



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction


Metropolitan Planning Organization of Washoe County, Nevada

January 15, 2021

AGENDA ITEM 3.10

TO: Regional Transportation Commission

FROM: Rob Reeder
Administrator Security/Safety



Bill Thomas, AICP
Executive Director

SUBJECT: Intent to Issue Request for Proposals for Armed and Unarmed Security Services, After Hours Patrol and Alarm Response

RECOMMENDATION

Authorize the procurement of armed and unarmed security services and after hours patrol and alarm response at RTC’s transit stations and facilities.

SUMMARY

For over twenty years, provision of security services at RTC transit station(s) have been essential for secure transit services. A three-year contract (plus two one-year extensions) for armed and unarmed security services, after hours patrol and alarm response for RTC facilities was awarded to Allied Universal Security Services in July 2016. The contract expires on June 30, 2021. The RTC intends to issue an RFP for provision of security services, after hours patrol and intrusion alarm response. The RTC will evaluate responses and make its determination as to which proposal offers best value to the RTC, based on the following criteria and in accordance with designated percentage weight indicated in the following chart:

	Criteria	Points
1.	Work plan, approach and implementation methodology. Response to requirements of this procurement.	25
2.	Qualifications and experience of the project team. Level of commitment of project manager and key team members. If interviews are conducted, this criterion will also include the results of interviews	25
3.	Identification of anticipated issues, problems, challenges and proposed solutions.	20
4.	Sample work products and references	5
5.	Financial statements (Chief Financial Officer will evaluate)	5
6.	Cost	20

The RTC will recommend award of contract to the successful bidder following the competitive bid process. The RFP includes the provision of requested services for three years with two one-year extensions. Proposed contract dates are July 1, 2021, to June 30, 2024, with selected options potentially extending the contract until June 30, 2026.

FISCAL IMPACT

Funding for a potential security service contract has been included in the FY 21 budget. Development of potential contract expense derived from utilization of current security services expenses and inflation factor.

PREVIOUS ACTIONS BY BOARD

April 17, 2020	Award of second one-year contract extension.
June 01, 2016	Award of security services contract to Allied Universal Security Solutions (RTC RFP 16-8).

ADDITIONAL BACKGROUND

There has been provision of security services at our Transit Centers for over 20 years (first with CitiCenter then with Centennial Plaza and 4th street Station). Security services are essential to providing an environment that is safe and secure for our Passengers and public.

Attachment

**RTC OF Washoe County
Security Services Solicitation – Scope of Work**

PROJECT OVERVIEW

The RTC operates two transit stations (transfer facilities), one at 200 E. Fourth Street in downtown Reno, Nevada known as “4th Street Station” and the second at 1421 Victorian Avenue in downtown Sparks, Nevada known as “Centennial Plaza.” 4th Street Station has two buildings, both located on approximately 1 acre of land. Centennial Plaza has two buildings, on approximately 3 acres of land. In total, RTC owns thirteen (13) buildings comprised of some 180,780 square feet on approximately 17 acres of land. Base proposals on the 24-hour presence of uniformed and armed security officers, seven days a week at the transfer facilities. All other RTC facilities will be provided “after hours” patrols and alarm responses. RTC facilities are as follows:

- 4th Street Station North Building: Passenger waiting and passenger services
- 4th Street Station South Building: RTC-RIDE operations and maintenance
- Centennial Plaza: Main building has passenger waiting, RTC-RIDE operations, Greyhound passenger waiting and ticket office. The facility is also a transfer station for Panasonic and Tesla employees traveling to and from work via private coach vehicles. There is a small maintenance building on the property.
- Villanova Facility (2050 Villanova Drive Reno, Nevada): RTC-RIDE administration, operations, maintenance and bus storage
- Sutro Facility (600 North Sutro Street Reno, Nevada): RTC-ACCESS administration, operations, maintenance and van storage
- RTC Administration Offices (1105 Terminal Way Reno, Nevada): RTC Administration, Administrative services, Engineering, Finance, Planning and Information Technology departments.
- RTC-RAPID (Bus Rapid Transit) Stations: Virginia Street from Meadowood Mall Way to 15th Street near the University of Nevada campus (16 stations). Fourth Street at Evans Avenue to Prater Way at 15th Street, Sparks, Nevada (8 stations).

