

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY ("CapMetro")

AUSTIN, TEXAS

CONTRACT MODIFICATION

1. CONTRACT NO: 500063 Unarmed Security Officer Services	2. CONTRACT MODIFICATION NO.: 1	3. EFFECTIVE DATE OF C.M. See Block 9 Below	4. CONTRACTOR NAME: Inter-Con Security Systems, Incorporated
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5. AGREEMENT TO MODIFY CONTRACT:


The parties hereto agree to modify the Contract identified in Block 1, above, as described in Block 10, below, pursuant to the terms and conditions of the Contract. Except as modified herein, all other provisions of the Contract (including, but not limited to, price, delivery, and completion date) remain unchanged.

6. AMOUNT OF THIS CONTRACT MODIFICATION: NO CHANGE

7. TERM OR PERIOD OF PERFORMANCE: NO CHANGE

8. CONTRACTOR'S EXECUTION:

Name & Title: Neil Martau, Chief Administrative Officer
(print or type)

Signature: 
Date Executed: 05/24/2023

9. CAPMETRO'S EXECUTION:

Name & Title: Karen Ross, Contracting Officer
(print or type)

Signature: _____
Date Executed: _____

10. DESCRIPTION OF CONTRACT MODIFICATION:

1. This contract modification is in accordance with Exhibit E—Revised-4, Contractual Terms and Conditions, Section 17, Changes.
2. Refer to Exhibit F—Revised-3, SCOPE OF SERVICES. Exhibit F—Revised-3 is hereby replaced in its entirety with Exhibit F-Revised-4, attached hereto and incorporated herein for all pertinent purposes. This modification revises the language in Section 28.0, Progress and Performance (formerly Performance Measures), and administratively updates the numbering sequence for Section 29.0, Penalty for No-Show Shifts (formerly Section 28.5), in its entirety. Changes are shown in highlighted text.
3. Refer to Exhibit E—Revised-4, Contractual Terms and Conditions, Section 48, Order of Precedence, which is administratively updated to reflect the most recent version of the applicable Exhibits as detailed below:
 1. Exhibit A—Revised-2 – Pricing Schedule
 2. Exhibit E—Revised-4 – Contractual Terms and Conditions
 3. Exhibit F—Revised-4 – Scope of Services
 4. Exhibit B – Representations and Certifications
 5. Exhibit D – Small Business Enterprise Program
 6. Exhibit H – IT Proprietary Rights and Data Security Addendum
 7. Exhibit I – IT Access and Use Agreement
 8. Other provisions or attachments to the Contract
4. This modification clarifies the term of the contract as outlined in Section 3, Term, in Exhibit E—Revised-4 in the contract. Since the Notice to Proceed is March 09, 2023, the term for the Mobilization of Services (Line Item 1 under Subsection 7.A. in Exhibit A—Revised-2) is from March 09, 2023 through June 09, 2023. The term for Base Period 1 (Contract Year 1) is from June 10, 2023 through June 09, 2024. The term for Base Period 2 (Contract Year 2) is from June 10, 2024 through June 09, 2025. And the term for Base Period 3 (Contract Year 3) is from June 10, 2025 through June 2026.

The amount stated above is the final contract modification amount agreed to by both parties. Upon receipt of payments totaling this amount, the Contractor, for itself, its successors and assigns will release, acquit and forever discharge Capital Metropolitan Transportation Authority (CapMetro) from and against any claims, debts, demands, or cause of action which the Contractor has or may have had a result of furnishing labor, supplies, or materials for the change order stated above. This modification may be executed in multiple originals, and an executed facsimile or email copy shall have the same force and effect as the original document.

[END OF MODIFICATION 1]

EXHIBIT F—REVISED-4
SCOPE OF SERVICES
UNARMED SECURITY OFFICER SERVICES

1.0 INTRODUCTION

Capital Metropolitan Transportation Authority (“Capital Metro”, CapMetro or “the Authority”) is a public agency responsible for providing mass transit service within the City of Austin and the surrounding communities of Georgetown, Round Rock, Leander, Lago Vista, Jonestown, Elgin, Manor, San Leanna, Volente, and Point Venture, as well as the unincorporated area of Travis County within Commissioner Precinct 2 and the Anderson Mill area of Williamson County. Capital Metro services include bus, rail, bikes, ride-share programs, Pick Up services and special transit services for the mobility impaired.

The purpose of this solicitation is to obtain Level II unarmed security personnel services with supervision for protection of property and life at Capital Metro facilities. The contract will be managed by Capital Metro’s Public Safety Administrator, herein after referred to as the (PSA) under the direction of the Manager of Public Safety or appointee. The PSA will be available twenty-four (24) hours, seven (7) days a week and should only be contacted in an emergency that could hinder, impede, or interfere with normal business operations, in which the contract account manager would require assistance in resolving. Contact information for the PSA will be included in the Post Orders provided to the Contractor.

1.1 Point of Contact (POC).

The Contractor account manager or designee shall serve as a “Point of Contact” (POC) person that will be available twenty-four (24) hours, seven (7) days a week, to receive and implement orders, directions or instructions from the PSA or Public Safety Management. These instructions shall include, but not limited to, emergency situations for personnel or property; events that may impede the operation of facilities, or to inform or distribute information to customers or personnel to aid in directions.

1.2 Capital Metro Point of Contact (POC). Capital Metro has multiple operation facilities and, as a result, the PSA is prevented from directly supervising daily operation of all security personnel. In situations such as this, Capital Metro’s Public Safety Management personnel will be appointed as POCs to oversee and direct daily activity for some (not all) facilities or as needed. The Capital Metro POC will rely on the account manager or rover supervisor to direct and supervise the daily activities of the security personnel. When an issue arises that can’t be resolved, the account manager or security personnel may seek the direction of the Capital Metro POC.

1.3 Capital Metro’s Locations.

Capital Metro has multiple Administration/Operational Offices, Park & Ride Facilities and MetroRail Stations. The majority of security services required will support Administrative/Operational Offices, but Capital Metro may, in its sole discretion, require additional security services from time to time during the performance period of the contract as well. Refer to paragraph regarding these additional security services.

The specific Capital Metro locations are as follows:

a) Administration/Operational Offices

1. Main Office: 2910 East 5th Street, Austin, TX.
2. 624 Pleasant Valley Road, Austin, TX.
3. 507 Calles, Austin, TX.
4. 700 Lavaca, Austin, TX.
5. 203 Colorado, Austin, TX.
6. 301 Congress, Austin, TX.
7. 509 Thompson Lane, Austin, TX.

