful bid indicated thereon shall, after the award of the order or contract, be open to public inspection.

Proposal Content

1. Proposal responses are to be straightforward, clear, concise, and specific to the information requested.
2. In order for proposals to be considered complete, Offeror must provide all information requested. See Exhibit H, Response Content and Submittals Checklist.

V. **ACRONYM AND TERM GLOSSARY.** Unless otherwise noted, the terms below may be upper or lower case. Acronyms will always be uppercase.

Alarm Response	Shall mean security officers who are not stationed on a Agency site but report to a Agency site when a warning summons them
Bid	Shall mean the Offerers’/contractors’ response to this Request
Offerer	Shall mean the specific person or entity responding to this RFP
Blanket Purchase Order or BPO	A purchase order, usually for services, that encumbers an estimated sum of money required for the fiscal year, that is paid out upon receipt of invoices on a scheduled basis (usually monthly)
Board	Shall refer to the ZONE 7 WATER AGENCY Board of Directors
BSIS	State of California Department of Consumer Affairs Bureau of Security and Investigative Services
Change Order	Refers to a document specifying a procedural alteration
Concierge	Shall mean a security officer who acts as a doorkeeper stationed in the lobby of a building

2019-16	When capitalized, shall refer to the ZONE 7 WATER AGENCY
Mobile Patrol	Shall mean those Officers hired to patrol Zone 7 facilities across the Valley.
Stationary Officer	Shall mean those Officers hired to provide stationary gate patrol services. Officers with guard training and certificates per section...,
Escalate	Seeking of reinforcement by appealing to a higher authority
Event Officer	Shall mean a Security Officer whose schedule is dependent upon the booking of special activities rather than a predictable weekly schedule.
Facility Manager	As used herein refers to individuals employed by the 2019-16 to manage a specific site or building.
Federal	Refers to United States Federal Government and its departments and/or agencies
F.O.B	Shall mean without charge for delivery to destination and placing on board a carrier at a specified point (Free On Board)
G.E.D.	Refers to Graduate Equivalency Diploma
Incident	As used herein refers to an event that requires intervention by a Security Officer or Security Agency
Incident Response	As used herein refers to the manner in which a Security Officer or Security Agency intervenes in an event
IRS	Refers to Internal Revenue Service
Labor Code	Refers to California Labor Code
OSHA	Refers to Occupational Safety and Health Administrations
Offerer	Company responding to the RFP
Policy	As used herein refers to a contingency plan to guide and determine present and future decisions
Post Orders	Refers to the specific instructions and duties for the security officer, provided by the Security firm.
Procedure	A series of steps followed in a regular, definite order
PO	Shall refer to Purchase Order(s)
Quotation	Shall mean Offeror's response to this RFP
Relief Security Officer	Shall mean security officer brought in by the vendor to cover for vacations or sick leave.
Request for Quotation	Shall mean this document, which is the ZONE 7 WATER AGENCY's request for proposal to provide the goods and/or services being solicited herein. Also referred herein as RFP
Response	Shall refer to Offeror's quotation submitted in reply to RFP
RFP	Request for Proposal/Quotation
Mobile Patrol	As used herein refers to Security Officer(s) who move about rather than remain stationery and checks assigned locations over the course of a shift.
Security Officer	Contract employee hired to provide improved safety for a specific Agency facility.
SSPM	Site Specific Protective Measures
State	Refers to State of California, its departments and/or agencies
Stationary Officer	As used herein refers to a Security Officer who is responsible for a single facility or a specific location within a facility
Training	Refers to skill, knowledge, and experience acquired from a teacher or classroom setting
Vendor	When capitalized, shall refer to selected Offerer that is awarded a contract

EXHIBIT A – BID ACKNOWLEDGMENT

RFP No. _____ - Security Guard Services

The ZONE 7 WATER AGENCY is soliciting bids from qualified vendors to furnish its requirements per the specifications, terms and conditions contained in the above referenced RFP number. This Bid Acknowledgement must be completed, signed by a responsible officer or employee, dated and submitted with the bid response. Obligations assumed by such signature must be fulfilled.

1. **Preparation of bids:** (a) All prices and notations must be printed in ink or typewritten. No erasures permitted. Errors may be crossed out and corrections printed in ink or typewritten adjacent and must be initialed in ink by person signing bid. (b) Quote price as specified in RFP. No alterations or changes or any kind shall be permitted to Exhibit B, Bid Form. Responses that do not comply shall be subject to rejection in total.
2. **Failure to bid:** If you are not submitting a bid but want to remain on the mailing list and receive future bids, complete, sign and return this Bid Acknowledgement and state the reason you are not bidding.
3. **Taxes and freight charges:** (a) Unless otherwise required and specified in the RFP, the prices quoted herein do not include Sales, Use or other taxes. (b) No charge for delivery, drayage, express, parcel post packing, cartage, insurance, license fees, permits, costs of bonds, or for any other purpose, except taxes legally payable by Agency, will be paid by the Agency unless expressly included and itemized in the bid. (c) Amount paid for transportation of property to the ZONE 7 WATER AGENCY is exempt from Federal Transportation Tax. An exemption certificate is not required where the shipping papers show the consignee as ZONE 7 WATER AGENCY; as such papers may be accepted by the carrier as proof of the exempt character of the shipment. (d) Articles sold to the ZONE 7 WATER AGENCY are exempt from certain Federal excise taxes. The Agency will furnish an exemption certificate.
4. **Award:** (a) Unless otherwise specified by the Offerer or the RFP gives notice of an all-or-none award, the Agency may accept any item or group of items of any bid. (b) Bids are subject to acceptance at any time within thirty (30) days of opening, unless otherwise specified in the RFP. (c) A valid, written purchase order mailed, or otherwise furnished, to the successful Offerer within the time for acceptance specified results in a binding contract without further action by either party. The contract shall be interpreted, construed and given effect in all respects according to the laws of the State of California.
5. **Patent indemnity:** Vendors who do business with the Agency shall hold the ZONE 7 WATER AGENCY, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
6. **Samples:** Samples of items, when required, shall be furnished free of expense to the Agency and if not destroyed by test may upon request (made when the sample is furnished), be returned at the Offerer's expense.
7. **Rights and remedies of Agency for default:** (a) In the event any item furnished by vendor in the performance of the contract or purchase order should fail to conform to the specifications therefore or to the sample submitted by vendor with its bid, the Agency may reject the same, and it shall thereupon become the duty of vendor to reclaim and remove the same forthwith, without expense to the Agency, and immediately to replace all such rejected items with others conforming to such specifications or samples; provided that should vendor fail, neglect or refuse so to do the Agency shall thereupon have the right purchase in the open market, in lieu thereof, a corresponding quantity of any such items and to deduct from any moneys due or that may there after come due to vendor the difference between the prices named in the contract or purchase order and the actual cost thereof to the Agency. In the event that vendor fails to make prompt delivery as specified for any item, the same conditions as to the rights of the Agency to purchase in the open market and to reimbursement set forth above shall apply, except when delivery is delayed by fire, strike, freight embargo, or Act of God or the government. (b) Cost of inspection or deliveries or offers for delivery, which do not meet specifications, will be borne by the vendor. (c) The rights and remedies of the Agency provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.
8. **Discounts:** (a) Terms of less than ten (10) days for cash discount will considered as net. (b) In connection with any discount offered, time will be computed from date of complete, satisfactory delivery of the supplies, equipment or services specified in the RFP, or from date correct invoices are received by the Agency at the billing address specified, if the latter date is later than the date of delivery. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the Agency warrant check.
9. **California Government Code Section 4552:** In submitting a bid to a public purchasing body, the Offerer offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Offerer for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the Offerer.
10. **No guarantee or warranty:** The ZONE 7 WATER AGENCY makes no guarantee or warranty as to the condition, completeness or safety of any material or equipment that may be traded in on this order.

