

REQUEST FOR PROPOSAL

Unarmed Security Guard Services for the Zoo Atlanta

RESPONSES ARE DUE NO LATER THAN

Friday, April 30th, 2021 at 12:00 PM (Local Time)

at

Zoo Atlanta

Attn: Stan Gray

800 Cherokee Avenue, S.E.

Atlanta, GA 30315

Contact Person: Stan Gray

Email: sgray@zooatlanta.org / Phone: (404) 624-5800

Revision Date: March 29, 2021

Unarmed Security Guard Services – Zoo Atlanta

SUBJECT: Zoo Atlanta is requesting proposals from qualified and experienced firms to provide uniformed, unarmed security guard services at Zoo Atlanta located at 800 Cherokee Ave S.E, Atlanta, GA.

Please submit an original proposal, one (1) USB and three (3) copies in response to this Request for Proposal (RFP). The Proposals are to be submitted in a sealed envelope bearing the name of the proposer, and the address as well as the title of the RFP no later than 12:00 P.M. local time **Friday, April 30th, 2021**. Address your Proposal to Zoo Atlanta, Director of Security, Operations 800 Cherokee Ave S.E, Atlanta, GA. 30315. Please clearly mark proposals:

RFP Security Guard Services for Zoo Atlanta

Tentative schedule for this Request for Proposal is as follows:

Issue Date: April 2nd, 2021
Cut- off Date for Questions: April 16th, 2021
RFP Submission: April 30th, 2021,
Proposals Evaluations: May 14th, 2021

Zoo Atlanta reserves the right to delay or modify scheduled dates and will notify proposers of all changes in scheduled dates.

Copies of this RFP may be obtained by contacting Stan Gray at sgray@zooatlanta.org or calling 404-624-5800 and request the RFP.

Zoo Atlanta reserves the right to reject any or all Proposals with or without cause; to waive any and all irregularities with regard to the specifications and to make awards in the best interest of Zoo Atlanta.

In recognition of the need for increased opportunities for qualified minority, female and disadvantaged enterprises, Zoo Atlanta is committed to promoting the participation of such businesses in its contractual relationships that relate to the operations of the Zoo. Accordingly, Operator should make good faith efforts to utilize minority, female and disadvantaged-owned contractors and suppliers throughout the contract life (whether capital expenditures or operating purchases), to the extent of their availability in the Atlanta marketplace. Operator should work towards achieving a participation rate of 35% of the total amount expended in these categories. The procurement goal is not, and should not be construed as a numerical quota, and submissions or proposals solicited and received by Zoo Atlanta will not be evaluated against any numerical quotas. GMSDC or NMSDC, State or Federal MWBE certifications acceptable. Tier 1, 2, and 3 tracking and reporting required. **(see Appendix D: EBO Form 3)**

We look forward to your active participation in this solicitation.

Sincerely,



Stan Gray
Director of Security

Unarmed Security Guard Services – Zoo Atlanta

REQUEST FOR PROPOSAL

Zoo Atlanta is seeking proposals from qualified Contractors to provide uniformed unarmed security service for Zoo Atlanta at 800 Cherokee Ave S.E. This document is a Request for Proposal (RFP) for the services described below and does not obligate Zoo Atlanta to accept responses from eligible Contractors. The RFP establishes minimum requirements a Contractor must meet in order to be eligible for consideration as well as information to be included in the Contractor's bid response. Carefully examine the specifications, conditions and limitations.

BACKGROUND

Zoo Atlanta is located in Grant Park Atlanta GA.

Zoo Atlanta hours of operation are:

Public Hours of Operation:

Monday – Friday - 9a.m. – 5p.m.

Saturday - Sunday – 9a.m. - 6:00p.m.

Thanksgiving & Christmas – Closed

In addition to occasionally hosting special events, educational programs after hours. Zoo Atlanta contains numerous animal habitats, buildings and is located on approximately 45 acres.