SCOPE OF WORK**GENERAL DESCRIPTION**

The RTC is seeking proposals from qualified firms to provide armed and unarmed security services at 4th Street Station, the downtown Reno RTC-RIDE transfer facility, and Centennial Plaza, the downtown Sparks RTC-RIDE transfer facility, 24 hours per day, seven days per week.

Base proposals on the 24-hour presence of uniformed and armed security officer, seven (7) days a week for each day the contract is in effect. There will be a minimum assignment of two uniformed, armed officer at all times for 4th Street Station. The minimum assignment for Centennial Plaza shall be one uniformed, armed officer at all times. A full-time officer supervisor will be part of the working staff assigned to 4th Street Station. In addition, the officer supervisor or a designee will be available to officers and RTC staff via telephone at all times. An increase in security officer staffing (unarmed and armed officers) will be requested for certain events (e.g., Reno Aces home baseball games, Hot August Nights, Street Vibrations, the Best in the West Rib Cook Off, etc.) or holidays (4th of July and New Year’s Eve). In order to maintain safety and security of fixed route operations assignment of security officers to selected coaches may occur. Assignment of patrol officers to selected transit stops may occur to deter vandalism, graffiti and promote security and safety. A marked security vehicle is required to conduct patrol services. The RTC reserves the right to adjust the number and type of security officers assigned to the contract. Adjustment can occur at the Department of Homeland Security Advisory System threat level fluctuates or as other needs occur.

Significant transit center activity is as follows:

TRANSIT CENTER ACTIVITY

Activity	Year - 2019	Year - 2018	Year - 2017
Loitering	133	122	158
Trespassing	11	18	257
Medical Assistance Requests	155	131	109
Disorderly Conduct	17	20	36
Graffiti Incidents	0	6	47

Provision of security services will be to the property boundaries of each transit center. The RTC also requests security services in the form of after business hours patrol and alarm responses. The definition of after business hours are non-working hours, weekends and holidays. Please see the following table for estimated hours for armed, unarmed officers, site supervisor, as well as patrol and alarm stops.

2021 Transit Center Security Officer Hours													
Staff	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
CP Officer - ARMED Holiday	24				24		24		24		24	24	144
CP Officer - ARMED Regular	720	696	744	687	720	720	720	744	720	744	696	720	8,631
CP Officer - UNARMED Regular								39					39
4SS Officer - ARMED Holiday	56				56		56		56		56	56	336
4SS Officer - ARMED Regular	1680	1568	1736	1680	1624	1680	1680	1736	1624	1736	1624	1680	20,048
4SS Officer - UNARMED Regular				39	27	36	47						149
Site Supervisor Holiday	8					8			8		8	8	40
Site Supervisor Regular	159	167	167	167	167	167	163	163	163	163	163	163	1,972

Facility Patrol Stops and After Hours Alarm Responses

Stops Per Day	Stops Per Year (365 days)	Alarm Responses Per Month	Alarm Responses Per Year
6	2190	1	12

Route Patrols and Fixed-Route Supervision

There may be requests to patrol selected RTC fixed routes to deter vandalism, graffiti, shelter take over (by homeless or others) and to promote transit security and safety. Route patrols will consist of an officer checking fixed-route stops for unsafe concerns. Fixed-route supervision consists of officer assignment to an RTC coach to ensure security and safety during route operations. Assignment of route patrols and fixed-route supervision will consist of blocks of time such as two, 4, 6 or 8 hours and shall be considered additional staffing.

WORK PLAN

This section summarizes the Scope of Work and level of the chosen contractor involvement required by the RTC. A proposer must submit a detailed Work Plan with their proposal that encompasses all aspects of the efforts described in the following sections. In addition, every Proposer must identify any additional tasks critical to the success of this project.

The work must include project management by the Contractor. The Contractor must provide a Project Manager responsible for the timely completion of the project and to work as a liaison with the RTC Security/Safety Administrator. If a change in Project Manager becomes necessary, the Contractor must obtain the RTC’s approval for the new Project manager before proceeding with the project. Specific Contractor management tasks shall include but are not limited to the following.

QUALIFICATIONS AND TRAINING

Supervision of Employees

The successful Contractor shall furnish appropriate management and supervision of staff as identified by the RTC to ensure the necessary management of personnel and the functions involved in the contract requirements. Management and supervisory personnel must be on duty or immediately available 24-hours a day, 7 days per week and all holidays. The Contractor shall provide periodic audits of the performance of the personnel. Documentation of audits shall include at a minimum, the date of the audit, the time of the audit, the facility or location, personnel, the auditor, the audit findings, at no additional cost to the RTC. The audit forms shall be available to the RTC review upon request. The successful Contractor shall provide a productivity monitoring system at no additional cost to the RTC. The productivity monitoring system shall be capable of determining officer activity, location of activity, time spent and time spent inactive. The productivity monitoring system shall be capable of generating automated reports on a daily basis. The successful Contractor's manager and supervisor are to be equipped with a cellular phone and shall respond when requested with one (1) hour.