THE undersigned acknowledges receipt of above referenced RFP and/or Addenda and offers and agrees to furnish the articles and/or services specified on behalf of the vendor indicated below, in accordance with the specifications, terms and conditions of this RFP and Bid Acknowledgement.

Firm:
Address:
State/Zip
What advertising source(s) made you aware of this RFP?

By: _____ Date _____ Phone _____

Printed Name Signed Above: _____

Title: _____

**EXHIBIT B
 BID (COST) FORM**

RFP No. - SECURITY GUARD SERVICES

EXHIBIT B must be submitted showing the breakdown of Vendor hourly costs for each listed position. No alterations or changes of any kind are permitted. Bid responses that do not comply will be subject to rejection in total.

The total hourly bill rates listed below are to include compensation for holidays. Agency will pay for all days worked and will not pay premiums for holidays. Agency will only pay straight time hourly bill rates quoted for all shifts even those shifts designated as exceeding eight (8) hours.

Description	Year 1 (7/1/24 – 6/30/25)	Year 2 (7/1/25 – 6/30/26)	Year 3 (7/1/26 – 6/30/27)
	Hourly Rate	Hourly Rate	Hourly Rate
Hourly Rate -Stationary Security Officer			
Hourly Rate -Mobile Patrol Officer			

Optional Contract Terms for Years 4 & 5:

Hourly Rate Percent Increase (Years 4 & 5): _____

Monthly Fee Increase (Years 4&5): _____

Offeror agrees that the price(s) quoted are the maximum they will charge during the term of any contract awarded.

FIRM: _____ SIGNATURE: _____ DATE: _____

PRINTED NAME: _____ TITLE: _____

This Form must be completed, signed and submitted. Failure to submit this form will result in disqualification of bid.

EXHIBIT B1

SERVICE LOCATIONS

RFP No. 2025-06 – UNARMED SECURITY GUARD SERVICES

Zone 7 has 20 service sites, 2 with stationary Guards and 20 sites for Mobile Patrol with route covering approximately 132 miles. Location details will be provided upon contract award.

EXHIBIT B2

SITE SPECIFIC SECURITY SERVICES

RFP No. 2025-06 – UNARMED SECURITY GUARD SERVICES

	A	B	C	D	E	F	G
I T E M	Dept.	Address	Weekly Schedule	Week end Staffing	Hours per Week	Total Annual (52 weeks)	Service Type
1	Zone 7	Del Valle Water Treatment Plant Livermore	One (1) Guard M-F 05:30-13:30 (8 hrs.); M-Th 13:30-18:30 (5 hrs); F 18:30-21:30 (8 hrs.); Sat 15:00-23:00 (8 hrs.) (May increase/decrease depending on Agency needs)	No	45	2268 Hours	Security Officer Stationary
2	Zone 7	Patterson Pass Water Treatment Plant Livermore	One (1) Guard Monday through Friday 7:00 a.m.-4:00 p.m. (9 hrs.)(May increase depending on Agency needs)	No	45	2268 Hours	Security Officer Stationary
3	Zone 7	Approximately (20) Well Sites and buildings Dublin/Pleasanton/ Livermore Distance 132 Miles	Two eight (8) hour shifts One (1) Officer per shift Varied Schedule No Set Days	Yes	Approximate 32 - 0 hours. Hours can vary	1800 Hours +/-	Mobile Patrol Officer Patrol
	NOTE: Offerer who is awarded contract for Item 3 will be given a one (1) year scheduled days for patrol in advance at the beginning of each fiscal year 7/1/xx Established routes may increase or decrease						

EXHIBIT C-1

RFP No. 2025-06 – Unarmed Security Guard Services

CURRENT REFERENCES

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:

EXHIBIT C-2

RFP No. 2025-06 – Unarmed Security Guard Services

FORMER REFERENCES

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Telephone Number:	
E Mail:	
Service Provided:	
Dates/Type of Service:	

Company Name:

EXHIBIT D
Exceptions, Clarifications, Amendments

RFP No. 2025-06 – Unarmed Security Guard Services

List below requests for clarifications, exceptions and amendments, if any, to the RFP and its exhibits, including Exhibit J, and submit with your bid response.

The Agency is under no obligation to accept any exceptions and such exceptions may be a basis for bid disqualification.

Item No.	Reference To:		Description
	Page No.	Paragraph No.	

_____	_____	_____
Offerer Name	Offerer Signature	Date

EXHIBIT E
Facility Guard Post Orders (To be completed by each facility)

Each Service Facility shall be responsible to provide guard post orders detailing important contact information, duties, procedures and hours of operation to each location where Unarmed Security Guards are assigned. A copy of the Post Order must be given to the Contractor and Unarmed Security Guard at each location for use by guard staff.