MINIMUM QUALIFICATIONS

To be eligible to respond to the RFP, the Contractor must demonstrate sufficient capacity, resources and experience to provide Unarmed Security Guard Services. Any Contractor that fails to meet all the minimum criteria noted in Appendix C: Contractor Minimum Requirements, is subject to being noted as “non-responsive” and may not be evaluated/scored.

CONFIDENTIALITY

The information contained in this **RFP is confidential and proprietary**. This RFP is provided for the exclusive use of the Respondent (potential “Contractor”) and copies shall not be made available to any other party without written consent from Zoo Atlanta. No other distribution of submissions or proposals is to be made by the Respondents. All proposals and supporting documentation shall become the property of Zoo Atlanta and will not be returned.

PROPOSAL SUBMISSION AND QUESTIONS

Contractors shall deliver One (1) USB and three (3) copies (personally or through a courier) of the proposal to:

Zoo Atlanta
Attn: Director of Security, Operations
800 Cherokee Ave S.E
Atlanta, GA 30309
Email: sgray@zooatlanta.org
Phone: (404) 624-5800

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Responses to this RFP are due by 12 p.m., Friday, April 30th, 2021. Late submittals will be rejected.

If you do not intend to submit a proposal, return all mailed documents, materials and attachments to the aforementioned representative/address by Monday, April 18th, 2021.

Questions

Any questions regarding this RFP should be submitted via email to the above individual by **April 16th, 2021**. Contractors may not contact other executives, managers or employees of Zoo Atlanta without permission of Zoo Atlanta Director Security Operation.

EVALUATION CRITERIA

Award criteria may include, but is not necessarily limited to Contractor's:

- Background and experience in performing requested services
 - Experience in providing Zoo security
- Capability to deliver integrated security services in and across metro region
- Availability of resources and how engagement will be sourced
- Track record of innovation and ability to drive continuous improvement
- Contractor's cultural alignment
- Best financial value
- Accepting terms, conditions and requirements

Zoo Atlanta may at its sole discretion decline to make an award or award all or a part of the scope of work to one or more Contractors and is in no way bound to award the work to one Contractor or to the lowest bid response.

Zoo Atlanta has the right to cease negotiations with the winning contractor, at its sole discretion, and restart the review and evaluation process.

Proposals will be valid for 90 days from the date of the submitted proposal.

CONTRACT TERM

- a. The term of this contract shall be for a two (2) year period unless terminated by either party with sixty (60) days written notice. Services are to commence on July 1, 2021.
- b. The agreement shall commence at 12:00 am on the formal date of award.
- c. RFP and the Successful Bidder proposal will be part of the contract. In cases of conflict, the order of guidance should be the contract, RFP then contractor proposal.
- d. All Services shall be performed as described in this specification. Deviations will not be considered unless the Contractor shows how the deviation will be of positive benefit to Zoo Atlanta and the level of Services provided will be equal to or exceed the specified requirement.
- e. Transitional period: In the event the Services are terminated by agreement expiration, by the Contractor, or by Zoo Atlanta, the Contractor shall continue the Services for a period agreed to by the parties.
- f. No changes or modifications of Contractor requirements shall be permitted until such changes or modifications are issued in writing by Zoo Atlanta and delivered to the Contractor or the Contractor's representative.
- g. The Contractor shall comply with all procedural instructions that may be issued from time to time by Zoo Atlanta for the security and protection of employees, guests and Zoo Atlanta's assets.