Project Manager and Project Supervisor Selection

Successful bidder shall provide resumes for the Project Manager (Area or Account Manager) and Project or Account Supervisor to the RTC Security/Safety Administrator for approval. The successful Contractor must obtain approval from the RTC Security/Safety Administrator before transferring the Area Manager and/or the Account Manager/Supervisor. The RTC reserves the right to request immediate removal of any Contractor staff member for any reason. The RTC Security/safety Administrator reserves the right to selection process involvement for replacement of the Area Manager and the Account Manager/Supervisor.

Area Manager

The successful Contractor will designate a full-time Area Manager to oversee the entire contract and provide the RTC Security/Safety Administrator and/or designee(s) with assistance on various projects that support the RTC's System Security and Emergency Preparedness Program (SSEPP) and RTC's Transit Security Strategy. Such as but not limited to conducting threat and vulnerability assessments; providing security awareness trainings; collecting and analyzing criminal statistics. The Area Manager will act as a liaison with local law enforcement agencies as requested by the RTC Security/Safety Administrator or designee.

Qualifications/Availability:

- Have a minimum of five years of security experience as an Area Manager.
- Have prior experience in providing classroom training.
- Be available 24-hours a day, 7 days per week via telephone and demonstrate the ability to respond to emergencies in a reasonable amount of time.
- Ability to understand and retain knowledge of Federal, State, Local and RTC policies, procedures, rules, regulations, statutes.
- Ability to write, read, understand and implement post orders and other specialized documents as required.
- Ability to maintain a clean, neatly groomed and professional appearance.
- Ability to speak and write fluently in English and to maintain English fluency in stressful and emergency situations.
- Ability to maintain a positive attitude and work ethic.
- Possess above average communication skills for effective interactions with passengers, public, employees, staff of public safety agencies.

Training:

The Area Manager will be required to complete the following courses within the first year of the contract:

- FEMA – Incident Command System Modules, ICS-100 Introduction to ICS, ICS-200 Single Resources and Initial Action Incidents, ICS-300 Intermediate ICS for Expanding Incidents and ICS-400 Advanced ICS Command and General Staff – Complex Incidents
- Two (2) Transportation Safety Institute (TSI) Courses
- US Justice Associate training (must complete before being assigned to any post)
- Citizen's Arrest Training Procedures (must complete before being assigned to any post)
- Terrorism awareness and response training (must complete within one month of being assigned to post)

Account Supervisor

The successful Contractor should also assign an Account Manager/Supervisor to support the Area Manager position. This individual assigned to oversee Transit Center facilities will serve as one of the armed officers for daily staffing. Candidate shall have a minimum of three years security experience as an Account Manager/Supervisor.

- Be available 24-hours a day, 7 days per week via telephone and demonstrate the ability to respond to emergencies in a reasonable amount of time.
- Supervisor will ensure there is adequate coverage during vacation/sick days.
- Ability to understand and retain knowledge of Federal, State, Local and RTC policies, procedures, rules and regulations.
- Ability to read, understand, implement, and follow post orders and other specialized documents as required.
- Ability to maintain a clean, neatly groomed and professional appearance.
- Ability to maintain a professional and positive demeanor and work ethic.
- Possess above average communication skills for effective interaction with passengers, public, employees and staff of public safety agencies.

Training

Account Manager/Supervisor(s) will be required to complete the following courses within the first year of the contract:

- FEMA – Incident Command System (ICS) Modules, ICS-1- Introduction to ICS, ICS-200 Single Resources and Initial Action Incidents, ICS-300 Intermediate ICS for Expanding Incidents and ICS-400 Advanced ICS Command and General Staff – Complex Incidents.
- Two Transportation Safety Institute (TSI) courses.
- US Justice Associate training (must complete before assignment to any post).
- Citizen's Arrest Training Procedures (must complete before assignment to any post).
- Terrorism awareness recognition and response training within one month of assignment to a post.