8. 209 West 9th Street, Austin, TX.
9. 9315 McNeil Road, Austin, TX..
10. Leased facility, Austin, TX. (Location to be determined).

b) Park & Ride Facilities

1. Leander Park & Ride, 800 N. U.S Hwy. 183, Leander, TX.
2. Lakeline Park & Ride, 13701 Lyndhurst Street, Austin, TX.
3. Pavilion Park & Ride, 12400 U.S. Hwy. 183, Austin, TX.
4. Great Hills Park & Ride, Austin, TX.
5. Tech Ridge Park & Ride, 900 Center Ridge Drive, Austin, TX.
6. North Lamar Transfer Center, 8001 U.S. Hwy. 183, Austin, TX.
7. Westgate Transit Center, 2027 West Ben White, Austin, TX.
8. South Park Meadows, Park & Ride, Austin, TX.
9. South Congress Transit Center, 301 West Ben White Blvd., Austin, TX.
10. Pinnacle Park & Ride, 7748 Hwy 290, Austin, TX.
11. Round Rock, 300 W. Bagdad, Round Rock, TX.
12. Manor Park & Ride Carrier/Lexington, Manor, TX.
13. Elgin Park & Ride, Elgin, TX.

c) Metrorail Stations

1. Downtown, 401 East 4th Street, Austin, TX.
2. Plaza Saltillo, 412 Comal Street, Austin, TX.
3. MLK, Jr., 1719 Alexander Blvd., Austin, TX.
4. Highland, 6470 ½ Airport Blvd., Austin, TX.
5. Crestview, 6920 North Lamar Blvd., Austin, TX.
6. Kramer, 2477 ½ Kramer Lane, Austin, TX.
7. Howard, 3705 Howard Lane, Austin, TX.
8. Leander, 800 North U.S. Hwy. 183, Leander, TX.
9. Lakeline, 13701 Lyndhurst Street, Austin, TX.

Not all locations will require security services. The security services required will be outlined in the pricing schedule along with optional services.

2.0 GENERAL REQUIREMENTS

The Contractor shall provide, operate, and maintain a security force which includes an account manager, rover supervisor and security officers, herein after referred to as security personnel to perform all necessary security officers' functions and other related functions at Capital Metro facilities and locations, as directed by the PSA or Public Safety Management. The Contractor is expected to fill all shifts at one hundred percent (100%) capacity based upon the service required for that post.

All security personnel must conduct themselves with the upmost honesty and integrity. The account manager shall always be clear minded and capable of making sound decisions. The account manager is required to set the example for the supervisor and security personnel regarding professionalism, conduct, appearance, dress codes and exercising Capital Metro policies.

2.1 Account Manager, Supervisor, and Security Personnel Minimum Requirements.

2.1.1 Security personnel shall be properly licensed by the State of Texas Board of Private Investigators and Private Security Agencies. The Contractor shall provide copies of the license for security personnel to the PSA. Security personnel shall be required to always have their license with them and will be periodically checked by Capital Metro Public Safety Management.

2.1.2 Only contracted security personnel trained (see Section 3.0) shall be authorized to perform work under this contract on Capital Metro facilities.

2.1.3 The Contractor and security personnel must comply with all security and safety policies and procedures always imposed by Capital Metro while on the property.

2.1.4, If necessary, Capital Metro may require the Contractor to remove security personnel from the premises if it's deemed that their behavior is improper, inappropriate, unethical, or offensive. The Contractor will be responsible for maintaining reasonable and prudent standards of employee's competence, conduct, appearance and integrity and shall be responsible for taking such disciplinary actions with respect to his employees as may be deemed necessary. Such security personnel may not be reassigned to the Capital Metro contract without the written consent of the PSA or Public Safety Management.

2.1.5 Security personnel shall be lawful residents of the United States and have appropriate documentation, authorizations and/or acknowledgements where applicable, provided by the Contractor in writing.

2.1.6 Security personnel of the Contractor shall be at least twenty-one (21) years of age.

2.1.7 Security personnel must have at least two (2) years in one of the following, law enforcement, military, facility security. Other related experiences may be considered but must be preapproved by the PSA or Public Safety Management.

2.1.8 Upon completion of training by the account manager (see Section 3.0), security personnel shall demonstrate a proficiency in operating all security-related systems and equipment utilized by Capital Metro.

2.1.9 Security personnel shall administer a validated reading comprehension exam to all applicants to ensure that employees can read at a minimum of a 9th grade level. The Contractor shall keep accurate records of examination results of each employee at the Contractor's place of business. Upon request, such records are subject to inspection by the PSA, or designee.

2.1.10 Must be a high school graduate or equivalent (G.E.D).

2.1.11 Be literate in the English language to the extent of reading and understanding printed regulations, written or verbal orders, and instructions, and be able to compose reports which convey complete information.

2.1.12 All security personnel must possess the capability of operating a computer with basic data input skills, (for example, sending, receiving emails). Security personnel will have access to Capital Metro computers.

3.0 TRAINING

3.1 Training at Contractor's Location. Training is one of the most important aspects of a security personnel's successful performance. When instructions, responsibilities, and expectations are not clearly defined and executed, it can result in poor service that effects the daily interactions and operations with customers, employees, and facilities. Considering this, Capital Metro has developed and implemented Post Orders to address daily operations, functions, duties, and responsibilities for security personnel and account manager. Security personnel are required to know, understand, and operate from these procedures. Some training will be conducted at the security personnel's work location.

3.2 Training Categories: Along with the Contractor security personnel training, certain categories of training will be provided by Capital Metro which are vital to security personnel responsibilities. A meeting with the Contractor must be conducted prior to the training of security personnel to assure information and training are adequate for security personnel performance.

3.2 Training Provided Contractor. The Contractor is responsible for all training for security personnel.

3.3 Initial Training. Prior to assigning of security personnel to duty, the Contractor shall provide the security personnel's name, test score, and date the test was taken, to the PSA, stating the security personnel has satisfactorily completed the following categories:

- a) **CUSTOMER SERVICE**
- b) **ETHICS**
- c) **POST ORDERS**
- d) **EMERGENCY NUMBERS**
- e) **SECURITY PERSONNEL BASICS**
- f) **RADIO PROCEDURES**
- g) **MEDIA AND PUBLIC RELATIONS**
- h) **SUBPOENAS**
- i) **PARKING ENFORCEMENT**
- j) **EMERGENCY PROCEDURES**
- k) **BOMB THREAT**
- l) **POSTAL/PACKAGE PROCESS**
- m) **CHEMICAL EMERGENCY**
- n) **POWER FAILURE**
- o) **TORNADO/STORMS**
- p) **FLOODING**
- q) **KEY CONTROL**
- r) **DAILY ACTIVITY REPORT**
- s) **INCIDENT REPORT**
- t) **UNIFORM GUIDELINES**
- u) **SECURITY SYSTEMS (Surveillance Cameras and Card Access Systems)**
- v) **MANAGING DIFFICULT/HOSTILE/UNRULY PEOPLE**
- w) **FACILITY PATROLS**

3.4 Rail Safety Training. Security personnel must successfully complete Capital Metro's 2-hour block rail safety training with no separate or additional charges billed to Capital Metro under the contract.

3.5 Periodic Retraining. The Contractor shall provide periodic in-service training as to ensure the security personnel's ability to perform duties, responsibilities, and tasks satisfactorily. Periodic training must be conducted quarterly or often as necessary.

