

Attachment 7 - Statement of Work

1. General Description

Contractor will provide one (1) armed and one (1) unarmed security guard for entrance screening services and perimeter security one (1) screening stations located at one court facility within Stanislaus County. Said security guards will be at the court facility Mondays – 7:45 am to 4:15 pm and Fridays 7:45 am to 12:15 pm for a total of 13 hours each week. The Court may add or remove stations as Court needs change. Generally, each weapon screening station consists of one x-ray machine, magnetometer, and hand held metal detectors. Security guards are required to staff each weapons screening station, except for breaks and lunch. Security guards are not responsible for responses - Sheriff's deputies shall provide emergency response. Security guards may call 911 or directly contact the local police department in case of any emergencies on site. The Court location where services are currently needed is located at:

300 Starr Ave.
Turlock, CA, 95380

Armed and unarmed security guards will provide a safe, calm, secure, and peaceful environment for Court employees and clients. The contractor will provide two (2) civilian personnel who, under the direction of the Court, will:

- a. Operate the court's magnetometer and x-ray equipment to screen visitors for weapons and other contraband.
- b. Use hand-held wand magnetometers to screen visitors for weapons and other contraband.
- c. Search purses, hand bags, brief cases, etc.
- d. Report any dangerous situations to sworn security staff.
- e. Provide general information to the public.
- f. Walk the outside and perimeter of the building and parking lot to assess and report any perceived security issues.
- g. Attend any required training sessions offered through the Contractor or the Court.

2. Scope of Service (Specifications):

A. Contractor Service Requirements

1. Contractor will comply with all applicable federal, state, and local laws, rules, and regulations, including but not limited to those regarding wages.
2. Contractor will provide (1) armed and (1) unarmed guard services for security and weapons screening at the Court facility. Security personnel assigned to the facility shall maintain strict client confidentiality at all times.

300 Starr Ave, Turlock: two guards -Monday 7:45 a.m. to 4:15 p.m., Friday 7:45 a.m. to 12:15 p.m. – a total of 13 hours per week.

3. Contractor will provide security guards with the ability to provide general security control; the security guards will summon the appropriate police/fire authority and/or appropriate Court personnel.
4. Contractor shall provide thorough background checks on all security guards to be sent to Superior Court facilities. Contractor to pay all cost of any fingerprinting or background check costs.
5. Contractor shall retain a written authorization for clearance to work for all security personnel for at least 2 years after the employee separates from employment. The Court reserves the right to review the credentials, and results of background check, of any assigned security guard.
6. The Court prohibits the use of arrest powers by security personnel; security personnel powers of arrest are no greater than that of a private citizen. Contractors shall assume full liability for any of their employees in the exercise of any police authority.
7. Contractor will periodically perform a physical inspection of each facility with the Court Security Manager, to prepare a vulnerability assessment of the building, and to coordinate a written set of instructions for security guards at each duty post. Contractor is to work with the Court's designated Court Security Manager to develop a partnership in security and to give feedback on security issues. Response scenarios and situations should be included in these instructions.
8. Contractor Supervisor shall perform on-site visits of each security guard on duty, at a minimum, once per week to ensure compliance with Court policy.
9. The Contractor Director shall perform on-site visits to each weapons screening station at a minimum of once per month.
 - a. Additional on site meetings will be required and scheduled as needed with the Court Security Manager, Contractor Director and Sheriff's personnel.
10. The expected work hours per security guard are stated in section 2 above. If work hours were to change Contractor shall be notified at least on week in advance to provide proper staffing. Contractor will be required to staff each assignment with personnel that have been adequately briefed regarding the specific assignment and competently trained to handle the assignment.
11. Contractor will collaborate effectively with the Court and receive direction from the Court's appointed designee. Contractor will provide general supervisory authority over security guards while on duty. Each security guard must follow the written set of instructions at each post prepared by the Contractor.
12. The Contractor shall, at the Contractor's expense, have all assigned guards complete the Contractor's established training program, and shall make evidence of such training

available upon request. Contract shall retain these records at least two years after employee separation.

13. At Courts request, Contractor shall conduct unannounced drug screening of security guards assigned to Court facilities.
14. The Contractor shall provide Class A uniforms to security personnel, in accordance with dress standards approved by the Court.