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- h. All personnel shall be physically able to perform their assigned tasks.
- i. All personnel shall be capable employees reasonably trained and qualified to perform the tasks assigned to them.
- j. All personnel must observe all regulations in effect at Zoo Atlanta. While on site, Contractor's personnel shall not be deemed to be employees of the Zoo Atlanta.
- k. Zoo Atlanta reserves the right to require any Contractor personnel who are considered not competent or unable to meet the requirements of the guard position will be removed by the contractor from its job site.
- l. Each of the Contractor's employees assigned to the Zoo Atlanta 's facilities shall undergo a background investigation meeting the requirements specified by the Zoo Atlanta, that may include criminal history, prior employment I-9 verification, education verification, reference check and credit history. Proof of completed background checks may be requested by Zoo Atlanta prior to the assignment of any employee to Zoo Atlanta and thereafter upon request.
- m. Each of the Contractor's personnel assigned Zoo Atlanta shall be United States citizens or permanent residents.
- n. Each of the Contractor's personnel assigned to Zoo Atlanta shall have sufficient education to enable them to speak, read and write English, to be easily understood in spoken English, and to comprehend written instructions.
- o. The Contractor shall own, maintain, and provide all necessary uniforms and uniform accessories consistent with required job duties and in consultation with the Client.
- p. The Contractor's security officers shall not carry firearms or other weapons at any time while on Zoo Atlanta 's property.
- q. Each of the Contractor's security personnel assigned to Zoo Atlanta shall be in an approved (designated) uniform upon arrival and shall remain in full uniform while on the property.
- r. The Contractor shall be responsible for any and all loss or damage to the Zoo Atlanta 's facilities, equipment or property resulting from theft, accident or other cause during its performance of services. The Contractor will, at Zoo Atlanta 's option, restore to usable condition, replace or reimburse Zoo Atlanta in full for repair of buildings, building sites, and/or other Zoo Atlanta property that is damaged or lost during the term of services due to the fault of the Contractor.

SCOPE OF SERVICES

Contractor shall provide unarmed uniformed security services in and around Zoo Atlanta as indicated per site specifications. Contract security personnel will provide a variety of service, implementing Zoo Atlanta's security objectives according to policies and procedures which may include but is not limited to the following general tasks:

- Entry and egress access control
- Roving patrols
- Visitor and building employee identification verification
- Incident and daily operating reports
- Monitoring and responding to alarms
- Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures
- Emergency Services – assistance in emergencies
- Assistance/Escort – General helpfulness and/or escort in or out of facilities or spaces within Zoo Atlanta.
- Monthly account management reports
- Quarterly Business Review meetings
- Monitor and security services for event security – patrol and/or stationary

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- Specialized Zoo security needs
- Greet guests in a service-minded and friendly manner, while maintaining the high standards of confidentiality and security required by the client.
- Provide assistance and possibly escorts in or out of facilities or spaces on Zoo grounds.
- *Other specific tasks as required.*

This project includes **approximately 147 to 210 hours** of unarmed uniformed security service per week, see Appendix A:

Contractor shall provide appropriate and necessary management and supervision for all Contractor's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Contractor's rules and regulations, as well as any other policy established by the contracting parties.

Contractor shall develop a comprehensive set of Post Orders documenting both general procedures as well as site-specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by Zoo Atlanta Director Security Operation within thirty (30) days from commencement of Contractor's services to Zoo Atlanta. All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be tested during the on-the-job training (OJT) period, annually or more frequently during site inspections. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and Zoo Atlanta standards.

Contractor shall administer all billing relative to this contract. Contractor shall respond as necessary to accommodate additional duty hours requested by Zoo Atlanta.

APPEARANCE, UNIFORMS AND EQUIPMENT

The Contractor shall furnish uniforms to all security personnel. The uniforms should include nametags, duty belts, and small lapel insignia.

- a. Appearance. Security officers shall maintain the highest standards of personal grooming and uniform maintenance. All shoes will be conservative style with no logos and black in color (including soles). All brass will be free of tarnish. Shirts and trousers will be clean and free of wrinkles. All officers must wear black or navy-blue socks. Security officers reporting for duty who do not meet these standards will not be accepted by the Client.
- b. The Contractor will supply all officers, regardless of shift, Contractor will supply outer garments, i.e. cold weather gear rain coats, sweaters, hats, etc.
- c. Equipment to be supplied by contractor should include: one tour watch systems, flashlights, notepads, and logbooks.

