



REQUEST FOR PROPOSALS

(SOLICITATION NO. 3940)

for

Security Services at NewHolly, High Point and Rainier Vista Communities

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ATTACHMENTS:

- A. Price Proposal – Year 1 (10/16/08 through 12/31/09)
- B. Procedures for Security Services in Residential Communities

Section 3 Business Certification
Section 3 Resident Employment Plan

RFP Issued on:	Proposals Due:
Tuesday, September 16, 2008	Friday, September 26, 2008 11:00 a.m.

REQUEST FOR PROPOSALS

Security Services at NewHolly, High Point and Rainier Vista Communities

The Seattle Housing Authority (SHA) is seeking proposals from qualified security and guard service companies to provide SHA with security services at three SHA housing communities: High Point North in West Seattle, and NewHolly and Rainier Vista West in the Rainier Valley.

Pre-Submittal Meeting: Those interested in responding to the Request for Proposals (RFP) are strongly encouraged to attend a **Pre-Submittal Meeting at 11:00 a.m. on Friday, September 19, 2008.** The Meeting will be held at the **Rainier Vista Management Office, 2917 South Snoqualmie Street, Suite 103, Seattle, WA 98108.** A tour of the three communities will be held right after the meeting.

Obtaining the RFP: Visit our website at www.seattlehousing.org/Business/bus00.htm to obtain a copy of the RFP. Any addenda issued for this RFP will be published at the above-referenced website and proposers are responsible for checking the website prior to submission of proposals for any addenda. If you are unable to download the RFP or addenda, you may call Don Tucker, Sr. Contract Administrator at (206) 615-3475.

Questions: Any questions or requests for further information must be submitted in writing no later than **11:00 a.m., on Monday, September 22, 2008,** to the Contract Administrator noted above by fax at (206) 615-3410, by e-mail at dtucker@seattlehousing.org, or by mail at the address below.

Submission Deadline: Sealed proposals (one original and five copies), must be received not later than **11:00 a.m., on Friday, September 26, 2008,** at SHA's street address below. Proposals sent by U.S. Mail should be addressed to the P.O. Box below and must be delivered to SHA by the deadline stated above. Faxed or e-mailed submittals will not be accepted.

Seattle Housing Authority
Purchasing Division
Attention: Don Tucker
120 Sixth Avenue North
P.O. Box 19028
Seattle, Washington 98109-1028

Diversity: SHA strongly encourages minority-owned and women-owned businesses, socially and economically disadvantaged businesses, HUD Section 3 businesses, and small businesses to submit proposals or to participate in a subcontracting capacity on SHA contracts as further described in Section H. of this RFP.

Rights Reserved: SHA reserves the right to waive as an informality any irregularities in submittals, and/or to reject any and all proposals.

LIZ ALZEER
Contracting and Procurement Manager

Seattle Housing Authority

Request for Proposals (Solicitation No. 3940)

Security Services at NewHolly, High Point and Rainier Vista Communities

A. INTRODUCTION

- 1) **General:** The Seattle Housing Authority (SHA) is seeking a qualified professional security or guard service company to provide SHA with security services at three SHA housing communities, High Point (North and South) in West Seattle, and NewHolly (including the Neighborhood Campus) and Rainier Vista (West with East coming on line in 2009) in the Rainier Valley. The selected firm will perform the following tasks: patrol the communities; enforce park closure hours; respond to calls from residents, site based agency staff, and from home owners; and, enhance the safety and security of employees, residents and property in these communities.
- 2) **Seattle Housing Authority Background:** SHA is a public body corporate and politic that provides affordable housing to about 26,000 low-income people in Seattle. SHA owns and operates approximately 5,200 conventional public housing units subsidized by the U.S. Department of Housing and Urban Development (HUD), nearly 1,100 additional units for seniors and people with disabilities as part of the Seattle Senior Housing Program, and almost 900 low- and mixed-income units developed and acquired primarily through the use of debt financing. SHA also administers more than 8,300 HUD-subsidized Housing Choice Vouchers (also known as Section 8), which make it possible for residents with low incomes to live anywhere in the city.

SHA houses nearly 12,000 residents in housing it owns and operates and about 14,000 residents through its Housing Choice Voucher Program. Approximately 8,500 of the residents are children and approximately 4,500 are seniors and people with disabilities.

SHA owns and operates housing in neighborhoods throughout Seattle. These include the four large family communities of New Holly and Rainier Vista in Southeast Seattle, High Point in West Seattle, and Yesler Terrace in Central Seattle.

SHA was established by the City of Seattle under State of Washington enabling legislation in 1939. SHA is governed by a seven-member Board of Commissioners appointed by the Mayor and confirmed by the City Council. The Executive Director is appointed by, and reports to, the Board and is responsible for staff hiring and direction. SHA has approximately 600 employees and a total budget of approximately \$261 million for Calendar Year 2008.