3.6 Training Topics. Capital Metro shall periodically brief the Contractor about any problems at operational facilities and/or security concerns or safety issues. This material shall be incorporated into the Contractor's training programs.

4.0 TESTING

4.1 Written Test. Within twenty-four (24) hours of the initial training, the account manager shall administer a written test to security personnel and a test shall be administered quarterly or as often as necessary.

4.2 Testing Topics. The test shall include the topics described in the initial training. Security personnel must score (on a scale of 100%) eighty percent (80%) or higher on all exams.

4.3 Test Results. The account manager shall provide to Capital Metro a written copy of the test results. Security personnel will be allowed no more than two (2) testing opportunities. The second test must be taken within seventy-two (72) hours of the first test. If two tests are taken, the percentage must be calculated using the average score of both tests. Security personnel who receive a score of less than eighty percent (80%) cannot be assigned to the contract.

4.4 Drug Testing. The contractor shall ensure that all security staff undergo a drug test that, at a minimum, includes the NDIA 5.

5.0 CONDUCT/APPEARANCE/PHYSICAL CONDITION

5.1 Minimum Standards. Security personnel shall always be professional, polite, courteous, respectful, honest/integrity, and responsive to any person on Capital Metro properties. This also includes conducting business on Capital Metro phones or computers.

5.1.1 Security personnel shall not watch television, study, or read any non-business-related material while on duty, including but not limited to playing, reading, or listening to music on smartphones or any other electronic device.

5.2 Hair. Security personnel hair shall be worn neatly trimmed, shall not be overly long, and must be maintained neatly combed or brushed. At no time shall hair be worn in such a manner that it obscures vision. Beards, mustache, and lip whiskers are permitted, but must be well-groomed and approved by Public Safety Management.

5.3 Uniforms. Security personnel shall be issued Contractor uniforms and worn at all times while working. Uniforms shall be clean, fit well, and be neatly pressed. Contractor shall issue the following uniforms five (5) shirts, five (5) pants, one (1) winter coat, one (1) windbreaker, rain gear, and hat. Contractor name/logo shall be included on all issue uniforms.

5.4 Security Management Uniform. Security management personnel uniform (Account Manager & Rover Supervisor) shall not be the same as security personnel. The uniform shall be able to be recognized as management staff. The uniform must also be able to accommodate regular duty tasks performed by security personnel.

5.4.1 All uniforms for security personnel, including management personnel, must be pre-approved by Capital Metro.

5.5 Shoes. Security personnel shoes shall be black in color, weatherproof and designed to be able to withstand shop environments such as grease, oil, or slippery conditions and must be considered a safety performance footwear.

5.6 Identification Badges. Capital Metro will provide the Contractor with badges. Identification badges must be worn on the outer garment at all times while on duty. This identification shall consist of the security personnel's' photo, name, name of Contractor, and Capital Metro name displayed.

5.6.1 Contractor will be charged one hundred (\$100), for lost, misplaced, or unrecovered badges. All missing or lost badges must be reported to the PSA immediately for deactivation of the badge.

5.7 Physical Condition. Account manager, supervisors, and security personnel shall be physically fit to do their assigned work. All security personnel must maintain a high level of performance and be able to perform the essential functions of their job to include, but not limited to, walking, running, and climbing stairs, etc. with or without reasonable accommodation.

5.7.1 All security personnel must have undergone a physical examination within the last six (6) months prior to their assignment to Capital Metro facilities.

5.7.2 A physician certification giving notice as to the results, shall be furnished to Capital Metro. The Contractor's security personnel must be in good general health and can perform the required tasks.

6.0 DAILY ACTIVITY AND INCIDENT REPORTS

6.1 Daily Reports. A Daily Activity Report (DAR) will be completed for each security personnel's shift and submitted to the account manager daily, at the end of the shift. This DAR shall be submitted electronically via a website. The PSA, or designee must have access to this website.

6.2 Incident Reports. Incident Reports shall be prepared no later than the end of the shift during which an incident occurs, by each security personnel who witnessed or responded to the incident. The Incident Report shall be submitted to the account manager. Incident Reports must be submitted by security personnel whenever there is an event, situation, or condition on or adjacent to Capital Metro property involving injury to persons or property, criminal activity, security breaches, suspicious activity, or unauthorized persons on Capital Metro property. Incident reports shall also be submitted for any significant confrontations or altercations among or between Capital Metro employees, Contractors (including Contractor's employees), or members of the public.

6.3 Submission of Reports. The account manager will be responsible for reviewing all DAR's and Incident Reports and responding to all concerns and provide the PSA with a daily summary report from all security personnel concerning safety or security issues.

6.4 Property of Capital Metro. Capital Metro reserves the right to approve the report format and implement any desired changes or modifications. DAR, Incident Reports, or any other report, memo, notes, recordings, or any other form of documentation shall be the property of Capital Metro and governed by Capital Metro policies. The release of information in any format must be approved by Capital Metro legal department.

7.0 SECURITY MONITORING & ACCESS SYSTEMS

7.1 Multiple Security Systems. Capital Metro facilities are equipped with multiple security systems. Security personnel shall be instructed and trained to become familiar with the purpose, function, and operating procedures of each system in order to respond quickly and accurately to an emergency or other situations.

7.2 Card Access System. The Administration Buildings and Facilities are equipped with a card entry access system designed to control access to the buildings by employees and unauthorized personnel. Security personnel will be required to respond to any alarms triggered on the system.

7.3 Security System Actions. Action required may vary depending on the nature of the alarm and may include silencing the alarm, investigating the breach, contacting local law enforcement agencies, and filing Incident Reports. This list is not all-inclusive but intended to provide some examples of possible actions required.

7.4 Fire Control System. The operating facility is served by an integrated fire control system designed to alert on-duty personnel of a possible fire. Security personnel shall check the main panel at least once a day during random patrols or as needed. Off-site monitoring is provided whereby the local fire department is automatically dispatched in the event of an alarm. In the event of an alarm, the security personnel will check the panel to identify the area of the alarm and proceed to that area to determine if a fire is in progress. In the event of a real alarm, the security personnel will work in unison with first responders and Capital Metro personnel to handle the emergency in conformity with current procedures, which include evacuation of the premises and assisting any responding emergency response agency.

7.5 Security Monitoring Station. Capital Metro has security monitoring stations for the purpose of monitoring activities for all facilities. The monitoring station systems consist of a digital surveillance camera system that reviews over five hundred (500) cameras and a digital security access system that monitors over two thousand (2,000) identification badges. Security personnel posted to Security Posts 4 & 7 will be responsible for detecting incidents, events or alarms that are observed within the access or surveillance system and deploy whatever resources necessary to resolve the issue. Security personnel at Posts 4 & 7 are very vital to the daily operations of all facilities and in assuring and maintaining the safety and security of people and property.

8.0 POST COVERAGE

8.1 Shift Hours. The following information will provide Post shift hours and number of security personnel required at Capital Metro's administration/operational facilities. The number of security personnel is indicated to reflect how many security personnel is required to staff each location. Each Post's responsibilities and requirements may vary.