QUESTIONNAIRE

1. Contractors must provide, as part of their proposal, the following information *in the order designated below*:

- a. Provide a Summary Information and Overview of your company
- b. Address of Main Office;
- c. Telephone of Main Office;
- d. Fax of Main Office;
- e. Name of President/CEO or equivalent;
- f. Year Business was established;
- g. Name and resume of contact person for the contract, if awarded.
- h. Credentials for owner, senior operations manager, and senior field supervisor.
- i. Membership status in ASIS, ATAP, ASLET, IFCPP, other related organizations;
- j. Certifications held by senior management;
- k. Copy of current license(s);
- l. Copy of current insurance certificate.
- m. Indicators of the size of the company (past year revenue, number of offices, approximate number of accounts, etc.)
- n. Ownership Status/Certifications: Women owned, Minority (if yes, what type), Disabled Veteran
Current business relationships with Zoo Atlanta
- o. Contractor's proposed Service Team, including names and functions/roles, etc.
- p. Description of comparable clients.
- q. Three direct contact references
- r. Completed Bid Forms; and
- s. Copy of Contractor's standard form services agreement.

2. Management Approach

- a. Please describe your management structure as it relates to this project including all account support personnel, their functions and responsibilities.
- b. Indicate by position or title the person who will have the overall responsibility for Zoo Atlanta account.

3. Personnel Selection Process

- a. Describe how recruitment and evaluation of potential security officers is accomplished.
- b. Specify the methods used for applicant background screening and how background checks are conducted.
- c. List the qualifications security personnel must have and the minimum criteria applicants must meet before being hired.

4. Development and Retention of Personnel

- a. Describe your succession planning and development of officers, supervisors and managers.
- b. Describe methods and initiatives designed to promote employee retention.
- c. Please provide information on security personnel turnover rates for the last three years.

5. Safety

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- a. Describe your approach to safety, and implications upon our business.
- b. Specify the methods utilized to track key safety indicators.

6. Technology

- a. Describe integration of technology into a comprehensive security program and how the technology is developed into a value add for client.

7. Invoicing

- a. Propose invoicing frequency and procedures.
- b. Describe how quickly you can credit and re-bill invoices with errors.

8. Training Programs

Each officer assigned to Zoo Atlanta 's facilities shall have completed Georgia 24-hour minimum-security officer training. Basic officer training shall be at the expense of the Contractor. In addition, each officer will receive no less than 24 hours of on-site orientation, to be provided by a Contractor security supervisor familiar with the site and special requirements. Zoo Atlanta reserve the right to administer site orientation and training, including post exams.

9. Insurance

- a. Certificates of insurance must be provided to Zoo Atlanta within ten (10) days of the notice of the award. Zoo Atlanta reserves the right to require the Contractor to provide certified copies of the original policies upon prior notice.
 - i. Commercial General Liability Insurance and Commercial Umbrella insurance with a limit of not less than \$2,000,000 for each occurrence, and \$4,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, liquor liability, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$5,000,000 each occurrence. Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Operator(s)s employees engaged in the performance of the work or services; and employer's Liability insurance of not less than \$500,000 for each accident, \$500,000 disease for each employee, and \$500,000 disease policy limit.
 - ii. All policies shall be kept in full force during the term of the contract and each policy shall contain a rider that the policy is non-cancelable and may not be amended without thirty (30) days prior written notice to the parties insured. Copies of the proposer's general insurance certificate shall be provided to the Zoo with the proposal.

12. Benefits Program

- a. Describe in detail all benefits offered to employees. Include holiday pay, vacations and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements. Please specify the following:
 - Medical / health insurance -indicate cost to the employee and coverage options for employee,

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employee and spouse and employee and family. Indicate any waiting periods and coverage levels and annual limits.

