

SUPERIOR COURT OF CALIFORNIA, COUNTY OF SANTA BARBARA

STATEMENT OF WORK

1. INTRODUCTION

The Superior Court of California, County of Santa Barbara is soliciting proposals to provide unarmed security guard services for six (6) of seven (7) Court facilities located throughout the County of Santa Barbara.

2. GENERAL DESCRIPTION

The Court is seeking an independent contractor to provide unarmed security guard services at five (5) full-time and two (2) as-needed, weapons screening stations located at six (6) court facilities within Santa Barbara County. Generally, each weapon screening station consists of one (1) x-ray machine, magnetometer, and hand-held metal detectors. Two (2) unarmed security guards are required to be staffed at each weapons screening station at all times of operation. Generally, one (1) sheriff's deputy will be assigned to each weapons screening location. Superior Court facility locations/services are identified in Section 6, Capacity Requirements. This list is non-inclusive and locations are subject to change in any or all of the service areas throughout the term of the Contract.

Unarmed security guards are needed in order to provide a safe, calm, secure, and peaceful environment for Court employees and clients. It is imperative that the individual security guard be able to use his/her discretion to deal with elements which do not readily fall into a specific category. Specifically, the contractor will provide two (2) civilian personnel (unarmed security guards) per screening station, who will:

- a. Operate the court's magnetometer and x-ray equipment to screen visitors for weapons and other contraband.
- b. Use hand-held wand magnetometers to screen visitors for weapons and other contraband.
- c. Search purses, handbags, brief cases, etc.
- d. Respond appropriately to and report any dangerous situations to sworn security staff.
- e. Provide general information to the public.
- f. Attend any required training sessions offered through the Sheriff's Office and/or the Court.
- g. Enforce and comply with any established health and safety protocols resulting from Public Health and/or Court Orders.

The Court is operating under an emergency declaration of the Governor of California and the Santa Barbara County Public Health Director. As a result, the Court has implemented

cleaning protocols which will require security personnel to clean common surfaces, railings and door handles in the vicinity of weapons screening stations. This activity is anticipated to be performed during periods where no court visitors require screening.

Hours of Operation and Holiday Schedule

The Court is open Monday through Friday, excluding holidays. Unless directed otherwise by the Court Executive Officer (CEO) or designee, all designated public doors shall be open during the following hours:

7:30 a.m. to 5:00 p.m.

Except in an emergency, any changes in the Court's hours of operation must be approved by the Chief Executive Officer (CEO) or Chief Deputy Executive Officer (CDEO). Contractor agrees to provide the services according to the hours approved upon notice of any change in hours by the Court.

January 1, New Year's Day
The third Monday in January, Martin Luther King Day
February 12, Lincoln's Birthday
The third Monday in February, Presidents' Day
March 31, Cesar Chavez Day
The last Monday in May, Memorial Day
July 4, Independence Day
The first Monday in September, Labor Day
The fourth Friday in September, Native American Day
November 11, Veterans Day
The fourth Thursday in November, Thanksgiving Day
The fourth Friday in November, the day after Thanksgiving Day
December 25, Christmas Day

If a holiday occurs on a Saturday, then the previous Friday will be observed as that holiday. If a holiday occurs on a Sunday, the following Monday will be observed as that holiday. The Court reserves the right to change holidays and will provide Contractor with reasonable notice regarding any date changes.

3. SPECIFIC REQUIREMENTS

The purpose of this Request for Proposal (RFP) is to solicit proposals from experienced security firms interested in the provision of unarmed security guard at The Superior Court of California, County of Santa Barbara, court facilities. The Court's requirements are delineated in this statement of work.

In addition to any background clearances conducted by Contractor for licensing purposes, the Santa Barbara County Sheriff's Department may conduct additional comprehensive background investigations on Contractor's security personnel.

This is a request for staff services only. The Court will provide all screening equipment (x-ray machines, magnetometers, and hand-held wand devices and cleaning supplies).

Contractor will work closely with Sheriff's sworn office personnel at the screening stations. Deputy Sheriffs will be assigned to cooperate with the screening operations. Security personnel will confer with the deputies as issues arise in the course of performing the screening functions.

4. STATEMENT OF WORK (SPECIFICATIONS):

TERM

The Court will be contracting for an initial one (1) year term and shall have the option to renew for five (5) additional years upon mutual agreement of the parties. The Agreement is of no force or effect until signed by both parties.