8.2 Onsite Account Manager. Contractor shall provide an on-site account manager who will work a minimum of forty (40) hours a week. The Contractor account manager will be responsible for providing training, supervision, and will be the Point of Contact (POC). Capital Metro will provide a work area or station for the Contractor account manager.

8.3 Rover Supervisor. Rover supervisor will report to the account manager and assist the account manager with managing daily operations and performance of security personnel, through the direction of the PSA and Public Safety Management.

8.3.1 The rover supervisor's primary responsibility is to patrol all security posts, conducting audits, provide training and direction, and serve as a resource to support security personnel in their daily responsibilities twenty-four (24) hours a day, seven (7) days a week. The rover supervisor will also be responsible for covering the account manager's position and perform the account managers' requirements in his/her absence.

8.3.2 The rover supervisor shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

8.4 Post 1. 2910 East Fifth (5th) Street (Main Administration Building). One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.5 Post 2. 2910 East Fifth (5th) Street (Guard Shack Bus Yard). One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.6 Post 3. 209 West 9th Street (Transit Store). One (1) security personnel, twelve (12) hours per day, five (5) days a week.

8.7 Post 4. 624 Pleasant Valley Road (Annex/Child Care Development). **Monitoring Station**. One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.8 Post 5. 509 Thompson Lane (Metro Access). One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.9 Post 6. Leased facility Austin, Texas (location to be determined). One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.10 Post 7. 9315 McNeil Road (North Operation Facility). **Monitoring Station.** One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.11 Post 8. 9315 McNeil Road (North Operation Facility). One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.12 Post 9 2910 East Fifth (5th) Street (Receiving). One (1) security personnel, ten (10) hours a day, five (5) days a week.

8.13 Post 10 2910 East Fifth (5th) Street (Patrolling). One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.14 Post 11 9315 McNeil Road (North Operation Facility) (Patrolling) One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

8.15 Post 12 Transit Police Security (TPS). Location (To Be Determined). One (1) security personnel, twenty-four (24) hours a day, seven (7) days a week.

9.0 POST DUTIES

Account manager and security personnel are required to know their Post responsibilities in detail and shall not leave their Post until properly relieved. The following information provided in the Post Orders is a general outline of the security personnel's primary responsibility and is not all inclusive of detailed work assignments.

9.1 Onsite Account Manager Requirements.

9.1.1 Contractor will provide an onsite account manager that will report to the PSA or Public Safety Management. The onsite account manager and location will be assigned by the PSA which can be altered based on the operational needs of Capital Metro. The account manager will be provided a workstation/work area and phone to conduct Capital Metro business. Contractor will be responsible for following Capital Metro policies and procedures regarding computer, phone, safety, and vehicle usage. These policies and procedures will be provided to the Contractor following award of the contract and must be followed by all security contracted personnel.

9.1.2 Account manager must conduct themselves with the upmost honesty and integrity. The account manager shall always be clear minded and capable of making sound decisions. The account manager is required to set the example for the supervisor and security personnel regarding professionalism, conduct, appearance, dress codes and exercising Capital Metro policies and procedures.

9.1.3 Account manager will supervise daily activity of security personnel at all locations and will be responsible for hiring, discipline, discharges, scheduling, and training of security personnel.

9.1.4 Account manager shall be licensed by the State of Texas Board of Private Investigators and Private Security Agencies, Level II Non-commissioned security officer or higher.

9.1.5 Account manager should have at least five (5) years supervisory experience with accounts managing over thirty (30) security personnel and supervisors which has multiple facilities/locations.

9.1.6 Account manager should have five (5) years' experience in law enforcement, military, or personnel security.

9.1.7 Account manager must have experience operating Card Access Systems that can control a minimum of 2,000 card readers and be able to perform the following tasks: resolve alarms, produce access reports, issue access, cancel access, remotely open doors, disable card readers and retrieve files.

9.1.8 Account manager must have experience operating Digital Surveillance Camera Systems that can control a minimum of one thousand two hundred (1,200) security cameras and perform the following tasks: retrieve files, save files, copy files, email files, review footage and operate pan and tilt cameras.

9.1.9 Account manager, rover supervisor, and security personnel are three distinct positions. The account manager cannot merge/occupy multiple responsibilities into one job. One individual cannot fulfill multiple positions. However, it is understood that the account manager may be required to perform the duties of a security personnel on a temporary basis when an emergency arises. Account managers and rover supervisors are required to fill unfilled or missing shifts when necessary and Capital Metro will be billed the rate of the position being filled.

9.1.10 Account manager will be responsible for developing, managing, and training of post orders for all security.

9.2 Rover Supervisor. Rover supervisor will report to the account manager and assist the account manager with managing daily operations and performance of security personnel, through the direction of the PSA and Public Safety Management.

9.2.1 The rover supervisor primary responsibility is to patrol all security posts, conducting audits, provide training and direction, and serve as a resource to support security personnel in their daily responsibilities. The rover supervisor will also be responsible for covering the account manager's position and perform the account manager's requirement in his/her absence.

9.2.2 The rover supervisor shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

10.0 POST 1

10.1 Main Lobby. Post 1 Security Personnel will be stationed in the main lobby of 2910 East 5th Street, Austin, Texas, 7:30 a.m. to 5:30 p.m. Monday through Friday. On Saturdays and Sundays conduct internal and external control of property, monitor security systems, and issue parking violations as needed.

10.2 Main Lobby Duties. Post 1 Security Personnel will be responsible for issuing, retrieving, and monitoring badges for all Capital Metro employees, temporary employees, contractors, and visitors. Post 1 will provide security assistance and manage activities of the front lobby and assist in security support for confrontational situations with customers. Post 1 duties shall include but not limited to: (1) greeting customers, employees, contractors, and visitors, (2) signing customers in and out in appropriate logs, (3) contacting departments for arrival of visitors, (4) assisting in the evacuation of the building in case of an emergency, (5) contact account manager or the PSA to unlock doors when requested by employees, (6) monitoring of security camera systems, (7) assist the public, and (8) distribute parking placards for admittance to bus yard at 2910 East 5th Street, Austin, Texas.

10.2.1 Post 1 shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

10.3 Patrols. Post 1 Security Personnel will conduct interior and exterior patrols from the hours of 5:30 p.m. to 7:00 a.m. Monday through Friday, and on weekends and holidays from 7:00 a.m. to 7:00 a.m. the next day. When performing an interior patrol of the Administration building, the security personnel is to document in the DAR that office doors from the hallways are locked and that personnel office doors in each department are also locked. If any door is found unlocked, Post 1 will secure the door.

10.4 Other Duties. Post 1 Security Personnel will provide security assistance and monitoring of all activities of personnel entering the bus yard. Other requirements shall include, but not be limited to, patrolling the interior and exterior of the building, ensuring that only authorized personnel are on property.

11.0 POST 2

11.1 Guard Station. Post 2 Security Personnel will be posted at the guard station located at the west gate of 2910 East 5th Street, Austin, Texas, twenty-four (24) hours a day, seven (7) days a week. This is the main bus entrance west of the property located on Pleasant Valley Road, Austin, Texas.