PROJECT MANAGER CONTACT:	FACILITY HOURS OF OPERATION:
GUARD DUTIES	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Emergency Notification Numbers:	
Emergency Procedures: (please attach additional sheets if necessary)	
Fire Alarm System Instructions:	Security System Operating Instructions:
Door Location/Lock & Unlock Instructions:	Gate Location/Lock & Unlock Instructions:

Special Instructions: (please attach additional sheets if necessary)

EXHIBIT F
SAMPLE STANDARD SERVICES AGREEMENT

SERVICES AGREEMENT

Between

**ALAMEDA COUNTY FLOOD CONTROL
AND WATER CONSERVATION AGENCY, ZONE 7**

And

for the

[Project/Program Name]

(Contract No. _____)

Dated _____

**ZONE 7 WATER AGENCY OF THE
ALAMEDA COUNTY FLOOD CONTROL AND
WATER CONSERVATION AGENCY**

**AGREEMENT BETWEEN ZONE 7 WATER AGENCY OF
THE ALAMEDA COUNTY FLOOD CONTROL AND
WATER CONSERVATION AGENCY AND**

THIS SERVICES AGREEMENT (“**Agreement**”) is dated this _____ day of _____, 20____, in the City of Livermore, State of California, by and between _____, hereinafter referred to as (“**Consultant**”) and ZONE 7 of ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION AGENCY, commonly known as ZONE 7 WATER AGENCY, hereinafter referred to as (“**Agency**”).

Now, THEREFORE, of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, stipulated and agreed, the parties agree as follows:

- 1. Scope of Services.** The Consultant shall perform all services described in Appendix A (“**Services**”), for the compensation set forth in Appendix B (“**Compensation**”), which appendixes are attached and made a part of this Agreement.
- 2. Term. The Contract Term shall be _____.** All Services whenever performed shall be deemed performed under this Agreement, and all compensation paid to Contractor on account of the Services performed shall be deemed as payments of the Compensation.
- 3. Maximum Compensation.** Notwithstanding anything in this Agreement to the contrary, the maximum amount of money which the Agency shall be obligated to pay Consultants under this Agreement is _____ \$ _____ (spell out in words).
- 4. Standard of Performance.** Consultant represents that it possesses all necessary training, licenses and permits to perform the Services, and that its performance of the Services will conform to the standard of practice of a specialist in performing services of like nature and complexity of the Services.
- 5. Subconsultants.** Consultant shall perform the Services using the personnel and subconsultants listed in Appendix A. Consultant represents that it has and shall hire only qualified persons or firms who are experienced in performing work of like nature and complexity to the Services, and who agree to be bound to the terms of this Agreement to the extent of their scope of services. Consultant may substitute such personnel or subconsultants prior to any such personnel or subconsultants commencing work only upon Agency written consent, which may be withheld or delayed in Agency discretion.
- 6. Representatives for Both Parties.** Both parties shall designate a representative, authorized to act on the parties’ behalf with respect to this Agreement. The parties or such authorized representatives shall render required decisions promptly, to avoid unreasonable delay in the progress of Consultant’s services. The parties may delegate all or some of the representatives’ role and function to some other representative.
- 7. Indemnification and Liability.** Consultant shall defend (with legal counsel reasonably acceptable to Agency), indemnify and hold harmless the Agency and its officers, agents, departments, officials, representatives and employees (collectively “Indemnitees”) from and against any and all claims, loss, cost, damage, injury (including, without limitation, economic harm, injury to or death of any person or employee), expense and liability of every kind, nature and description that arise from (1) Consultant’s negligent performance of the Services under this Agreement, or any part thereof, (2) any negligent act or omission of Consultant, any subconsultant, anyone directly or indirectly employed by them, or anyone that they control, or (3) any infringement of the patent rights, copyright, trade secret, trade name, trademark, service mark or any other proprietary right of any person or persons in consequence of the use by Agency, or any of the other Indemnitees, of articles or Services to be supplied in the performance of this Agreement, or (4) any breach of this Agreement (collectively “**Liabilities**”). Such obligations to defend, hold harmless and indemnify any Indemnitee shall not apply to the extent that such Liabilities are caused by the sole negligence or willful misconduct of such Indemnitee, but shall apply to all other Liabilities. Consultant shall place in its subconsulting agreements and cause its subconsultants to agree to indemnities and insurance obligations

in favor of Agency and other Indemnitees in the exact form and substance of those contained in this Agreement. If the services under this Agreement are for a construction project as defined in Civil Code Section 2782, then this provision shall apply to the extent permitted by that code section.

8. Notices. Agency and Consultant shall provide notices to the other in the form of a writing, sent by certified mail return receipt requested, or by overnight courier or delivery service with signature required, as follows:

**Zone 7 Water Agency
Alameda County Flood Control
and Water Conservation Agency
100 North Canyons Parkway
Livermore, CA 94551
Attn: General Manager**

**[Consultant Name]
[Consultant Address]**

Attn: _____

or to such other place as either party may similarly in writing designate to the other. Notices shall be effective three business days after mailing by certified mail, or upon receipt if delivered by overnight courier or delivery service.

9. Insurance. Consultant shall comply with all requirements of Appendix C, which is attached and made a part of this Agreement.

10. Independent Contractor. Consultant shall at all times be deemed an independent contractor wholly responsible for the manner in which it performs the Services, and fully liable for the acts and omissions of its employees, subconsultants and agents. Under no circumstances shall this Agreement be construed as creating an employment, agency, joint venture or partnership relationship between Agency and Consultant, and no such relationship shall be implied from performance of this Agreement. Terms in this Agreement referring to direction from Agency shall be construed as providing for direction as to policy and the result of services only, and not as to means and methods by which such a result is obtained. Consultant shall pay all taxes (including California sales and use taxes) levied upon this Agreement, the transaction, or the Services, including but not limited to any applicable City of Pleasanton business tax, not explicitly assumed in writing by Agency hereunder. The Consultant shall comply with all valid administrative regulations respecting the assumption of liability for the payment of payroll taxes and contributions as above described and to provide any necessary information with respect thereto to proper authorities.