- Affordable Care Act (ACA) – indicate the projected cost and challenges of complying with ACA coverage requirements and impact to Client.
 - Dental -Indicate coverage waiting periods, monthly premiums and annual limits.
 - Vision -Indicate coverage waiting periods, monthly premiums and annual limits.
 - Life insurance -Indicate amount provided at no cost to employee and any optional coverages available.
 - Other benefits part of Contractor’s standard benefits package.
- b. Outline any specific incentive and recognition programs made available to employees and if charges to Zoo Atlanta will be incurred as a result of Contractor implementing these programs.

13. Transition Plan

- a. Submit a projected transition plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers and email addresses.
- b. Describe your proposed approach for communicating and obtaining needed cooperation from key stakeholders for the transition process.
- c. How would you determine which current employees would be retained versus which would be replaced.

14. References

- a. Provide at least three client references, include client name, address, contact person and contact number and email.

15. Additional Capabilities

Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm’s ability to effectively manage this project.

16. Pricing

Some recommendations for your RFP Pricing section (see Appendix A):

- a. Create a price sheet listing all cost items
- b. Specify base wages by post and rank or set a sample or “marker” wage for bidding purposes in order to be able to clearly compare service providers’ proposed bill rates.
- c. Outline overtime, holiday and vacation pay procedures or ask for the Contractor’s policy.
- d. Specify how billing rates are to be quoted.
- e. Explain how rates for equipment purchases are to be quoted. (It is best if these areas are separate from the hourly service rate.)

17. STANDARDS OF CONDUCT

- a. General. The Contractor shall maintain satisfactory standards of employee competency, conduct, appearance, and integrity, taking appropriate disciplinary action against Contractor employees as deemed necessary. Contractor employees will maintain high standards of personal conduct while on duty.
- b. Daily Activity Logs and Reports. Each of the Contractor’s personnel assigned to Zoo Atlanta is expected to report any of these occurrences in writing, using a Zoo Atlanta Incident Report Form before the completion of each shift. Contractor supervisor/manager will review and approve each

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incident report before it is submitted to the client to assure all information is correct. Additionally, each officer will complete and submit a Zoo Atlanta Daily Activity Log to his/her shift supervisor at the end of each shift. Zoo Atlanta Daily Activity Log will be reviewed and approved by a shift supervisor/manager assuring that all information is correct before it is submitted to the client.

- c. Chain of Command. The Contractor's senior security officer shall report directly to Zoo Atlanta Director of Security. In the absence of the Director of Security and Safety, a Security Manager of Zoo Atlanta shall be available. No alterations or amendments to security requirements will be made without the express approval of the Director of Security and Safety.

18. LIQUIDATED DAMAGES

- a. Liquidated Damages. Upon the occurrence of any event, or omission, listed below, there shall be imposed by Zoo Atlanta upon the contractor, a liquidating damage of at least Fifty (\$25) dollars for each event or omission:
 - i. Failure to provide 100 percent trained security officers or supervisors for posts or shifts as specified.
 - ii. Failure to assign a trained substitute officer as a replacement.
 - iii. Failure to maintain complete records of all hours each officer or supervisor assigned to the site, computed on a basis of actual hours worked.
 - iv. Failure to produce documentation as required following unusual occurrences or at shift completion.
 - v. Failure to provide daily checks by company supervisors as required.
 - vi. Failure to replace any officer within twenty-four hours when requested to do so by the client.
 - vii. Failure to provide the training specified in this document prior to assignment to the site.
 - viii. Clearing of an alarm prior to incident conclusion or without expressed authorization to do so by the client and/or designee.
- b. Liquidated damages incentives will be deducted from subsequent monthly Contractor invoices.
- c. Nothing in the above section shall be deemed to limit the client's right or remedies in the event that the client's actual damages exceed the amount withheld from the billing.
- d. Repeated events or omissions shall be sufficient cause for the client to declare, at its option, the contractor to be in default and exercise appropriate rights and remedies.
- e. The client's failure at any time to enforce the provisions of this section shall in no way effect the client's right to enforce this provision for subsequent events.
- f. The client shall notify the contractor in writing on a weekly basis of said liquidating damages imposed on the contractor.
- g. In the event of assessment of liquidated damages where the contract feels that extenuating circumstances contributed to the occurrence, a request for waiver of the liquidated damages may be submitted in writing within thirty days to the Director of Security, who will be the arbiter in such matters.