11.2 Guard Station Duties. Post 2 Security Personnel will be responsible for monitoring badges of all Capital Metro employees, temporary employees, contractors, and visitors.

11.2.1 Post 2 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property

11.3 Other Duties. Post 2 Security Personnel will provide security assistance and monitoring of all activities of personnel entering the bus yard. Other requirements shall include, but not be limited to, ensuring that only authorized personnel are on premises, verification of parking permits for parking on Capital Metro bus yard, direct traffic for the delivery of products to shipping and receiving and assistance in the evacuation of the bus yard in case of an emergency.

11.4 Relief Duties. Post 2 Security Personnel position will relieve Post 1 when required and will be trained as the back-up security personnel.

12.0 POST 3

12.1 209 West 9th Street. Post 3 Security Personnel will be located at 209 West 9th Street, Austin, Texas, Monday through Friday between the hours of 7:00 a.m. to 6:00 p.m. Post 3 will support two (2) departments: The Transit Store, which provides numerous services for our customers such as the reporting and recovery of lost and found items, route and scheduling information, selling of bus tickets and passes, information on riding rules, and create identification cards for students, senior adults, and disability customers. The MetroAccess department, provides support to our customers with disabilities or special needs, and persons with qualifying disabilities. MetroAccess certified customers may also ride local fixed-route bus and rail services.

12.1.1 Post 3 is located downtown Austin which has limited parking. Capital Metro does not provide paid parking for its employees or contractors. The Contractor must consider a parking solution within the proposal for Post 3 security personnel.

12.2 Front Lobby. Post 3 Security Personnel will provide security assistance and monitoring of all activities of personnel entering the front lobby and the transit store on the first floor.

12.2.1 Post 3 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

12.3 Front Lobby Duties. Post 3 Security Personnel will be responsible for issuing, retrieving, and monitoring badges for all Capital Metro employees, temporary employees, contractors, and visitors. Post 3 will provide security assistance and manage activities of the front lobby and assist in security support for confrontational situations with customers. Post 3 duties shall include but not limited to: (1) greeting customers, employees, contractors, and visitors, (2) signing customers in and out in appropriate logs, (3) contacting departments for arrival of visitors, (4) assisting in the evacuation of the building in case of an emergency, (5) contact account manager or the PSA to unlock doors when requested by employees, (6) assist the public, and (7) monitoring of security camera systems.

13.0 POST 4

13.1 624 Pleasant Valley. Post 4 Security Personnel will be posted at 624 Pleasant Valley Road, Austin, Texas, Capital Metro Administrative Annex, twenty-four (24) hours a day, seven (7) days a week. This facility is one of two **security command centers (Monitoring Stations)** and incorporates the security for all properties and a Child Development Center.

13.2 Security Command. Post 4 Security Personnel will manage and operate the security command center to include the security camera surveillance system and the security access control system for all Capital Metro facilities. Post 4 will be responsible for ensuring security systems and facilities stay in an operational status and report immediately any malfunctions of systems that may occur to the PSA or Public Safety Management and Contractor account manager.

13.2.1 Post 4 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

13.3 Other Duties. Post 4 Security Personnel will be responsible for issuing, retrieving, and monitoring badges for all Capital Metro employees, temporary employees, contractors, and visitors. Post 4 will provide security assistance and monitoring of all activities of personnel entering and exiting the facility. Post 4 will provide security assistance and manage activities of the front lobby and assist in security support for confrontational situations with customers. Post 4 duties shall include but not limited to: (1) greeting customers, employees, contractors, and visitors, (2) signing customers in and out in appropriate logs, (3) contacting departments for arrival of visitors, (4) assisting in the evacuation of the building in case of an emergency, (5) contact account manager or the PSA to unlock doors when requested by employees, (6) assist the public, and (7) monitoring of security camera systems.

14.0 POST 5

14.1 509 Thompson Lane. Post 5 Security Personnel will be located at 509 Thompson Lane, Austin, Texas, twenty-four (24) hours a day, seven (7) days a week. Post 5 will provide security assistance and monitor all activities of personnel entering the property as well as conducting patrols of the property.

14.1.1 Post 5 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property

14.2 Monitoring. Post 5 Security Personnel will be responsible for issuing, retrieving, and monitoring badges for all Capital Metro employees, temporary employees, contractors, and visitors. Post 5 will provide security assistance and manage activities of the front lobby and assist in security support for confrontational situations with customers. Post 5 duties shall include but not limited to: (1) greeting customers, employees, contractors, and visitors, (2) signing customers in and out in appropriate logs, (3) contacting departments for arrival of visitors, (4) assisting in the evacuation of the building in case of an emergency, (5) contact account manager or the PSA to unlock doors when requested by employees, (6) assist the public, and (7) monitoring of security camera systems.

14.3 Patrols. Post 5 Security Personnel will be the patrolling security personnel for the 509 Thompson Lane facility and will be required to conduct interior and exterior patrols of the property.

14.4 After Hours. After regular business hours, Post 5 will be required to conduct lock down procedures of the facility. Post 5 should ensure all property doors are secured and documented in the DAR. If any door is found unlocked, Post 5 will secure the door. After facility lock down has been performed, Post 5 will return to internal and external patrol.

14.5 Bus Yard Duties. Post 5 will provide security assistance and monitoring of all activities of personnel entering and exiting the bus yard and assist in the evacuation of the building in case of an emergency.

15.0 POST 6

15.1 Leased Facility. Post 6 Security Personnel will be posted at a leased facility located in Austin, Texas (location to be determined). Post 6 will provide security assistance and monitoring of all activities of personnel entering the front lobby. and parking lot.

15.2 Duties. Post 6 Security Personnel will be responsible for issuing, retrieving, and monitoring badges for all Capital Metro employees, temporary employees, contractors, and visitors. Post 6 will provide security assistance and monitoring of all activities of personnel entering and exiting the facility. Post 6 will provide security assistance and manage activities of the front lobby and assist in security support for confrontational situations with customers. This shall include, but are not limited to, the greeting of visitors, signing visitors in and out in visitors' log, contacting departments for arrival of visitors, and assisting in the evacuation of the building in case of an emergency.

15.2.1 Post 6 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

15.3 After Hours. After regular business hours, Post 6 Security Personnel will be required to conduct the lock down procedures of the facility. Post 6 should ensure all property doors are secured and documented in the DAR. If any door is found unlocked, Post 6 will secure the door.

16.0 POST 7

16.1 9315 McNeil Road. Post 7 Security Personnel will be posted at 9315 McNeil Road, Austin, Texas, twenty-four (24) hours a day, seven (7) days a week. Capital Metro North Operation Facility. This facility is one of two **security command centers (Monitoring Stations)** for the Authority.

16.2 Security Command. Post 7 Security Personnel will manage and operate the security command center to include the security camera surveillance system and the security access control system for all Capital Metro facilities.