11. Conflict of Interest.

10.1 Consultant represents that it is familiar with Section 1090 and Section 87100 *et seq.* of the Government Code of the State of California, and that it does not know of any facts that constitute a violation of said sections. Consultant represents that it has completely disclosed to Agency all facts bearing upon any possible interests, direct or indirect, which Consultant believes any member of Agency, or other officer, agent or employee of Agency or any department presently has, or will have, in this Agreement, or in the performance thereof, or in any portion of the profits thereunder. Willful failure to make such disclosure, if any, shall constitute ground for termination of this Agreement by Agency for cause. Consultant agrees to comply with all conflict of interest codes adopted by the Alameda County Flood Control and Water Conservation Agency and its Zone 7 Water Agency and their reporting requirements.

12. Confidentiality.

12.1 Consultant acknowledges and agrees that, in the performance of the Services under this Agreement or in the contemplation thereof, Consultant may have access to private or confidential information which may be owned or controlled by Agency and that such information may contain proprietary or confidential details, the disclosure of which to third parties may be damaging to Agency or its tenants. Consultant agrees that all information disclosed by Agency to or discovered by Consultant shall be held in strict confidence and used only in performance of the Agreement. Consultant shall exercise the same standard of care to protect such information as a reasonably prudent Consultant would use to protect its own proprietary data, and shall not accept employment adverse to Agency interests where such confidential information could be used adversely to Agency interests. Consultant

agrees to notify Agency immediately in writing if it is requested to disclose any information made known to or discovered by Consultant during the performance of or in connection with this Agreement.

12.2 Any publicity or press releases with respect to the Project or Services shall be under Agency sole discretion and control. Consultant shall not discuss the Services or Project, or matters pertaining thereto, with the public press, representatives of the public media, public bodies or representatives of public bodies, without Agency prior written consent. Consultant shall have the right, however, without Agency further consent, to include representations of Services among Consultant's promotional and professional material, and to communicate with persons or public bodies where necessary to perform under this Agreement.

12.3 The provisions of this Section shall remain fully effective indefinitely after termination of Services to Agency hereunder.

13. Suspension and Termination of Services. (i.) Agency may direct Consultant to suspend, delay or interrupt Services, in whole or in part, for such periods of time as Agency may determine in its sole discretion. Agency may issue such directives without cause. Agency will issue such directives in writing. Suspension of Services shall be treated as an excusable delay. (ii.) Agency may terminate performance of the Services under this Agreement in whole, or from time to time in part, for default, should Consultant commit a material breach of this Agreement, or part thereof, and not cure such breach within ten (10) calendar days of the date of Agency written notice to Consultant demanding such cure. In the event Agency terminates Consultant's right to proceed under this Agreement for default, Consultant shall be liable to Agency for all loss, cost, expense, damage and liability resulting from such breach and termination. (iii.) Agency may terminate performance of the Services under this Agreement in whole, or from time to time in part, for convenience, whenever Agency determines that such termination is in Agency best interests. In the event Agency terminates performance of the Services for convenience, Consultant shall be entitled to recover its costs expended up to the termination plus reasonable profit thereon to the termination date up to but not exceeding the Agreement value of the services performed, but may recover no other cost, damage or expense. In all cases, Consultant shall terminate those portions of the Services specified and no compensation shall be due for any such Services performed after the date of termination or suspension.

14. Ownership of Work Product. Any interest (including copyright interests) of Consultant or its subconsultants, in studies, reports, memoranda, computational sheets, drawings, plans or any other documents (including electronic media) prepared by Consultant or its subconsultants at any time in connection with the Services, shall be, immediately upon its creation, the property of Agency. To the extent permitted by Title 17 of the United States Code, work product produced under this Agreement shall be deemed works for hire and all copyrights in such works shall be the property of Agency. In the event that it is ever determined that any works and any former works created by Consultant or its subconsultants under this Agreement are not works for hire under U.S. law, Consultant hereby assigns to Agency all copyrights to such works when and as created. With Agency prior written approval, Consultant may retain and use copies of such works for reference and as documentation of experience and capabilities.

15. Audit/Inspection of Records.

15.1 Consultant shall maintain all documents and records prepared by or furnished to Consultant during the course of performing the Services for at least three (3) years following completion of the Services, except that all such items pertaining to hazardous materials shall be maintained for at least thirty (30) years. Such records include, but are not limited to, correspondence, internal memoranda, calculations, books and accounts, accounting records documenting its work under its Agreement, and invoices, payrolls, records and all other data related to matters covered by this Agreement. Consultant shall permit Agency to audit, examine and make copies, excerpts and transcripts from such records. The State of California or any federal agency having an interest in the subject of Agreement shall have the same rights conferred to Agency by this section. Such rights shall be specifically enforceable.

15.2 The Consultant shall maintain full and adequate records to show the actual costs incurred by the Consultant in the performance of this Agreement. If such books and records are not kept and maintained by Consultant within a radius of fifty (50) miles from the offices of Agency at 100 North Canyons Parkway, Livermore, California 94551, the Consultant shall, upon request of Agency, make such books and records available to Agency for inspection at a location within said fifty (50) mile radius or Consultant shall pay to Agency the reasonable, and necessary costs incurred by Agency in inspecting Consultant's books and records, including, but not limited to, travel, lodging and subsistence costs. Consultant shall provide such assistance as may be reasonably required in the course of such inspection. Agency further reserves the right to examine and reexamine said books, records and data during the three (3) year period following termination of this Agreement or completion of all work hereunder, as evidenced in writing by Agency, and the Consultant shall in no event dispose of, destroy, alter, or mutilate said books, records, accounts, and data in any matter whatsoever for three (3) years after Agency makes the final or last

payment or within three (3) years after any pending issues between Agency and Consultant with respect to this Agreement are closed, whichever is later.

