1. **GENERAL SCOPE OF PROJECT**
   1. Lake County Board of County Commissioners seeks to contract with a qualified Contractor to provide security guard services for Lake County facilities. Positions shall be paid on an hourly rate basis. Contractor shall provide all labor, management, supervision, supplies, equipment, certifications, uniforms, and associated materials to complete the required services.
   2. Contractor shall provide security guard services in accordance with Florida Statutes, Chapter 493 “Private Investigative, Private Security, and Repossession Services”.
   3. Contractor shall furnish personnel qualified and capable of performing security guard services, as described herein. Contractor shall ensure that all personnel are trained, briefed, and fully qualified to perform their assigned duties and responsibilities.
   4. Contractor shall be responsible for the supervision and scheduling of its personnel while servicing this agreement.
2. **LICENSING REQUIREMENTS**

2.1. At a minimum, the Contractor shall possess one of the following licenses as administered by the State of Florida, Division of Licensing:

* + 1. Class “B” – Security Agency
    2. Class “BB” – Security Agency Branch Office

2.2. At a minimum, the Contractor shall provide armed security guards that possess a “G” license as required by the State of Florida, Division of Licensing.

1. **PERSONNEL REQUIREMENTS**
   1. Contractor staff shall be well-trained, experienced, and alert, interested, and reliable personnel selected to protect the County’s personnel, property, its guest/visitors, and the general public.
   2. Contractor staff must pass criminal history and background check and must not have any misdemeanor, felony convictions or active injunctions. The Contractor shall conduct background checks of its employees who will perform the services for the County. The cost of the background checks will be borne by the Contractor.
   3. Contractor may be required to provide proof and documentation of the background checks to the County. The County may require the Contractor to exclude employees, or representatives based on the background checks outcomes and
   4. Contractor may be required to provide all requested documentation for all personnel, and representatives that will be utilized for the service. The information supplied will be used to run County’s background checks. The County may require the Contractor to exclude employees, or representatives based on the background checks outcomes and results.
   5. Contractor staff shall be mentally and physically competent to perform the services required. Contractor shall at all times enforce strict discipline and good order among their personnel.
   6. Contractor staff must be able to professionally enforce rules and regulations in a professional and courteous manner to ensure a safe and enjoyable atmosphere for staff and guests.
   7. Contractor staff shall demonstrate acceptable cleanliness and hygiene.
   8. Contractor staff shall be fluent and able to read, write, speak, understand, and fully literate in the English language.
      1. COUNTY encourages Contractor to provide security guards have multilingual capabilities.
   9. All personnel shall be able to communicate coherently and understandably, even fully and clearly in times of stress.
   10. All personnel shall be able to understand detailed written orders, training instructions, and materials with the ability to compose reports that convey complete information.
2. **UNIFORMS**
   1. Contractor shall supply for distinctive clean, neat appearing uniforms for their employees and require them to be worn while performing the services provided herein.
   2. Uniforms shall consist of, but are not limited to class A uniform trousers, class A uniform short sleeve shirts, class A uniform long sleeve shirts, duty boots of oxfords, duty belt, belt keepers, hand cuffs and case, OC spray and case, double magazine holder, level III holster, Glock model 22 or 23, factory .40 caliber hollow point ammunition, level II protective vest, badges, whistles, and nametag.
   3. All shirts, jackets, or coats shall display the Contractor’s name and logo.
   4. All personnel shall wear an identification tag, badge, or bar pin displaying his/her name at all times. This tag or bar pin shall be provided for by the Contractor.

#### SECURITY GUARD DUTIES

* 1. Security guard duties assigned to and performed by Contractor’s personnel shall include, but are not limited to:
     1. Reporting to duty at the designated starting time and not leave any assigned post, venue, or event until properly relieved, or dismissed by their supervisor.
     2. Being responsive in addressing special requirements requested by the County’s Representative or designee.
     3. Take the appropriate action for each situation encountered, and immediately report all unusual situations to the County representative or designee.
     4. Ensure that doors to the County facilities are protected and secured.
     5. Participate in drills, fire alarms, evacuations, and disaster exercises.
     6. Keep walkways, entrances, and exits clear and free of guests, obstructions, and unnecessary items, to include refuse, cigarette butts, etc.
     7. Disallow the entry of prohibited items.
     8. Addressing unruly guests in an inconspicuous manner.
     9. Directing guests to seats, restrooms, smoking areas, concession areas and other amenities.
     10. Assisting disabled guests.
     11. Assisting guests in need of medical assistance and/or emergency evacuations.
     12. Protecting venue property and facilities.

1. **LOCATIONS**

6.1. The following are the current Lake County sites in which the security guard services are needed and identify as having a normal schedule:

|  |  |  |  |
| --- | --- | --- | --- |
| Security Guard Needed | Lake County Facilities | Address | Frequency |
| 2 | Lake County Administration Building | 315 W. Main St., Tavares | Mon-Fri/7:00AM-5:30PM |
| 1 | Planning & Zoning Office | 320 W. Main St., Tavares | Mon-Fri/8:00AM-5:00PM |
| 1 | CS Housing & Veterans Services Office | 2004 Classique Ln., Tavares | Mon-Fri/7:00AM-5:30PM |

6.2. The County will have the option to order additional security guard staffing at additional facilities on as as-required, on-demand basis at the established hourly rate.

6.3. If any assigned security guard fails to arrive at the designated County facility as scheduled, the Contractor shall provide a replacement as soon as possible, not to exceed four (4) working hours from the associated initial notice to the Contractor.

1. **SCHEDULING**

7.1. The Contractor is responsible for the supervision and scheduling of the appropriate personnel(s) to cover the time(s)/shift(s).

7.2. The primary assigned security personnel(s) will work forty (40) hours per week. The security personnel may work staggered shifts as approved by the designated County facility personnel. An additional security personnel may require to cover the general public operating hours.

7.3. No post shall be left unattended. It is responsibility of the Vendor to check and ensure their employee(s) are in place on time.

7.4. Each security personnel shall present a clean, neat, and professional appearance at all times. Employees shall be in their full-dress uniform, with proper equipment and materials before reporting to their post.

7.5. The following is a list of holidays that are observed by Lake County:

|  |  |
| --- | --- |
| **HOLIDAY SCHEDULE** | |
| New Year’s Day \* | January 1st |
| Martin Luther King Day | 3rd Monday in January |
| President’s Day | 3rd Monday in February |
| Memorial Day | Last Monday in May |
| Fourth of July | July 4th |
| Labor Day | 1st Monday in September |
| Veteran’s Day | November 11th |
| Thanksgiving Day | 4th Thursday in November |
| Day After Thanksgiving | 4th Friday in November |
| Christmas Day \* | December 25 |

1. **INVOICING**
   1. Billing for services shall be paid monthly, after receipt of an invoice from the Vendor at the end of each time period of one (1) month. The invoice shall be for the previous month’s service period and personnel time sheets will accompany the invoice to verify the monthly charges.

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