16.3 Duties. Post 7 Security Personnel will be responsible for issuing, retrieving, and monitoring badges for all Capital Metro employees, temporary employees, contractors, and visitors. Post 7 will provide security assistance and monitoring of all activities of personnel entering and exiting the facility. Post 7 will provide security assistance and manage activities of the front lobby and assist in security support for confrontational situations with customers. Post 7 duties shall include but not limited to: (1) greeting customers, employees, contractors, and visitors, (2) signing customers in and out in appropriate logs, (3) contacting departments for arrival of visitors, (4) assisting in the evacuation of the building in case of an emergency, (5) contact account manager or the PSA to unlock doors when requested by employees, (6) assist the public, and (7) monitoring of security camera systems.

16.3.1 Post 7 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

16.4 Monitor Operational Status. Post 7 Security Personnel will be responsible for ensuring security systems and facilities stay in an operational status and report immediately, any malfunctions of systems that may occur to the proper department (Facility Maintenance, IT, Account Manager, PSA or Public Safety Management).

17.0 POST 8

17.1 9315 McNeil Road. Post 8 Security Personnel will be posted at 9315 McNeil Road, Austin, Texas, twenty-four (24) hours a day, seven (7) days a week. Capital Metro North Operation Facility.

17.2 Patrols. Post 8 Security Personnel will be required to conduct interior and exterior patrols during regular business hours and assist with safety and security issues that may occur.

17.3 Guard Station and Monitoring. Post 8 Security Personnel will be posted at the guard station located at the main entrance of the North Operations Facility. Post 8 will provide security assistance and monitoring of all activities

of personnel entering the bus yard and parking lots and also be responsible for monitoring badges of all Capital Metro employees, temporary employees, contractors, and visitors.

17.3.1 Post 8 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

17.4 Other Duties. Other requirements shall include, but not limited to, ensuring that only authorized personnel are allowed on premises, verification of parking permits for parking on the Capital Metro bus yard, directing traffic for the delivery of products to shipping and receiving, and assistance in the evacuation of the facilities in case of an emergency.

17.5 After Hours. After regular business hours, Post 8 Security Personnel will be required to conduct the lock down procedures of the facility. Post 8 should ensure all property doors are secured and documented in the DAR. If any door is found unlocked, Post 8 will secure the door.

18.0 POST 9

18.1 Receiving Post. Post 9 Security Personnel will be posted at the guard station located at 9315 McNeil Road, Austin, Texas 8:00 a.m. to 5:00 p.m. Monday through Friday. This is the main bus entrance of the property located at Capital Metro North Operation Facility.

18.2 Receiving Post Duties. Post 9 Security Personnel will be responsible for monitoring badges of all Capital Metro employees, temporary employees, contractors, and visitors.

18.2.1 Post 9 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

18.3 Other Duties. Post 9 Security Personnel will provide security assistance and monitoring of all activities of personnel entering the bus yard. Other requirements shall include, but not be limited to, ensuring that only authorized personnel are on the premises, verification of parking permits for parking on Capital Metro bus yard, direct traffic for the delivery of products to shipping and receiving and assistance in the evacuation of the bus yard in case of an emergency.

18.4 Relief Duties. Post 9 Security Personnel will relieve Post 1 and 2 when required and will be trained as the back-up security personnel.

19.0 Post 10

19.1. Patrolling Security Personnel - 2910 E. 5th Street. Post 10 Patrolling Security Personnel will conduct vehicle and foot patrol for the main facility located at 2910 East 5th Street, Austin, Texas, twenty-four (24) hours, seven (7) days a week. Post 10 will be responsible, but not limited to, employee parking lots, visitor parking, bus yard and assist in the evacuation of facilities in case of an emergency. After hours, Post 10 will be required to conduct lock down procedures of the facility and conduct foot patrols of administration and maintenance buildings.

19.1.1 Post 10 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

19.2 Other Duties. Post 10 will escort unauthorized personal vehicles off property, cover missing or late shifts (this can include other Capital Metro properties), cover security personnel breaks, towing vehicles with the approval of Public Safety Management, report safety hazards, assist emergency vehicles on the yard, and maintain DARs and incident reports.

20.0 Post 11

20.1. Patrolling Security Personnel - 9315 McNeil Road. Post 11 Patrolling Security Personnel will conduct vehicle and foot patrol for 9315 McNeil Road, Austin, Texas, twenty-four (24) hours, seven (7) days a week. Post 11 will be responsible, but not limited to, employee parking lots, bus yard, rail property, monitor fence integrity, and will assist in the evacuation of the facilities in case of an emergency. After hours, Post 11 will be required to conduct lock down procedures of the facility and conduct foot patrols of administration buildings.

20.1.1 Post 11 Security Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

20.2 Other Duties. Post 11 will escort unauthorized personal vehicles off property, cover missing or late shifts (this can include other Capital Metro properties), cover security personnel breaks, towing vehicles with the approval of Public Safety Management, report safety hazards, assist emergency vehicles on yard, and maintain DARs and incident reports.

21.0 Post 12

21.1 Transit Police Security (TPS) Personnel. Post 12 TPS Personnel will report directly to the Chief of Transit Police or his/her designee and will be stationed in the transit police lobby (location to be determined), Austin, Texas, twenty-four (24) hours, seven (7) days a week.

21.2 Duties. Post 12 TPS Personnel will be responsible for issuing, retrieving, and monitoring badges for all Capital Metro employees, temporary employees, contractors, and visitors. Post 12 will provide security assistance and manage activities of the lobby and assist in security support for confrontational situations with customers. Post 12 duties shall include but not limited to: (1) greeting customers, employees, contractors, and visitors, (2) signing customers in and out in appropriate logs, (3) contacting departments for arrival of visitors, (4) issuing of keys for transit police vehicles, (5) keeping track of the preventive maintenance for transit police vehicles, (6) scheduling vehicles for service, (7) monitoring security cameras and security systems with the ability to grant access, (8) control security access for the transit police security department, (8) assure equipment and officers are secure, (9) and assisting in the evacuation of the building in case of an emergency.

21.2.1 Post 12 TPS Personnel shall be ever vigilant to detect and report any persons attempting to gain unauthorized access to the property.

22.0 ADDITIONAL SECURITY SERVICES

22.1 CMTA may require, from time to time, addition security services during the performance of this contract. Additional Security Services pertains to those services CMTA may need at any time during the performance of this contract whenever the need arises. Additional Services shall include the following:

22.1.1 Providing security support service at various CMTA administrative and construction locations/sites to ensure the protection of property and life.

22.1.2 Providing security support services during the installation of equipment such as security equipment.

22.1.3 Providing security support services when threats to the CMTA organization poses additional risks to CMTA operations and/or its employees.

22.1.4 Providing patrol services at Park & Ride Facilities and Metro Rail Stations.

22.1.5 Provide security services for special events which shall include, but not limited to, Trail of Lights, Formula One, Austin City Limits (ACL), and South by Southwest (SXSW).