16. Non-discrimination. Consultant shall not discriminate against any employee or applicant for employment, nor against any subconsultant or applicant for a subcontract, because of race, color, religious creed, age, sex, actual or perceived sexual orientation, national origin, disability as defined by the ADA or veteran's status. To the extent applicable, Consultant shall comply with all federal, state and local laws (including, without limitation, City and County ordinances, rules and regulations) regarding non-discrimination, equal employment opportunity, affirmative action and occupational-safety-health concerns, shall comply with all applicable rules and regulations thereunder, and shall comply with same as each may be amended from time to time. Consultant shall provide all information reasonably requested by Agency to verify compliance with such matters. Consultant stipulates, acknowledges and agrees that Agency has the right to monitor Consultant's compliance with all applicable non-discrimination requirements, and may impose sanctions upon a finding of a willful, knowing or bad faith noncompliance or submission of information known or suspected to be false or misleading.

17. Non-Judicial Administrative Claim Settlement Procedure For Consultant Claims. In the event of any dispute between Consultant and Agency regarding any claim, demand or request by Consultant for time, money, or additional compensation for any reason whatsoever (including, without limitation, any alleged failure of Agency to make a decision), Consultant shall submit to the Agency a written and fully documented administrative claim that shall provide a narrative of the pertinent events, Consultant's theory of entitlement, pricing calculations and attaches supporting documentation. Agency will then review Consultant's fully documented administrative claim; may conduct an administrative hearing, in which case Consultant shall attend, present documentation and information as requested; and Agency will then make a final administrative decision thereon. Pursuant to Government Code section 930.2: (i.) Consultant shall initiate this non-judicial settlement procedure by presenting its administrative claim within 60 days of the first event giving rise to the claim or dispute, (ii.) Consultant's timely submittal of the administrative claim and Agency decision thereon shall be an unwaivable condition precedent to Consultant thereafter filing a Government Code Claim under the California Government Code Section 901 *et seq.*, (iii.) any and all such Government Code Claims in connection with this Agreement shall be presented to the Agency no later than 120 days following substantial completion or termination of this Agreement (whichever first occurs); and (iv.), except as so modified, the Government Code claims presentation requirements remain unchanged.

18. No Special or Incidental Damages. Notwithstanding any other provision of this Agreement, in no event shall Agency be liable, regardless of whether any claim is based on contract or tort, for any special, consequential, indirect or incidental damages, including, but not limited to, lost profits or revenue, arising out of or in connection with this Agreement or the Services performed in connection with this Agreement.

19. California Law. This Agreement shall be deemed to have been executed in the City of Pleasanton or Livermore, Alameda County, California. Enforcement of this Agreement shall be governed by the laws of the State of California, excluding its conflict of laws rules. Both parties hereby waive their rights under California Code of Civil Procedure Section 394 to file a motion to transfer any action or proceeding arising out of this Agreement to another venue. The exclusive venue for all litigation arising from or relating to this Agreement shall be in Alameda County, California. In the event of litigation, the terms of this agreement shall be enforced first, and only when an answer to a dispute is not found in the terms of the Agreement, then by reference to California law.

20. No Third Party Beneficiaries. Except as expressly provided in this Agreement, nothing in this Agreement shall operate to confer rights or benefits on persons or entities not party to this Agreement. Time is of the essence in the performance of this Agreement.

21. Entire Agreement. This Agreement and any written modification shall represent the entire and integrated agreement between the parties hereto regarding the subject matter of this Agreement, shall constitute the exclusive statement of the terms of the parties' agreement, and shall supersede any and all prior negotiations, representations or agreements, written or oral, express or implied, that relate in any way to the subject matter of this Agreement or written modification. All prior negotiations are merged into this Agreement and shall be inadmissible in any enforcement of this Agreement.

22. No Waiver. The granting of any payments, and any inspections, reviews, approvals or oral statements by any Agency representative, or certification by any governmental entity, shall in no way limit Consultant's obligations under this Agreement. Either party's waiver of any breach, or the omission or failure of

either party, at any time, to enforce any right reserved to it, or to require strict performance of any provision of this Agreement, shall not be a waiver of any other right to which any party is entitled, and shall not in any way affect, limit, modify or waive that party's right thereafter to enforce or compel strict compliance with every provision hereof. This Agreement may not be modified, nor may compliance with any of its terms be waived, except by written instrument executed and approved by fully authorized representatives of Agency and Consultant.

23. Statutes of limitation. As between the parties to this Agreement, any applicable statute of limitations for any act or failure to act shall commence to run on the date of Agency issuance of the final Certificate for Payment, or termination of this Agreement, whichever is earlier, except for damages resulting from latent defects in performance, for which the statute of limitation shall begin running upon discovery of the damages, the defect and its cause.

24. Severability. Any provision or portion thereof of this Agreement prohibited by, or made unlawful or unenforceable under any applicable law of any jurisdiction, shall as to such jurisdiction be ineffective without affecting other provisions or portions thereof of this Agreement. If the provisions of such applicable law may be waived, they are hereby waived to the end that this Agreement may be deemed to be a valid and binding agreement enforceable in accordance with its terms to the greatest extent permitted by applicable law.

25. Survival of Provisions. Except as otherwise separately and expressly provided by the Agency in writing, the provisions of this agreement shall survive any expiration, breach, or termination of this Agreement, and any completion of the Services.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day first mentioned above.

**ALAMEDA COUNTY FLOOD CONTROL AND
WATER CONSERVATION AGENCY, ZONE 7**

a California corporation,

By _____
General Manager

By _____

Date _____

Attest _____

Address

Telephone

TIN or SS Number

LIST OF APPENDICES AND SCHEDULES

Appendix A	Scope of Services
Appendix B	Payments to Consultant
Appendix C	Insurance

APPENDIX A – SCOPE OF SERVICES

This is an appendix attached to, and made a part of, the Professional Services Agreement dated _____ (“**Agreement**”) ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION AGENCY, acting by and through its ZONE 7 WATER AGENCY (“**Agency**”) and _____ (“**Consultant**”), for the provision of professional services (“**Services**”).