Armed Officers

Each armed security officer assigned to the Procuring Agency contract must meet or exceed, at least one of the following criteria:

- Prior civilian or military law enforcement or corrections experience – 2 years minimum.
- Military experience of 10 years minimum with Honorable Discharge.
- Elite military forces experience (e.g. Navy SEALs, Army Green Beret, and Special Forces), military police or combat arms, 4 years minimum with Honorable Discharge.
- Graduate of a police academy
- Criminal Justice Degree (accredited program recognized higher learning institution).
- Five years' experience as security officer or two years security officer experience and criminal justice or similar degree.

The successful Contractor will ensure Armed Officers meet or exceed the following criteria:

- Ability to understand and retain knowledge of Federal, State, local and RTC policies, procedures, rules and regulations.
- Ability to read, understand and follow post orders and other specialized documents as required.
- Ability to maintain a clean, neatly groomed and professional appearance.
- Ability to speak and write fluently in English and to maintain English fluency in stressful and emergency situations.
- Ability to maintain a professional and positive demeanor and work ethic.
- Possess above average communication skills for to effective interactions with passengers, public, employees, staff of public safety agencies.

Training

Armed Officers will be required to complete the following courses within the first year of the contract:

- FEMA – Incident Command System (ICS) Modules, ICS-100 Introduction to ICS, ICS-200 Single Resources and Initial Action Incidents, ICS-300 Intermediate ICS for Expanding Incidents and ICS-400 Advanced ICS Command and General Staff-Complex Incidents.
- Two Transportation Safety Institute Courses.
- US Justice Associate training (must complete before assignment to any post).
- Citizen's Arrest Training Procedures (must complete before assignment to any post).
- Possess above average communication skills for effective interaction with passengers, public, employees, staff from public safety agencies.
- CPR and basic first aid certified.
- General training of at least eight (8) hours in human relations and conflict resolution.
- An on-site orientation to RTC-RIDE, RTC-ACCESS, the RTC and its transfer facilities. On-site orientation to RTC security systems including Avigilon (CCTV), AMAG access control system, and DMP intrusion detection, reporting system. On-site orientation to the RTC's SSEPP. Orientation for this requirement will be 8 hours and provided by the SSA or designee.
- Weapons training and certification is required.
- Terrorism awareness, recognition and response training within one-month assignment to post.
- Annual training on maintaining positive customer relations and support.

Unarmed Officers

The successful Contractor will provide unarmed officers that satisfy, at least, one of the following criteria:

- Military service – 4 years, minimum with Honorable Discharge.
- Private security or customer service experience – 2 years, minimum.

- Ability to read, understand and follow post orders and other specialized documents as required. Ability to understand and retain knowledge of Federal, State, local and RTC policies, procedures, rules and regulations.
- Ability to maintain a clean, neatly groomed and professional appearance.
- Ability to speak and write fluently in English and to maintain English fluency in stressful and emergency situations.
- Possess above average communication skills for effective interaction with passengers, public, employees and staff from public safety agencies.

Training

Unarmed Officers will be required to complete the following courses within the first year of the contract:

- FEMA – Incident Command system (ICS) Modules, ICS-100 Introduction to ICS, ICS-200 Single Resources and Initial Action Incidents, ICS-300 Intermediate ICS for Expanding Incidents and ICS-400 Advanced ICS Command and General Staff – Complex Incidents.
- Two TSI courses.
- US Justice Associate training (must complete before assignment to any post).
- Citizen Arrest Training Procedures and response training before assignment to any post).
- Terrorism awareness, recognition and response training within one month of assignment to any post.
- Annual training on maintaining positive customer relations and support.

Background Record Checks

The successful Contractor will be required to conduct background investigations on their employees in addition to State of Nevada Guard Card. The background investigation will consist of criminal history review and personal credit history review. The receipt and review of all results occurs prior to any post assignment. Repetition of background checks occurs annually. Failure to submit to a background check at the RTC's discretion will be grounds to terminate the contract.

General Duties of Contractor and Officers:

Typical duties include, but are not limited to

- Acting as an ambassador for the RTC and its Passengers.
- Providing passenger and customer safety.
- Ensuring compliance with City of Reno (4th Street Station) or City of Sparks (Centennial Plaza) municipal codes and/or Nevada Revised Statutes pertaining to trespass, vagrancy, vandalism, and crimes against the person.
- Conducting surveillance for suspicious activities and individuals and for unusual packages.
- Patrolling the perimeter and interior of the facility/site.
- Contacting local public safety agencies should the need arise.
- Overseeing and/or assisting the facility or area evacuations.
- Directing and controlling pedestrian and vehicular traffic and parking at the transfer stations.