SPECIAL EVENTS

Requests for manpower for special events, above and beyond normal shift complement will be submitted to the Contractor at least seventy-two (72) hours prior to the scheduled event.

Unarmed Security Guard Services – Zoo Atlanta**Appendix A: Security Contractor Bid Sheet**

Supervision					
Post Shift		Weekly Service Hours	1st Shift	2nd Shift	3 rd Shift
Lead Officer / Dispatch	L3	84	84		
Subtotals		84	84	0	

Zoo Atlanta					
Post Shift		Weekly Service Hours	1st Shift	2nd Shift	3 rd Shift
Zoo Grounds Officer	L2	63	63	0	0
Flex Officer (Peak Season Only)	L1	63	63		
Subtotals		126	126	0	0

Totals		210	210	0	0
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Appendix B: Security Contractor Wage and Bill Rate Sheet

Wage / Bill Rates

Position	Weekly Service Hours	Hourly Wage Rate (Minimum)	Hourly Bill Rate	Holiday/OT Wage Rate	Holiday/OT Bill Rate
Lead Officer / Dispatch	84	\$13.00	\$0.00	\$0.00	\$0.00
Zoo Grounds Patrol Officers	63	\$12.00	\$0.00	\$0.00	\$0.00
Special Event Officers	As applicable	\$12.00	\$0.00	\$0.00	\$0.00
Flex Officer (Peak Season Only)	63	\$12.00	\$0.00	\$0.00	\$0.00

The following 7 major holidays will be honored: New Year's Day, Martin Luther King Jr., Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

- If a security officer works on a specified holiday, the Client will be billed and agrees to pay Company at the holiday/overtime bill rate(s).
- Where Company has billed for overtime or event rate, Company agrees to pay officers **overtime holiday/ event wage rate.
- Temporary officers requested by Client. (i.e. any officer assigned to a post that is scheduled to last less than 30 days) will be billed and paid at the security officer's rates (provided Client has given Company 72 hours advance notice); short notice assignments (i.e. less than 72 hours advance notice) will be billed at the special events rate.
- Security personnel called in to work "special events" will be guaranteed a minimum of four (4) hours of work, or if four (4) hours of work is not available, will be paid for a minimum of four (4) hours of wages at the applicable hourly wage rate.

** Overtime Pay – overtime pay rate shall not apply unless the officers has worked over 40 hours in an applicable workweek; this language does not apply to holidays or event coverage wherein an officer will be paid the applicable holiday or special event coverage pay rate regardless of the number of hours worked in a workweek.

Appendix C: Contractors Minimum Requirements

Contractor Responsibilities

A. Management, Supervision and Security Officers:

1. At a minimum, the Contractor shall be licensed to do business in the State of Georgia; and, bonded and insured as required by the State of Georgia.
2. Provide unlimited management/supervisor support.
3. Assign an-site Lead Officer whose responsibility will be the administration of this contract. The Lead Officer:
 - a. Must act as a liaison between Zoo Atlanta and the Contractor with all aspects of scheduling, report requirements, personnel administration, and supervision and management of all day to day operations.
 - b. Attend periodic meetings held by various Zoo Atlanta division or department.
 - c. Must be able to work at least 40 hrs per week (Schedule subject to change) and have reliable transportation.
4. Security guards must have a minimum of:
 - a. Six (6) months experience as a security guard working with diverse crowds, elderly persons and children of all ages.
 - b. Guards assigned to this contract at a minimum must have completed all state required training.
5. Guaranty 100% staffing or agree to financial penalties to be listed in the agreement.