1. Agreement Description.

1.1 General Requirements.

[Here state the requirements for Consultant’s Services and/or reference Exhibit/Attachment. To include:

- **A description of the work expected including, if appropriate, the need for phases.**
- **A statement of purpose, objectives or goals**
- **Specific tasks, responsibilities or services required**
- **Required deliverables (acceptance criteria specified below)**
- **Identification of all other significant material to be developed under the agreement**
- **Required skill levels of assigned personnel**
- **Discuss coordination of schedule with the schedules of other Consultants and others, if applicable. Include reference to Agency approved budget.)**

1.2 Milestone Schedule.

Consultant’s timetable for the Services shall be as follows **[and/or reference Exhibit/Attachment]:**

1.3 Personnel and Subconsultants.

Consultant shall use only the personnel listed in Schedule 1.3A to the Agreement and the following subconsultants in performing the Services unless approved in writing by Agency:

<u>Subconsultants</u>	<u>Scope of Services</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

1.4 Required Meetings, Interfaces, Products, and Services.

Consultant shall attend all meetings, conduct all interfaces, supply all materials and services necessary to complete the Services. Agency calls Consultant’s attention to the following specific requirements.

cell phones, vehicle labeling, Post Orders, letter attesting to training and certificates _____

1.5 Agency Training Requirements or Transition Requirements.

Consultant shall provide training and or transition services as follows:

__per
specs???? _____

1.6 Special Warranty/Quality Requirements.

The following special warranty or quality requirements apply to the performance, deliverables or materials developed under the Agreement.

1.7. Performance Measurement Criteria.

Consultant’s performance shall meet the following standards for **[contents, quality, timeliness, codes or standards, objectives or baselines]**:

1.8 Performance Incentives.

Consultant’s performance shall be subject to the following performance incentives:

1.9 Standard Conditions Governing Consultant’s Service.

The Agreement shall be performed to meet all applicable and the most current codes, laws, regulations, and professional standards. Time is of the essence in this Agreement.

1.10 **[OPTIONAL:]** Coordination with Agency.

At the outset of the Services under this Agreement, Consultant shall prepare and submit for Agency acceptance a task list. The purpose of this task list shall be to act as a Agency “to-do” list, promoting coordination between Agency and the Consultant. The task list shall list all points of Agency and Consultant/third party interface, for example, approvals, reviews, design input and supplying information. The task list shall include a listing of Consultant’s anticipated specific requirements for information, decisions or documents from Agency necessary for Consultant’s performance of its Services, and required third party approvals and preliminary meetings required to obtain agreement in principle with agencies and third parties involved in the Project.

1.11 Performance.

Consultant shall prepare and maintain a Performance Schedule detailing the Consultant’s scheduled performance of the Services consistent with the milestone schedule.

1.12 **[OPTIONAL]** Monthly Progress Report.

Consultant shall provide Agency with a Monthly Progress Report, in writing, reporting on Consultant's progress and any problems in performing the Services of which Consultant becomes aware. The Monthly Progress Report may be submitted with the monthly payment application and shall include, but not be limited to: (i.) a narrative of the work performed (including a list of any agreement deliverables) and identification of areas of concern, actions and approvals needed, (ii.) a schedule assessment and proposed ways to work around any problems that arise, (iii.) monthly schedule status reports clearly identifying actual performance with respect to the current approved version of the schedule, (iv.) cost/expenditure summary..

1.13 **[OPTIONAL]** Deliverables Required Under This Agreement.

Required Deliverables are discussed above and listed in **[Appendix D]**. Each deliverable shall be reviewed with representatives of Agency. Consultant shall promptly correct deficiencies in deliverables and shall promptly make modifications to conform with Project requirements and modifications to achieve acceptability of deliverables to Agency, and the cost thereof included in the fee for Basic Services.

1.15 **[OPTIONAL]** Consultant has prepared and supplied Agency with a proposed scope of work, which is attached to this Appendix as its Exhibit 1, and represents Consultant's initial proposed scope of services necessary to achieve the results described herein, as well as additional negotiated scope of work items. This Appendix A and its Exhibit 1 are deemed complimentary; what is called for by one is as binding as if called for in both and shall be performed by Consultant. In the case of direct conflict, then the requirement providing Agency with the broader scope of services shall have precedence.]

1.16 Consultant's scope of work shall include any and all work or services necessary because of Consultant's errors, omissions or conflicts of any type in Consultants' Services, including but not limited to, deliverables supplied hereunder. All such services shall be performed at no cost to Agency, including, but not limited to, any required corrections or revisions to deliverables that are a result of any errors or omissions by Consultant. Nor shall Additional Services include work performed prior to written notice and written agreement upon the Additional Services.

END OF APPENDIX A

APPENDIX B – PAYMENTS TO CONTRACTOR

This is an appendix attached to, and made a part of, the Services Agreement dated _____ (“**Agreement**”) between ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION AGENCY, acting by and through its ZONE 7 WATER AGENCY (“**Agency**”), and (“**Contractor**”), for the provision of professional services (“**Services**”).

1. Basic Services. Agency will pay Consultant for Basic Services, a maximum compensation of \$ _____ (“**Contract Price**”), which sum includes costs for reimbursable expenses as identified below. Such payment shall be full compensation for all Basic Services required, performed or accepted under this Agreement. If Agency and Consultant previously executed a services agreement for services within the scope of the Services of this Agreement, then the services performed and the compensation paid under that services agreement shall be subject to the terms of this Agreement and the previous payments deemed payments against the Contract Price established in this Appendix.

2. Work Breakdown Structure. To assist Agency in determining progress payments, Consultant shall provide Agency with an itemization of its Contract Price under this Agreement according to a Work Breakdown Structure (“**WBS**”) that defines all project tasks, along with a project schedule defining the time line for each task, a project budget defining the planned man-hours and costs for each task, and a schedule of deliverables defining each deliverable to be provided to Agency. The WBS shall further define which tasks are to be performed by each sub-consultant. [The WBS is attached to this Appendix as its Exhibit 1.]

3. Payment Schedule. Progress payments for Basic Services for each phase of the work shall be made as follows:

- upon completion of work
- monthly based upon Consultant’s percentage completion of the Services as determined by Dist.
- as set forth in the attached schedule

4. Additional Services. Agency will pay the Consultant for Additional Services as agreed to in a written addendum or amendment (“**Amendment**”) to this Agreement executed by Agency and the Consultant. Each such amendment shall provide for a fixed price; or, where payment for such Additional Services is to be on an hourly basis, for a maximum amount plus Costs and Reimbursables. Amendments must be negotiated and signed by the Consultant and Agency prior to commencing work of Additional Services; otherwise, such costs are deemed within Basic Services. Agency shall pay Consultant for Additional Services of Subconsultants employed by Consultant to render Additional Services, the amount billed to Consultant therefore times [1.10] for general and administrative expenses.