23.0 MOBILIZATION (START-UP) SCHEDULE

23.1 The Contractor recognizes that the services under this contract are vital to CMTA and must be continued without interruption. As such, the Contractor shall provide, with its proposal, an Implementation/Mobilization Schedule. The Mobilization Schedule shall include all of the key elements and resources necessary to guarantee uninterrupted services on the date established for contracted services to begin. The Mobilization Schedule shall be based on the anticipated Notice to Proceed date of March 10, 2023 for contracted mobilization services to begin and run three (3) months thereafter. The Contractor shall ensure a seamless transition of security services following the mobilization period and this includes exercising its best efforts and cooperation to affect an orderly and efficient transition. **(NOTE: Mobilization pertains to Posts 1-5 and 7-11 as well as the Rover Supervisor and Account Manager positions. Mobilization does not pertain to Posts 6 and 12 since the location for these posts is undetermined. Mobilization Services do not apply to firms currently providing Unarmed Security Officer Services to CapMetro.)**

23.2 The Mobilization Schedule shall specify a training program and a date for the transfer of responsibilities for each division of work described in this scope of services. Contractor training shall consist of, but not limited to, CMTA policy and procedures regarding safety to include vehicle operation, bus yard safety, facilities safety, computers, and phone usage, etc., and required training outlined in this scope of services.

23.3 The Contractor shall have sufficient experienced personnel onsite before the startup of the Contract and maintain staffing levels throughout the mobilization period to ensure services outlined in this contract are maintained at the required level of proficiency. The Mobilization Schedule shall detail the communication with the incumbent contractor, Allied Universal Security, and their employees and timelines for application, interview, training, etc. If the Contractor’s assigned employees will require training, the Contractor shall work with the incumbent contractor on agreeable dates/times employees will be allowed to attend training sessions(s). The Mobilization Schedule shall identify any tasks/equipment CMTA will need to accomplish or make available to the Contractor during the mobilization period.

24.0 AUDITS

24.1 Security Personnel Performance Audits.

24.1.1 The Contractor’s assigned supervisory personnel shall perform random unannounced job specific documented audits to review each security personnel’s overall performance.

24.1.2 Audits must be unannounced, random in frequencies, and documented. Audit reports must include the security personnel’s name, date of audit, date of last audit, audit grade (unsatisfactory, satisfactory, meet, exceed), and any previously reported performance deficiencies.

24.1.3 As a minimum, performance audits must include but are not limited to, knowledge of Level II training material, knowledge of site-specific post orders, personal appearance, and customer service.

25.0 EQUIPMENT

25.1 System Requirements. Managing threats and risks depends on efficient and timely access to information, which has become a vital part to our daily operations. Obtaining real time information is critical when deploying staff, resources, and emergency support to a location. The purpose of the security personnel tour system is to document patrols in multiple formats (i.e., photos, video, reports, texts). The system must also include a reporting system that’s capable of producing custom report that provides analytical data to track trends, provide advisory alerts, track performance and the ability to adjust reporting data formats. Considering this, Capital Metro requests that the Contractor utilize a security personnel tour system with the **minimum** capabilities and specifications as shown below.

25.2 Security Personnel Tour System. The Contractor shall be required to provide a security personnel tour system that shall include the minimum features and functionality. Web Based - Secure and accessible from anywhere, anytime.

- Manage tours by GPS tracking, with the capability of live tracking.
- Provide GO fencing.
- Analysis Reporting - Create, save, export, and publish.
- Provide summary reports.
- Workflow and Notifications - Automate internal processes.
- Built in Search Engine - Incorporates information access controls and search filters.
- Display Security Personnel Tour Patrol routes and checkpoints.
- Time stamp of data, to include but not limited to photos, video, audio, and text that has search capability within the software.
- Capability of filtering reports by priority.
- Capability to customize reports to operational needs.
- Capability to issue task to security personnel, that can provide immediate feedback.
- Real-time updates.
- Capability of sending emails.
- Capability of scanning checkpoints and providing security personnel with instructional information for that location.
- Capability of informing management when patrols are not conducted.
- Track security personnel performance.

25.2.1 Contractor shall provide seventeen (17) hand-held devices for the guard tour system. Twelve (12) for all Posts, one (1) for account manager, one (1) for rover supervisor and three (3) spares.

25.3 Communications. Capital Metro shall provide the Contractor with the use of a hand-held radio, charger, and spare battery per Post for the purposes of communication. Contractor shall maintain this equipment and will be charged for the cost of any damaged or lost devices.

25.4 Materials and Supplies. The Contractor must provide any materials and supplies required to fulfill Contractor's obligation under this contract.

25.4.1 Capital Metro will not be responsible in any way for the Contractor's supplies, materials, equipment, or the personal belongings of Contractor staff that may be damaged or lost for any reason, including theft.

25.5 Public Safety Vehicles. Capital Metro shall provide vehicles to be used to conduct patrols of the various Capital Metro facilities. These vehicles shall only be used for patrolling property, and Contractor shall adhere to Capital Metro policy regarding operation of vehicles on Capital Metro properties. Vehicles will not be used in any other capacity (i.e., lunch breaks, personal errands).

25.5.1 VEHICLES SHALL ONLY BE USED FOR CAPITAL METRO BUSINESS.

25.6 **RESERVED.** ~~Rover Supervisor Vehicle~~. ~~Contractor shall provide a vehicle for the Rover Supervisor to conduct patrols of all Capital Metro security post. This vehicle must not be used for any other business that is not directed by the PSA or Public Safety Management. The Contractor will be responsible for fuel, maintenance, insurance, vehicle upkeep and any other cost and responsibility for the vehicle.~~

~~25.6.1 Contractor's vehicles shall display the company name on both sides of the vehicle~~

~~25.6.2 Contractor's vehicles shall be equipped with a flashing yellow beacon which is in use at all times while performing the duties under this scope of service.~~

~~25.6.3 The vehicle must be kept in good working condition, clean and adhered to Capital Metro safety policy when operating on Capital Metro property.~~

~~25.6.4 If contractor vehicle is not operable, the Contractor must provide another vehicle within four (4) hours to continue operations of patrolling post. Capital Metro shall not be charged for the vehicle being inoperable for the duties of the rover supervisor.~~

25.7 Security Personal Driving Requirement. Security personnel who operate vehicles on Capital Metro property must undergo a Defensive Driving Course, provided by the Contractor, and provide copies of certificates to Capital Metro before they can operate vehicles on Capital Metro properties.

25.8 No Transport Without Authority. Security personnel are not allowed to transport anyone who is not authorized by the PSA or Public Safety Management.

25.9 Maintenance of Vehicles. Capital Metro will be responsible for the maintenance of public safety vehicles to include preventative maintenance, engine repair, vehicle inspection and other maintenance services. Capital Metro will provide fuel for patrol vehicles for Post 10 & Post 11.

25.10 Contractor Responsibilities. The following will be the Contractor's responsibility in the upkeep of the vehicle:

25.10.1 Cleanliness of vehicle – Capital Metro has facilities for washing vehicles. Contractor will be responsible for taking the vehicle to the service island to have the vehicle clean. Capital Metro service contractor are responsible for cleaning vehicles. Security personnel shall not clean vehicles at service islands for safety reason. The interior and exterior of vehicle shall be always kept clean.