B. Training Requirements

Georgia minimum 24 hour security officer training, 24 hour on-site on-the-job training of zoo security operations and familiarization at no cost to the Zoo Atlanta, by the Contractor in both a classroom setting and as on-the-job training, including periodic refresher training. Basic items of training shall include, as a minimum, the following:

1. Orientation Training – Upon hiring and prior to assignment, security officers of the Contractor must be knowledgeable of the Contractor's philosophy and general security duties including:
 - a. Scope of authority
 - b. Legal authority and limitations
 - c. Use of force
 - d. First aid, CPR, AEDs
 - e. Customer service
 - f. Water leaks
 - g. Emergency and special situations i.e., bomb threats, active shooter, fire, severe weather, etc
 - h. Report writing (incident reports)
 - i. Fire alarms;
 - j. Crowd control
 - k. Detection and reporting of security/safety related incidents
 - l. Chain of command
 - m. Grooming/uniform appearance.
 - n. Conduct and professionalism

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2. Other Requirements

- a. All Security Officers must pass a post specific Efficiency Exam before being permitted to stand post alone. The Efficiency Exam should cover any or all of the topics listed above and specific post related knowledge to operate said post.
- b. As part of continuing training, security officers may be required to attend workshops, seminars, and/or training sessions including those conducted by the Zoo Atlanta. Such attendance will be considered part of a regular duty schedule and will be compensated at that rate.
- c. Annual in-service training must be provided to each employee engaged in the performance of this contract. Contractor must certify annually to Zoo Atlanta in writing the date of such training, the training content and the training recipients.
- d. Training must be conducted by a qualified professional trainer.
- e. Individual training records must be kept for each security officer for a period of 3 years following the termination of this contract.
- f. Training must be consistent with State of Georgia requirements and all county and federal mandates that apply.
- h. Training records must be made available to the Zoo Atlanta on request, in addition to any Certificates of Training or licenses for each security officer or supervisor assigned, under this contract.
- i. All training must be documented as to content, date given, by whom and recipient.

C. Training Efficiency Exam (Testing)

The Contractor must create post specific efficiency exams for all post.

D. Tour Confirmation Program. The Contractor must establish an electronic tour confirmation system program.

Zoo Atlanta Responsibility

- a. Zoo Atlanta must provide schedules of required post and patrol hours. Subsequent changes in schedules requiring additional personnel or equipment must be provided 72hrs in advance of the starting date.
- b. Schedule changes not requiring the addition of personnel or equipment must be provided in advance (no less than 24hrs) of the requested starting date.
- c. Zoo Atlanta must provide maps, facility information, phone numbers and contacts that Contractor feels necessary to include in the guard's manual/post orders.

Zoo Atlanta Rights

Zoo Atlanta retains the right to:

- a. Add or delete any post or patrol from the schedules, to increase or decrease the weekly patrol hours or to change the method of patrol.
- b. Request additional manpower to meet scheduled events and/or short-term emergencies.

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Reports

- A. Required Reports furnished by the Contractor include but are not limited to:
 - 1. Daily Activity Reports (daily or when requested)
 - 2. Incident Reports (Daily) notification must be made within one (1) hour of a Serious Incident.
 - 3. Security Sign-In Sheets (when requested)
 - 4. Safety Checks (to include lighting and safety hazards), (Immediate upon observation)
 - 5. Electronic Watch/Tour Reports (Weekly, when requested or no later than next business day upon occurrence of a serious incident.)
 - 6. Log Sheets (Weekly or when requested)
 - 7. Detailed Monthly and Quarterly Account Activity Report (Monthly or when requested). This report includes, but is not be limited to number and type of incidents, etc.
 - a. Individuals assigned to account, date assigned and post qualification status.
 - b. New hires and terminations from the account in the past four (4) or five (5) weeks
 - c. Officers attrition rate for the account and reason for termination
 - 8. Any other reports generated as a result of compliance review (as necessary).
Separate Serious Incident Report must be completed for each incident involving a serious accident, criminal act, injury, or property damage or where the assistance of Police or Fire/Rescue had to be summoned.
- B. Minimum Data Collection
 - 1. If the Contractor utilize an automated electronic incident management system and database Zoo Atlanta must be permitted 24 hour 7 days per week access to the information recorded in the system's database and may have download privileges as pertaining to the performance of this contract.
- C. The Contractor must furnish each security officer with written general guidelines that may be carried on his/her person including, but not be limited to the following:
 - 1. Post description;
 - 2. Emergency procedures and notification list;
 - 3. Patrol procedures;
 - 4. Chain of command and notification list;
 - 5. Report formats;
 - 6. Maps and diagrams as needed;
 - 7. CPR instructions;
 - 8. Reporting instructions and call-offs;
 - 9. Company philosophy on use of force;
 - 10. Personal conduct;
 - 11. Dealing with agitated patrons.