5. Costs and Reimbursables.

5.1 Additional Services. Agency will pay Consultant for “Costs and Reimbursable Expenses” in connection with Additional Services as set forth below. All costs not listed will not be allowed in connection with Additional Services.

5.1.1 Travel Costs. The reasonable expense of travel costs incurred by Consultant when requested by Agency to travel to a location more than 50 miles from either the project site, the Consultant’s office(s), or Agency office, incurred performing Additional Services.

5.1.2 Long Distance Telephone Costs. Long distance telephone calls and long distance telecopier costs incurred performing Additional Services.

5.1.3 Delivery Costs. Courier services and overnight delivery costs incurred performing Additional Services.

- 5.1.4 Reproduction Costs. Reproduction and postage costs of required plans, specifications, bidding and Agreement Documents, if any, incurred performing Additional Services.
- 5.2 Basic Services. For Basic Services, Agency will not pay Consultant additional compensation for Costs and Reimbursable Expenses, as these costs are deemed included in the Contract Price.
6. **Invoices**. All payments shall require a written invoice from Consultant in a form acceptable to Agency. Agency shall make payment on approved amounts within each invoice within 30 days of receipt.

END OF APPENDIX B

APPENDIX C - INSURANCE

MINIMUM INSURANCE REQUIREMENTS

This is an appendix attached to, and made a part of, the Services Agreement dated _____ (“Agreement”) between THE ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION DISTRICT, ZONE 7 commonly known as ZONE 7 WATER AGENCY (“District”) and _____ (“Consultant”), for the provision of services agreement (“Services”).

Minimum Insurance Requirements: Consultant shall procure and maintain for the duration of the contract insurance against claims for injuries or death to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Consultant, his agents, representatives, employees or sub-contractors.

Coverage - Coverage shall be at least as broad as the following:

1. **Commercial General Liability (CGL)** - Insurance Services Office (ISO) Commercial General Liability Coverage (Occurrence Form CG 00 01) including products and completed operations, property damage, bodily injury, personal and advertising injury with limit of at least two million dollars (\$2,000,000) per occurrence or the full per occurrence limits of the policies available, whichever is greater. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (coverage as broad as the ISO CG 25 03, or ISO CG 25 04 endorsement provided to the District) or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability** - Insurance Services Office (ISO) Business Auto Coverage (Form CA 00 01), covering Symbol 1 (any auto) or if Consultant has no owned autos, Symbol 8 (hired) and 9 (non-owned) with limit of one million dollars (\$1,000,000) for bodily injury and property damage each accident.
3. **Workers' Compensation Insurance** - as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease. Waiver of Subrogation: The insurer(s) named above agree to waive all rights of subrogation against the District, its elected or appointed officers, officials, agents, authorized volunteers and employees for losses paid under the terms of this policy which arise from work performed by the Named Insured for the Agency; but this provision applies regardless of whether or not the District has received a waiver of subrogation from the insurer.
4. **Professional Liability** - (Also known as Errors & Omission – Insurance appropriate to the Contractor's profession, with limits no less than \$1,000,000 per occurrence or claim, and \$2,000,000 policy aggregate.
5. **Employee Dishonesty and Crime or Third Party Bond** - \$1,000,000 per occurrence; (TPB \$100,000 limit)

If Claims Made Policies:

1. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
2. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Consultant must purchase “extended reporting” coverage for a minimum of five (5) years after completion of contract work.

If the Consultant maintains broader coverage and/or higher limits than the minimums shown above, the District requires and shall be entitled to the broader coverage and/or higher limits maintained by the Consultant. Any

available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the District.

Other Required Provisions - The general liability policy must contain, or be endorsed to contain, the following provisions:

1. **Additional Insured Status:** Zone 7 Water Agency, its directors, officers, employees, and authorized volunteers are to be given insured status (at least as broad as ISO Form CG 20 10 10 01), with respect to liability arising out of work or operations performed by or on behalf of the Consultant including materials, parts, or equipment furnished in connection with such work or operations.
2. **Primary Coverage:** For any claims related to this project, the Consultant's insurance coverage shall be primary at least as broad as ISO CG 20 01 04 13 as respects to the Zone 7 Water Agency, its directors, officers, employees and authorized volunteers. Any insurance or self-insurance maintained by the Member Water Agency its directors, officers, employees and authorized volunteers shall be excess of the Consultant's insurance and shall not contribute with it.

Notice of Cancellation: Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the District.

Self-Insured Retentions - Self-insured retentions must be declared to and approved by the District. The District may require the Consultant to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or the District.

Acceptability of Insurers - Insurance is to be placed with insurers having a current A.M. Best rating of no less than A: VII or as otherwise approved by the District.

Verification of Coverage – Consultant shall furnish the District with certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the District before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Consultant's obligation to provide them. The District reserves the right to require complete, certified copies of all required insurance policies, including policy Declaration pages and Endorsement pages.

Sub-contractors - Consultant shall require and verify that all sub-contractor maintain insurance meeting all the requirements stated herein, and Consultant shall ensure that Zone 7 Water Agency, its directors, officers, employees, and authorized volunteers are an additional insured are an additional insured on Commercial General Liability Coverage.

EXHIBIT F
PROPOSER'S ACKNOWLEDGMENT OF INSURANCE
(Submit With Proposal)

RFP No. 2025-06- Unarmed Security Guard Services

PROPOSER HEREBY CERTIFIES that the Proposer has reviewed and understands the insurance coverage requirements specified in the Request for Proposals No. 2019-16, Security Guard Services. Should the Proposer be awarded the contract for the work, Proposer further certifies that the Proposer can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agrees to name the Zone 7 Water Agency as Additional Insured for the work specified.

Name of Proposer (Person, Firm, or Corporation)

Signature of Proposer's Authorized Representative

Name & Title of Authorized Representative

Date of Signing

EXHIBIT G

DEBARMENT AND SUSPENSION CERTIFICATION
For Procurements Over \$25,000

RFP No. 2025-06- Unarmed Security Guard Services

The Offeror, under penalty of perjury, certifies that, except as noted below, Offeror, its Principal, and any named and unnamed subcontractor:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three years.