Security Officers are exposed to intoxicated, disruptive and/or potentially violent individuals on a regular basis.

They may encounter:

- Gang activity

- Mentally impaired or challenged individuals
- Suicide attempts
- Bomb threats
- Work stoppages (strike)
- Robbery
- Drug activity (buy and sell, use of)
- Pick pockets
- Medical emergencies and requests for medical assistance
- Other acts of violence
- Panhandling
- Loitering
- Vandalism
- Graffiti
- Assault and aggravated assault
- Shooting
- Other violations of the RTC fixed-route passenger behavior policy (P-31).

Staff Requirements

All Contractor staff must:

- Be proficient in writing incident reports/making entries in activity logs.
- Comply with RTC policies/procedures relative to Information Security/Communications equipment use.
- Have general training of at least eight hours in human relations and conflict resolution, including sexual harassment.
- Be fit for duty.
- Wear, in open view, an identification badge at all times (provided by Contractor).

No Contractor staff will:

- Stand a post for more than 12 hours within a 24-hour period, including posts other than RTC facilities without first obtaining consent from the SSA. The exception applies to covering a post until properly relieved.
- Possess a concealed weapon.
- Use unauthorized radios, electronic equipment, and audio/visual devices while on duty.
- Make unauthorized /personal cell phone calls.
- Solicit RTC passengers, the public or employees for any reason.

General Requirements

The following requirements are general to the contract.

Contractor must:

- Provide photographs/samples of the proposed Security Officer uniforms.
- Arrange for their staff to testify in a court of law when called upon.
- On an annual basis, make recommendations to revise relevant areas of the "System Security and Emergency Preparedness Plan" (SSEPP) and conduct/revise a Threat and Vulnerability Assessment of each facility assigned to.

Document Control

Contractor will be required to maintain records that support reports, assessments described below:

- Activity Log – Daily completion
- Incident Report – Daily completion
- Summary of Monthly Activity Report – Monthly completion to include number of arrests, number of assaults, numbers disorderly passengers, incidents of trespassing, number of medical responses, incidents of loitering, graffiti, number of officer complaints and compliments, number of officer injuries.
- Facility Inspection Report – Monthly completion and reporting to SSA
- Training Report – Quarterly completion and annual reporting to SSA
- Report of Recommendations to the SSEPP – Annual completion and reporting to the SSA
- Report of Threat and Vulnerability Assessment (for each transit center) – Annual completion and reporting to SSA
- Body camera video files will be stored on RTC computer equipment for a minimum of thirty (30) days for retrospective review and analysis as needed

Copies of each document required by “...reporting to SSA” will be forwarded to the SSA or designee at the increment outlined above. Original copies of the above documents will be maintained at each respective site for (1) one year followed by (2) years at the Contractor office. At the end of three years or applicable contract extension periods or upon termination of the contract whichever is sooner, documents will be returned to the RTC for final disposition. The format and procedure for each of the above documents will be submitted to the SSA for approval prior to submitting the Notice-to Proceed.

Information/Document Security

Contractors will be required to maintain written and electronic reports, records in a manner that does not provide for unauthorized disclosure of Sensitive Security Information (SSI) and/or personal information, i.e., data collected in the course of issuing warnings, incident reports, etc. This includes video/audio files maintained/stored on RTC medium. Additionally, the Contractor must obtain a signed non-disclosure agreement from each staff member that ensures documents and/or drawings that contain “Sensitive Security Information” (SSI) as defined in 49 Code of Federal Regulations (CFR) parts 15, 655 and 1520 and Nevada Revised Statutes (NRS) 239C, will not be disclosed to the public. At no time will documents containing SSI be removed from the facility/post with the exception of the Contractor’s area office. The RTC shall prohibit working on documents from home.

Supervision

There must be an oversight supervisor either on duty or on call for a security officer to contact when on duty. In the event the RTC has a need to contact the supervisor the name of the supervisor and his/her telephone, number must be provided to the RTC Security/Safety Administrator. The supervisor will manage staffing; investigate security complaints, (except those against the supervisor) and follow-up as necessary. Supervisor will be responsible for on-site training and orientation of officers.

Uniforms

Security Officer shall wear the uniform proposed by the security company and agreed to by RTC. Security Officers must present themselves in clean uniforms and groomed while on RTC property.

