

### PART III – GENERAL SPECIFICATIONS

Part III, Section B, is replaced as follows:

#### B. Specifications

##### Uniformed Unarmed Security Services

The SFWIB is seeking to establish a contract for uniformed unarmed security services: (1) that are performed in the highest workmanlike quality and professional manner; (2) that conform to generally prevailing industry standards and practices; and (3) that conforms to SFWIB's expressed requirements set forth herein, including but not limited to the following:

The selected Contractor shall:

- Provide daily security services at the SFWIB's center(s) for a continuous period consisting of eight (8) hour shifts per day, 8:00 a.m. – 5:00 p.m.
- Provide appropriate supervision of Contractor staff during the hours Contractor staff is assigned to work.
- Ensure monitoring is provided at all entrances and exits of the centers during all shifts worked by Contractor's staff.
- Provide a constant presence and perform regular patrols (at a minimum every 3 hours) of the center including, but not limited to, public areas, restrooms, break rooms, and parking lots, if applicable.
- Monitor all CareerSource South Florida property and ensure prevention of any damages or unauthorized removal of property.
- Monitor the entry and exit of all employees and visitors to the center.
- Assist the center in managing the admission process for customers and visitors during high volume periods, onsite job fairs, and other special events to maintain safe and orderly access to the center during operating hours.
- Provide assistance, directions, and answer questions for customers and visitors to the center.
- Identify and immediately advise the center director of any hazards, safety violations or other conditions that may present an unsafe condition at the center.
- In case of an emergency, and under the direction of the center director, assist with providing emergency services, which include, but are not limited to:
  - Evacuation of the center
  - Removal of a disruptive element (i.e. disgruntled employee or visitor);
- Ensure staff:
  - Is equipped with uniform(s) provided by the Contractor
  - Maintains a professional demeanor at all times
  - Develops and maintains professional relations with employees and visitors and ensures professional courtesy to everyone
  - Refrains from making personal calls while on duty
  - Guards the center(s) with reasonable skill, knowledge, and expertise
  - Are trained in handling security and emergency situations, and the SFWIB's policies and procedures for incident reporting