25.10.2 Contractor will be responsible for reporting any damages or vehicle operation problems of Public Safety vehicles immediately. Protocol for reporting accidents will be provided in the security personnel training.

25.10.3 Each shift shall provide daily inspections of vehicle to include body damage, lights, brakes, mirrors, tires, hazard lights, mobile radio check, engine operation, and checking fuel, oil, and battery indicators.

26.0 CONTRACTOR OFFICE

The Contractor's office servicing this contract must have an established office located within 500 miles of the Capital Metro Administration Building, located at 2910 East Fifth (5th) Street, Austin, Texas.

27.0 DELIVERABLES

27.1. DARs and Incident Reports. As described in Section 6 of this Exhibit F, Contractor will submit a Daily Activity Report (DAR) for each security personnel's shift to the account manager daily, at the end of the shift. The account manager will be responsible for reviewing all DAR's and responding to all concerns and provide the PSA and Public Safety Management with a daily summary report from all security personnel concerning safety or security issues. Contractor shall also submit Daily Incident Reports along with the DAR.

27.2 Monthly Reports. Contractor shall submit a Monthly Report to the PSA and Public Safety Management with but not limited to, type of incidents that occurred, the number of patrols conducted by each post and rover supervisor, reports submitted, and a summary report of post turnover in staffing. Service hours to include number of hours required versus hours worked, missed shifts per post and management (account manager and rover supervisor) and highlight reports, i.e., emergency reports, compliments, rendering assistance, safety concerns, and suggestions on improving operations.

27.3 Post Orders. Capital Metro will provide post orders to the Contractor. After receiving post orders, the Contractor will review and acknowledge by signature, the comprehension of the post orders. Revisions to the post orders shall be approved in advance by the PSA or Public Safety Management. Upon approval, copies shall be returned to the Contractor and issued to all posts. The Contractor will be responsible for updating and revising post orders by

the direction of the PSA or Public Safety Management. Contractor shall furnish post orders to all security post, branch management, account manager and rover supervisor. All post orders will be subject to review and approval by the PSA or Public Safety Management prior to implementation.

27.4 Test Results. The account manager shall provide to Capital Metro a written copy of the test results. Security personnel will be allowed no more than two (2) testing opportunities. The second test must be taken within seventy-two (72) hours of the first test. If two tests are taken, the percentage must be calculated using the average score of both tests. Security personnel who receive a score of less than eighty percent (80%) cannot be assigned to the contract.

27.5 Physical Condition. A physician certification giving notice as to the results, shall be furnished to Capital Metro. The Contractor's security personnel must be in good general health and can perform the required tasks.

27.6 Security Personnel Performance Audits. The Contractor's assigned supervisory personnel shall perform random unannounced job specific documented audits to review each security personnel's overall performance.

27.7 Security Personal Driving Requirement. Security personnel who operate vehicles on Capital Metro property must undergo a Defensive Driving Course, provided by the Contractor, and provide copies of certificates to Capital Metro before they can operate vehicles on Capital Metro properties.

27.8 Rail Safety Training. Security personnel must successfully complete Capital Metro's 2-hour block rail safety training with no separate or additional charges billed to Capital Metro under the contract.

27.9 Security Personnel License. Security personnel shall be properly licensed by the State of Texas Board of Private Investigators and Private Security Agencies. The Contractor shall provide copies of the license for security personnel to the PSA. Security personnel shall be required to always have their license with them and will be periodically checked by Capital Metro Public Safety Management.

28.0 PROGRESS AND PERFORMANCE PERFORMANCE MEASURES

Following award of the contract and mobilization of services, CapMetro will conduct progress and performance review meetings with the Contractor on a quarterly basis and the Contractor will be scored accordingly based on their progress and performance during the period of performance of the contract.

~~28.1 Security Personnel Performance. Contractor performance will be evaluated on security personnel (to include, branch manager, account manager, rover supervisor & security officers). The evaluation shall be based on, but not limited to, the interacting with external and internal customers, professionalism, appearance, politeness, courteous, respectful, honest/integrity, respectful, and responsiveness to any person on Capital Metro properties. This also includes conducting business on Capital Metro phones or computers and knowledge of post orders.~~

~~Security officers, account manager, rover supervisors and contract management staff will be evaluated will by a survey (See F-1, Public Safety Survey) that will include the input of Capital Metro staff, guest, and public safety management team. The public safety management team will utilize the survey also when conducting business interaction with the contractor management staff as well as the officers.~~

~~28.2 Staffing Levels. 100% staffing levels will always be required. Contractor performance will be evaluated based on not disrupting operations by being habitually absent, work as scheduled and expected, shows consistent attendance with minimal interruption of services (minimal unscheduled absences), adherence to contract performance for staffing (attendance), dependability, and availability of onsite staffing to meet agency needs.~~

~~28.3 Budget/Financial Oversight. Contractor will be measured on the accuracy of billing and adhering to price quotes within the contract and response time correcting billing errors within five (5) business days. Contractor will be measured by:~~

28.3.1 One (1) to three (3) errors per month with an email written warning and invoice being sent back for corrections.

28.3.2 Four (4) to seven (7) errors per month with a formal written notice and invoice sent back for correction.

28.3.3 Eight (8) to ten (10) errors per month a formal written notice, meeting to discuss, and written steps/processes provided by vendor to eliminate future errors, followed by follow-up discussion and further compliance/contract review.

28.4 Training. Contractor performance will be evaluated on security personnel knowledge of their security post requirements and responsibilities, refer to 3.0. Training and 4.0 Testing.

29.0 PENALTY FOR NO-SHOW SHIFTS

The Contractor shall be assessed a penalty for No-Show shifts at any post/position stated in this exhibit and Exhibit A, Price Schedule of this contract. A No-Show shift occurs when a shift at a post and/or a shift for the Account Manager and/or Rover Supervisory position(s) is/are not filled within two (2) hours after the required shift start-time. If any shift is not filled within two (2) hours from the required shift start time, the failure to fill the shift within that two (2) hour time-frame will automatically be considered a No-Show Shift. The automatic penalty for any No-Show Shift is \$1,000.00 which shall be reflected as a reduction to the contract price and a credit to Capital Metro as a separate entry on the Contractor's invoice. In addition to the automatic penalty of \$1,000.00 for any shift designated as a No-Show, the Contractor shall not be monetarily compensated for any duration of time the shift remains unfilled from the required shift start-time.

The Contractor remains responsible for ensuring the No-Show shift is filled at no cost to Capital Metro.

The Contractor shall not take from another shift at any other post to fill the No-Show shift to avoid the automatic penalty since doing so would leave a required post unmanned.

The Contract shall submit a monthly Non-Compliance Penalty Report along with their monthly invoice. The Non-Compliance Penalty Report shall include the date of the No-Show shift, the post/shift missed, hourly rate of the post, and the total number of hours the post was unfilled.