Radios and Cellular Telephones

The RTC will provide two-way radios at all times to maintain communication with other officers, RTC or the security firms' on-duty supervisor. The Contractor will provide a cellular telephone for 4th street Station and Centennial Plaza Officers. Those cell phone numbers shall be available to RTC, RTC-RIDE and RTC-ACCESS employees.

Body Cameras

Contractor will provide each working security officer (who has contact with the public) a body camera worn at all times that shall record all public interactions conducted by officers. Contractor shall provide preservation of body camera video files for a minimum of thirty days for retrospective review and follow-up. Contractor will provide RTC with video management software as necessary to review video files from each body camera.

Transit Center Security Offices

The RTC shall provide a security office containing necessary furniture including desks and chairs. The RTC shall provide successful bidder necessary electronic access control and keys for each Transit Center. Successful contractor shall maintain control of all assigned keys, access control cards and various alarm codes necessary to maintain security provisions at each facility.

RTC-RIDE Coordination

The security firm and its representatives are to check in with RTC-RIDE Road Supervisor(s) assigned to 4th Street Station and Centennial Plaza when they are on duty at the site.

New Security Officers

The RTC SSA shall approve all officers assigned to transit stations. Such approval will be dependent upon Contractor documentation and submission of training and orientation. Thoroughly trained security officers must meet FTA requirements for Safety Sensitive Positions prior to standing a post. Staffing change notices to the SSA must occur within one week after a security officer staffing change has occurred. It is the Contractor's responsibility to ensure that all staff, including temporary replacements, meet the pre-disclosed requirements before standing a post.

Background Checks

The RTC requires the Contractor to have conducted a background screening and repeated annually at a minimum must consist of the following:

Research past seven (7) years for criminal history to include a completed police record checks and they must not have:

- -been convicted or pled guilty or nolo contendere to a felony in any jurisdiction.
- -been convicted to pled guilty or nolo contendere to a misdemeanor involving turpitude, acts of dishonesty, or acts against governmental authority, including the use or possession of a controlled substance within a seven-year period.
- -been convicted or pled guilty or nolo contendere to any crime in any jurisdiction involving sale, delivery, or manufacture of a controlled substance.
- -been declared by any court to be incompetent by mental disease or defect (unless the declaration has been removed or expunged).

- Employment/Residential Verification
- Verification of Personal References
- Education
- Citizenship
- Credit Check
- Department of Motor Vehicles

Weapons

Security Officers will be required to carry a semi-automatic pistol (9 mm, .40 cal. or .45 cal.) at all times and have the appropriate state licensing, training certifications, and permanent sheriff's card. The Procuring Agency must give prior approval for an officer to carry or wear any other object with less-than-lethal forces as a mace, OC spray, baton, Taser, or hobble. If you are proposing the use of these devices or materials, provide with your proposal the following:

- Copies of the training curriculum and materials for the specific product or device.
- Procedures for when and under what circumstances the product or device is used.
- Type of documentation to be completed after the product's or device's use which would include a complete description of the incident,
 - the events which led to the incident;
 - what follow-up procedures were used with the individual;
 - what other methods of control were used prior to its use and why it was necessary to use the product or device;
- The effect on anyone and what actions were taken for the individual(s);
- A description of the experience your company has in the use of the product or device and specifically the experience of the officers and those supervising the officers assigned to 4th Street Station and Centennial Plaza.

Reporting

Each security officer must prepare certain reports at the conclusion of his/her shift. Reports submission shall be in accordance with the Contractor requirements outlined above. The RTC shall approve the reporting forms prior to first use.

Post Orders

Security Officers must follow the post orders as established. An RTC Official shall approve any post order changes prior to becoming effective.

Substitution of Regularly Assigned Security Officers

The RTC Security/Safety Administrator shall approve any substitution of regularly assigned security officers. The RTC reserves the right to direct the Contractor to remove all assigned security officers. In such an instance, the SSA will provide such directive in writing stating the reason for removal.

Compliance with RTC Substance Abuse Policy and Federal Law

Successful bidder and its armed Security Officers must comply with CFR 49 Part 655 and will be required to document compliance monthly. The successful bidder must comply with all aspects for drug and alcohol monitoring and reporting as defined by the code of federal regulations. Security officers must comply with the RTC's Substance Abuse Policy. A copy of which will provided to the Contractor prior to commencement of services.