If there are any exceptions to this certification, insert the exceptions in the following space.

Exceptions will not necessarily result in denial of award, but will be considered in determining Offeror responsibility. For any exception noted above, indicate below to whom it applies, initiating agency, and dates of action.

Notes: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Proposal. Signing this Proposal on the signature portion thereof shall also constitute signature of this Certification.

OFFERER: _____

PRINCIPAL: _____ TITLE: _____

SIGNATURE: _____ DATE: _____

EXHIBIT H

RESPONSE CONTENT AND SUBMITTALS CHECKLIST

RFP No. 2025-06 - Unarmed Security Guard Services

Bid responses must be signed in a) ink or b) a certified digital signature and include evidence that the person or persons signing the proposal is/are authorized to execute the proposal on behalf of the Offeror.

Offerors shall provide all the below noted Bid documentation and exhibits with their submittal. Any material deviation from these requirements may be cause for rejection of the proposal, as determined in the Agency's sole discretion. The content and sequence for each required Bid document/exhibit shall be as follows:

- A. **Title Page:** Show RFP number and title, your company name and address, name of the contact person (for all matters regarding the RFP response), telephone number and quotation/proposal date.
- B. **Table of Contents:** Bid responses shall include a table of contents listing the individual sections of the quotation/proposal and their corresponding page numbers. Tabs should separate each of the individual sections.
- C. **Cover Letter:** Bid responses shall include a cover letter describing Offeror and include all of the following:
 - 1) The official name of Offeror; organizational structure (e.g. corporation, partnership, limited liability company, etc.); and Federal Tax Identification Number;
 - 2) The address where firm is headquartered, and date established;
 - 3) Address of office to be assigned to the Agency's account;
 - 4) Name, address, telephone, and e-mail address of the person(s) who will serve as the contact(s) to the Agency, with regards to the RFP response, with authorization to make representations on behalf of and to bind Offeror;
 - 5) A representation that Offeror is in good standing in the State of California and will have all necessary licenses, permits, certifications, approvals, and authorizations necessary in order to perform all its obligations in connection with this RFP. This requirement includes the necessity for some out of state companies to be registered with the State of California by the effective date of the agreement. Information regarding this requirement can be located at the Secretary of State website, <http://www.sos.ca.gov/>; and
 - 8) An acceptance of all conditions and requirements contained in this RFP.
 - 9) Cover letter must be signed a) in ink or b) a certified digital signature by a person or persons authorized to execute the proposal on behalf of the Offeror.

D. Proposal Questionnaire: Provide a detailed response to the following questions within your proposal.

- 1) How many years has your company been in the business of providing security services; and what geographical areas does your firm provide security guard services to? (include a client list for services like those described in this RFP. This can also be your current references.)
- 2) Describe the types of training your employees have had that is directly related to the performance of the security guard services requested under this RFP.
- 3) What is the current number of employees working for your firm?
- 4) What has been the employee turnover rate for your firm in the past 2 years?
- 5) How many field supervisors does your firm intend to assign to the Agency's contract?
- 6) How many vehicles do you have in your patrol fleet? How many with identifications and security equipment such as radios and light bars?
- 7) Describe your firm's work plan for the Agency's contract should you be the successful contractor. *(The way your firm intends to provide the proposed services, including selecting appropriate personnel, staffing during absences, (sick leave, breaks, etc.), monitoring performance, correcting service deficiencies, etc.)*
- 8) Indicate the name of the person who will be responsible for administering the contract, if awarded. Include that person's title, telephone number, address and E-mail address and resume of qualifications.
- 9) Provide your Security Service Permit/License Number (submit copy(s) with proposal)
- 10) Provide a description of your communication procedures with contractor's staff and Agency representatives. Describe equipment used for this purpose. Provide a sample of an invoice report, a Daily Activity Report and an Incident report.
- 11) Identify any limitations or restrictions of your firm in providing the services that the Agency should be aware of in evaluating its Response to this RFP.

G. Key Personnel - Qualifications and Experience:

Bid responses shall include a list of all key personnel that would be associated with and assigned to a contract. Include copies of current/valid security guard registration/licensing. Include information relevant to the key personnel qualifications and experience. This list must include all key personnel who will provide services/training to the Agency.

I. Financial Status – Provide Offeror's most recent Dun and Bradstreet Supplier Evaluation Report or financial statements for the past three years. Dun and Bradstreet Supplier Qualifier Report (formerly Supplier Evaluation Report) must be ranked by a 6

or lower for bidder to be considered for contract award. For information on how to obtain a supplier evaluation report, contact Dun and Bradstreet at 1-866-719-7158 or at www.dnb.com.

J. References, Exhibit C1 and C2:

- 1) Offerors are to provide a list of 3 current and 3 former clients on Exhibit C1 and C2, attached hereto. References should have similar scope, volume and requirements to those outlined in these specifications, terms and conditions.
- 2) Reference information is to include:
 - Company/Agency name
 - Contact person (name and title), contact person is to be someone directly involved with the services
 - Complete street address
 - Telephone or Email address
 - Description of services provided
 - Dates of service
- 3) The Agency may contact some or all the references provided in order to determine Offeror's performance record on work like that described in this request. The Agency reserves the right to contact references other than those provided in the Response and to use the information gained from them in the evaluation process.

K. Bid Form, Exhibit B:

L. Acknowledgment of Insurance

Offeror's awarded contracts will need to provide current Certificates of Insurance (COI), per Exhibit C of the Standard Agreement form, from a reputable insurer evidencing all coverage's required for the term of any contract that may be awarded pursuant to this RFP. Offerors must provide proof with their bid that they can supply the insurance certificates required should they be awarded a contract (Exhibit F).

M. Other Submittals/Exhibits not included above that are required in the bid response:

- Exhibit A, Acknowledgement form for the RFP and for each Addendum, must be signed and returned.
- Exhibit D, Exceptions, Clarifications and Amendments Form, must be completed and signed. Any exceptions, clarifications and amendments should also address the attached Exhibits (The Agency is under no obligation to accept any exceptions and such exceptions may be a basis for bid disqualification).
- Exhibit G, Debarment and Suspension Certification.