The Contract will require that the Contractor furnish uniformed, unarmed security services with the proven ability to provide the required service as written within this RFP:

A. CONTRACTOR REQUIREMENTS

1. Contractor must comply with all applicable federal, state, and local laws, rules, and regulations, including, but not limited, to those regarding wages.
2. Contractor will be required to provide unarmed guard services for security and weapons screening for approximately 9 to 10 hours per day at court facilities, whereby security personnel assigned to each facility shall maintain strict client confidentiality at all times.
3. Contractor must provide unarmed security guards with the ability to provide general security control. The security guard will summon the appropriate police/fire authority and/or appropriate court personnel.
4. Contractor shall obtain from the designated facility manager, a written authorization for clearance to work at the specified court facility for all security personnel at least 24 hours before they are initially assigned (or a later change in assignment of regular personnel). The Court reserves the right to review the credentials of each assigned security guard prior to approving them.

5. The Court prohibits the use of arrest powers by security personnel; security personnel powers of arrest are no greater than that of a private citizen. Contractor shall assume full liability for any of their employees in the exercise of any police authority.
6. The Contractor Supervisor must train each new security personnel on the safety and operating procedures for X-ray cabinet systems and shall ensure that each guard completes the As Low As Reasonably Achievable (ALARA) Program Court Provided Training annually.
7. It shall be the responsibility of the Contractor to perform a physical inspection of the facility with the site manager, to prepare a vulnerability assessment of the complex, and to coordinate a written set of instructions for security guards at each duty post. The Contractor is to work with the Court's designated Facility Manager to develop a partnership in security and to give feedback on security issues. On-time response scenarios and situations should be included in these instructions.
8. The typical operating hours per screening station are from 7:30 a.m. to 5:00 p.m. If awarded an agreement, Contractor will be required to staff each assignment with personnel that have been adequately briefed regarding the specific assignment and competently trained to handle it on a continual basis, until such time that the Court site manager determines that such staffing is no longer required or necessary.
9. Contractor must be able to collaborate effectively and receive direction from the Court's appointed designee. The firm must also provide general supervisory authority over security guards while on duty. Each security guard must follow the written set of instructions at each post prepared by the Contractor. A copy of any POST orders shall be provided to the Court.
10. Contractor shall, at Contractors expense, have all assigned guards complete the Contractors established training program, and shall make evidence of such training available upon request. In addition, Contractor must provide a copy of their training plan/schedule along with their offer.
11. Contractor shall, at Contractors expense, conduct unannounced drug screening of security guards assigned to Court facilities.
12. Contractor shall provide Class A uniforms to security personnel, in accordance with dress standards approved by the Court. Contractor shall provide a visual depiction of uniforms as part of the offer, including any overcoats, jackets, ties, foot and head gear.

B. SECURITY GUARD REQUIREMENTS

1. The Court desires a favorable image and considers it to be a major asset of a security service. The contractor's employees' appearance, personal hygiene, attitude, courtesy, and job knowledge needs to present a favorable image. No smoking, reading unauthorized material, eating, or grooming shall be permitted while guards are in public view. No personal phone calls or texts will be permitted, except in an emergency.
 - a. Guards are permitted to have closed container drinks at the screening station which must be out of public view while screening is in process. No open containers, nor metal coffee cups or thermoses are permitted. This is intended to avoid any spills which may damage equipment, uniforms, or make the area unsightly. The consumption of liquids should never interfere with the guards performing their assigned duties.
 - b. No drinks shall ever be placed on top of the screening equipment.
 - c. Guards will ensure screening areas are clear of food, excessive articles of clothing and/or gear, and trash.
 - d. No food shall be consumed by guards in view of the public while working in the court's facilities.
2. Security Guards shall have normal concern for their own physical safety and shall take reasonable precautions not to place themselves or others in situations which would encourage violence.
3. Security Guards are required to sweep the building prior to opening the screening stations by checking the public areas, restrooms, trash cans, and under benches to ensure that no one has hidden a weapon in the facility overnight.
4. The Court prohibits the use of arrest powers by security personnel; security personnel powers of arrest are no greater than that of a private citizen. In cases of self-defense or citizen's arrest, security personnel shall use only that force necessary to affect an arrest or defend oneself. When necessary, the proper police authority shall be summoned. Security personnel shall always be cooperative with authorized emergency personnel by providing assistance, while not interfering in the performance of their duties.
5. Security Guards shall use professional discretion in dealing with situations that do not readily fall into specific categories.
6. Quality and experience of security guards and the services provided will be a critical element of the contract. All unarmed security guards shall meet the requirements (possession of a current guard registration permit) of the California State Department of Consumer Affairs, Bureau of Collections and Investigations. Membership in the American

Society for Industrial Security is considered desirable. More information concerning ASIS (American Society for Industrial Security) may be found in this website: <https://www.asisonline.org/>.