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Qualifications: Minimum Job Requirements for Security Personnel

A. Zoo Grounds / Flex Officers

Officers must have successfully completed all State and contract required training prior to assignment to work on Zoo Atlanta property. In addition, officers must have a minimum of 6 months previous security, law enforcement or related experience, be a minimum of 20 years of age, have no criminal convictions, be in good health, have the ability to stand or walk for long periods of time in all weather conditions and be capable of assisting guests with inquiries, capable of independent decision making and critical thinking. These requirements will not preclude Contractor from applying any other terms or conditions of hire or continued employment to his/her employees, as long as those requirements comply with Federal, State and County laws.

B. Lead Officer / Dispatch Officer Qualifications

In addition to the requirements listed above, lead/dispatch officers must have completed a minimum of 1 year's satisfactory performance as a security guard and held positions with increased responsibility. Lead/Dispatch officers must be able to provide oversight and possess other supervisory skills to include but not be limited to counseling, management and report writing. Lead/Dispatch officers must have the ability to effectively operate access control, CCTV, burglary and fire systems normally located in a security operation center. Officers must be capable of operating other MS Windows based programs as necessary, take initiative, successfully manage and prioritize multiple competing assignments, interpret data and determine appropriate response level, deploy resources to meet emergency and daily operational needs, maintain situational awareness during emergencies and meet deadlines. Manage information and technical security programs. Officers must have working knowledge of MS Excel, Word and Outlook. He/She must have the ability to maintain confidentiality when exposed to sensitive correspondences, discussions and materials,

POST PRIORITY:

- A. **Level I (L1):** The first posts pulled in order to provide coverage for unanticipated operational needs, emergencies and staff shortages e.g. level 2 and 3 posts openings.
- B. **Level II (L2):** The second priority posts to be pulled if coverage is needed in another area. The post should only be pulled/reassigned in emergency situations (Staff shortages do not qualify as emergencies).
- C. **Level III (L3):** These posts are considered critical to the safety and welfare of Zoo Atlanta assets, staff and guests and should never be pulled, reassigned or unstaffed without the expressed approval of the Director of Security and Safety. In the event of such approval; every effort must be made to replace these posts without delay.

Appendix D: Form EBO-3

**EQUAL BUSINESS OPPORTUNITY SUBCONTRACTOR PROJECT PLAN
SUBCONTRACTOR/SUPPLIER UTILIZATION**

List all Majority, Minority and Female Business Enterprise subcontractors/suppliers, including lower tiers, to be used on this project.

Name of Sub-contractor/ Supplier	City of Atlanta Supplier ID Number	Company Name, Address and Phone Number	City Of Atlanta Business License? (yes or no)	NAICS Code(s)	Type of Work to be Performed	Ownership of Business (see code below)	Certification No. and Expiration Date	Dollar (\$) Value of Work & Scope of Work	Percentage of Total Bid Amount

Total MBE% _____

Total FBE% _____

Code: AABE - African American Business Enterprise, HABE – Hispanic American Business Enterprise, FBE – Female Business Enterprise. APABE – Asian (Pacific Islander) American Business Enterprise

Proponent's Co. Name: _____

Date: _____

FC#: _____

Proponent's Contact Number: _____

Project Name: _____

Signature: _____