B. Security Guard Requirements

1. Contractor's employees' appearance, personal hygiene, attitude, courtesy and job knowledge will present a favorable image. No smoking, reading unauthorized material, eating or grooming shall be permitted while guards are in public view. No personal phone calls will be permitted, except in an emergency.
 - a. Guards may have closed container drinks at the screening station which must be out of public view while screening is in process. No open containers, nor metal coffee cups or thermoses are permitted. Spills, which might damage equipment, uniforms or make the area unsightly, must be avoided. The consumption of liquids should never interfere with the guards performing their assigned duties.
 - 1) Drinks belonging to the public or to the guards may not be placed on top of screening equipment.
2. Security Guards shall have normal concern for their own physical safety and shall take reasonable precautions not to place themselves or others in situations which would encourage violence.
3. Security Guards are required to sweep the building prior to opening the screening stations by checking the public areas, restrooms, trash cans and under benches to ensure that no one has hidden a weapon in the facility over night. Sheriff's deputies shall sweep the courtrooms, Judge's chambers or any related courtroom area. Security guards are not to have access to these areas.
4. In cases of self-defense or citizen's arrest, security personnel shall use only that force necessary to affect an arrest or defend oneself. The proper law enforcement authority shall be summoned as needed. Security personnel shall always be cooperative with authorized emergency personnel, by providing assistance, while not interfering in the performance of their duties.
5. Security Guards shall use excellent discretion in dealing with situations that do not readily fall into specific categories.
6. Security guards will have the training and experience to provide professional security service. All armed security guards shall meet and maintain the requirements (possession of a current guard registration permit) of the California State Department of Consumer

Affairs, Bureau of Collections and Investigations. Membership in the American Society for Industrial Security will be considered desirable.

7. Security Guards shall be adequately trained and experienced in their specific duties including all-purpose fire extinguishers, drug/narcotics identification, bomb threat situations, the avoidance of violent situations. Guards will be specifically trained for each piece of security equipment carried or used.
8. Security Guard's personal appearance must be exemplary. Security Guards will be expected to keep their clothing neat, clean and well pressed at all times. Uniforms shall not have rips, tears, visible repairs, missing buttons, excessive tightness, or bagginess.
9. Security Guards shall monitor the X-Ray machine and magnetometer equipment for any unusual or suspicious weapons and investigate as necessary. Court screening equipment will not be moved or rearranged without the Courts permission. Any malfunctions or problems with the equipment will be reported to the facility manager immediately. In the event the primary screening equipment becomes inoperable, the guards working will continue screening using hand held wands. No public access to the facility will be allowed without proper and safe screening.
10. Security Guards shall comply with all reasonable directives of the Court Security Manager.
11. Each guard working at any Court facility may be asked to sign various forms which outlines expectations or procedures, and submit to Court prior to working on site.

C. Fraternalizing with Litigants, Witnesses and Jurors

1. Security Guards must possess and exercise strong personal interactive skills when dealing with the public.
2. Guards are expected to be polite, firm and helpful to those coming through screening while seeking to exclude prohibited items. Guards are prohibited from becoming overly friendly with those contacted during the screening process, soliciting contact information or accepting contact information for the purposes of outside liaisons which may create an appearance of impropriety. Guards are prohibited from accepting any favor or gift from anyone at the Court.
3. On a daily basis security guards will encounter attorneys and law enforcement personnel. Guards should not solicit legal advice from anyone encountered in the courts and within scope of providing security services.
4. Security guards should not seek personal court services while armed.
5. Security guards must contact Contractor Supervisor if they have any questions regarding these expectations.

D. Reporting Requirements for the Court

1. Guards shall report all prohibited items intercepted at the screening points on court established reports. Guards shall record the numbers of persons screened on a daily

basis. Guards will submit this report to the Court monthly. Completion of court forms are in addition to any other activity reports or incident reports required by the Contractor.

2. Incident reports should be completed on Contractor provided report forms and maintained by the Contractor for two years. Whenever an encounter rises to the level that an incident report is prepared, the Contractor Supervisor and the Court Security Manager shall be provided with a copy by the beginning of the following day. If a matter rises to a level where law enforcement assistance is request, someone is injured or is of a severe enough level to cause immediate concern the Contractor Supervisor will inform the on site manager and Court Security Manager by telephone as soon as practicable.
3. Security Guards shall log and report (on a daily basis) all serious incidents to the designated facility supervisor including, but not limited to, any threats.
4. Security Guards shall enforce adopted Court security policies when exercising their screening functions.

E. Supervision

1. Oversight shall include the following:
 - i. Training,
 - ii. Adherence to assigned hours
 - iii. Uniform understanding and enforcement of post duties
 - iv. Updating of post orders
 - v. Standardized reporting practices of both Court provided and Contractor provided report forms
 - vi. Resolution of workplace conflict between and among security personnel
 - vii. Personal appearance, hygiene and compliance with uniform requirements are met
 - viii. Training on the understanding and operation of equipment
 - ix. Patrolling of facilities
 - x. Radio communication
 - xi. Communication between the Court and Sheriff's deputies
 - xii. Understanding the operations of the court
 - xiii. Understanding of the Court's General Order on Weapons and what items are prohibited
 - xiv. An ability to detect prohibited items using observation, x-ray machine and metal detectors
 - xv. Good judgment
 - xvi. Rules governing exceptions to weapons screening protocols are understood and followed.
2. This list is not intended to be an exhaustive list of the contract requirements and may be expanded from time to time. All other terms and conditions of the contract remain in full force and effect and this list is not intended to be in conflict with any other term of the

contract. If there is some conflict discovered, Contractor should resolve the conflict with the Court Security Manager in writing.

3. Facilities and Network Support

The Court will provide the following as necessary in support of this project:

Facilities

Furniture, buckets and bins

Equipment –x-ray machines, magnetometers, hand-held metal detectors.