7. Security Guards shall be adequately trained and experienced in their specific duties and for each piece of security equipment carried or used. Additionally, security personnel shall be trained in the use of all-purpose fire extinguishers, drug/narcotics identification, bomb threat situations, and the avoidance of violent situations.
8. Security Guard's personal appearance must be exemplary. Security Guards will be expected to keep their clothing neat, clean, and well pressed at all times. Uniforms shall not have rips, tears, visible repairs, missing buttons, excessive tightness, or bagginess.
9. Security Guards shall monitor the X-Ray machine and magnetometer equipment for any unusual or suspicious weapons and investigate as necessary.
10. Security Guards shall comply with all reasonable directives of the Sheriff's Deputies and/or the Court designated facility manager(s).
11. Security Guards are required to be equipped with cell phones and flashlights.
12. Each employee of Contractor working on site at any Court facility must sign the Contractor Employee Acknowledgement and Confidentiality Agreement and submit to Court prior to working on site.

C. FRATERNIZING WITH LITIGANTS, WITNESSES, AND JURORS

1. Security Guards must possess and exercise strong personal interactive skills when dealing with the public.
2. Security Guards are often the first persons the public encounters when becoming involved with the Courts. It is important that the Court maintain an appearance and a factual unbiased relationship with all who come before the Court. Guards are expected to be polite, firm, and helpful to those coming through screening while seeking to exclude prohibited items. Guards are prohibited from becoming overly friendly with those contacted during the screening process, soliciting contact information, or accepting contact information for the purposes of outside liaisons, which may create an appearance of impropriety.
3. On a daily basis, security guards will encounter attorneys and law enforcement personnel. Guards shall not solicit legal advice from anyone encountered in the courts and scope of providing security services.

D. REPORTING REQUIREMENTS FOR THE COURT

1. The Court requires the following:
 - a. Reporting of all prohibited items intercepted at the screening points on court established reports. The report also requires the recording of the numbers of persons screened on an hourly basis. These reports should be completed by the security personnel throughout the day and by the persons staffing the screening stations. These forms are in addition to any other activity reports or incident reports required by the Contractor.
 - b. Incident reports should be completed on Contractor-provided report forms and maintained by Contractor for two (2) years. Whenever an encounter rises to the level that an incident report is prepared, the onsite manager and the Court Project Manager shall be provided with a copy by the beginning of the following day. If a matter rises to a level where law enforcement must become physically engaged, someone is injured or is of a severe enough level to cause immediate concern, the security supervisor will inform the onsite manager and project manager by telephone as soon as practicable.
 - c. Security Guards shall log and report (on a daily basis) all serious incidents to the designated facility supervisor including, but not limited to, any bomb threats, or incidents to any member of the public.
 - d. Security Guards shall enforce adopted Court security policies when exercising their screening functions.

E. SUPERVISION

Oversight of the security operation is of paramount importance to the court. Sufficient oversight must be provided to ensure compliance with the terms and conditions listed in this RFP.

5. FACILITIES AND NETWORK SUPPORT

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

- a. Facilities.
- b. Furniture, buckets, and bins.
- c. Equipment x-ray machines, magnetometers, hand-held metal detectors, and radios.

6. Capacity Requirements

LOCATION	COURTHOUSE	WEAPON SCREENING STATION / HOURS AND DAYS OF OPERATION
DOWNTOWN SANTA BARBARA (all locations are within one block of each other)	Figuroa Building 118 East Figuroa St. Santa Barbara, CA 93101	1 Full Time Station 1 Station 7:30 am – 5:00 pm Mon – Fri
	Anacapa Courthouse 1100 Anacapa St. Santa Barbara, CA 93101	2 Full Time Stations 2 Stations 7:30am – 5:00 pm 1 Additional Guard “rover” to monitor the courthouse
	Santa Barbara Jury Building 1108 Santa Barbara Street Santa Barbara, CA 93101	1 Station as Needed
LOMPOC	Lompoc Division 115 Civic Center Plaza Lompoc, CA 93436	1 Full Time Station 1 Station 7:00 am – 4:00pm Mon – Fri
SANTA MARIA	Santa Maria Juvenile Division 4285 California Blvd., Suite B Santa Maria, CA 93454	1 Full Time Station 1 Station 7:45 am – 4:45 pm Mon – Fri
DOWNTOWN SANTA MARIA	Santa Maria Division 312 East Cook Street Santa Maria, CA 93455	1 Full Time Station – Bldg. G 1 Station 7:30 am – 5:00 pm Mon – Fri

The number of Stations is subject to change depending on need; the changes may be permanent or temporary. Court will provide as much notice as possible to Contractor. Contractor shall be able to staff additional Stations on short notice.

End of Statement of Work