B. SCOPE OF WORK

1) General Description of Communities:

- A. **High Point Community and Redevelopment.** The High Point community is located in the southeast portion of West Seattle. The site is generally bordered by High Point Drive SW and 28th Avenue SW along the east, 35th and 33rd Avenues SW on the west, SW Raymond and Juneau Streets along the north, and SW Holly and Myrtle Streets along the

south. The current community (Phase I) to be patrolled is outside a fenced construction zone. The Phase II site is currently being leased and the lease up is expected to be completed in June 2009. This site is bordered by SW Raymond Street on the north, SW Graham Street on the south, 32nd Avenue SW on the east, and 35th Avenue SW on the west. Besides patrolling the residential non-construction portion of the site, the selected security company shall also patrol the perimeter of the construction zone and make sure that gates are locked. The fenced construction zone will be shrinking during the term of the contract resulting from this RFP, and the selected firm will be required to patrol the expanding property up to the perimeter of the shrinking construction zone. As the construction zone shrinks, the non-construction portion of the site (Phase II) will increase in size. At the start of this contract, the Phase I site will be fully occupied, with 344 rental housing units and approximately 200 for sale homes in various stages of construction. The Phase II site is expected to add monthly blocks of residential units averaging 35 units each month, beginning in July 2008 until approximately June 2009. After that time, the Phase II construction will be completed, and the Phase II site will be patrolled.

- B. Rainier Vista Community and Redevelopment. The Rainier Vista community is located in the Rainier Valley on a 67-acre site. The site is bordered by the Cheasty Greenbelt on the west, Dakota and Andover Streets on the north, South Alaska Street on the south, and Renton Avenue South and 33rd Avenue South on the east. The site is bisected by Martin Luther King Jr. Way South into two separate halves as follows: a 38-acre west half, designated as Phase I of the Redevelopment Project; and, a 29-acre east half, designated as Phase II of the Redevelopment Project. The east half of the community which contains 184 rental units, two large apartment complexes operated by HRG (50 units) and Gamelin House (78 units) operated by Providence Health Systems is fully occupied. In addition, there are homeowner occupied units (140) that are situated on alternating blocks with rental housing. There are three large parks. The remaining structures are utilized by service providers. Several languages are spoken by the homebuyers and residents, including Chinese, Vietnamese, Cambodian, Amharic, Tegrigna, Somali, Loa, Spanish and English.

The east side of the redevelopment was fenced in May 2006. Demolition began in September 2006. Completion is estimated by September 2009. Construction of a new Boys and Girls Club is expected in October 2008. Construction of 84 rental housing units will begin in April 2009 and be completed by October 2009. During this time, the selected security company will also be required to patrol along the perimeter of the construction zone and make sure that gates are locked during each shift. The construction fencing for the project will change as necessary while the overall site is under development. As blocks are completed, fences will move as units are leased. Security will begin to patrol occupied areas as they are turned over. The selected security firm will always have the entire site to patrol, which is not anticipated to exceed 67 acres, once construction is completed.

- C. NewHolly Community and Neighborhood Campus. The NewHolly Community is located in the Rainier Valley on a 104-acre site. The site is bordered by Bozeman Street on the south, Morgan Street on the north, 28th Avenue South on the west and Martin Luther King Jr. Way South on the east. The NewHolly community is three separate properties. Phase I and Phase II are connected and are north of Othello Street. Phase I is

47 acres and has 305 rental units and 144 owner occupied homes. Phase I includes the Neighborhood Campus, which is where the service providers such as the South Seattle Community College and the Seattle Public Library are located. Phase II is 40 acres and has 96 rental apartments and 158 owner occupied homes. Phase III is 31 acres and has 219 rental apartments and has 105 owner occupied homes. Phase III is located south of Othello Street and is separated from Phases I and II as a result.

2) Description of Duties.

The selected security services company shall provide all labor and equipment to perform the following security services at High Point (in West Seattle) and Rainier Vista and NewHolly (in Rainier Valley) consistent with, and in addition to, the requirements of Attachment B – “Procedures for Security Services in Residential Communities,” and consistent with the schedule outlined in Attachment A – “Year 1 Schedule.” SHA reserves the right to adjust this schedule if on-site circumstances warrant such adjustment to better secure the communities. The selected security services company shall be required to attend weekly meetings with each of the NewHolly, High Point and Rainier Vista management teams to discuss adjustments to the sites and schedules during transitional times, and to ensure that the Security Officers meet the following expectations and perform the following responsibilities:

A. Security Officer Requirements: Security Officers performing services under the contract to be executed based on this RFP must:

- Be 21 years of age or older.
- Have completed training and be licensed to provide security services.
- Not be armed. However, Security Officers may carry pepper spray.
- Be in uniform at all times while on duty. Any uniform will be approved as long as it identifies them as Security.
- Comply with the requirements of the security company’s Employee Handbook.
- Pass a criminal background check [see Section H. 10) F. herein.]

B. Patrol Duties: Security Officers shall sign-in at the start of their shift at the designated location, typically the management office, and patrol and provide security checks at key points in each community to provide maximum security for the residents and property, including the perimeter of the fenced construction zones. These security checks shall be varied and conducted randomly throughout each shift.

C. Methods of Patrol and Communication. The security company shall provide two uniformed bike or vehicle patrol officers for each community. Generally, patrol vehicles, one per community, are to be used and will be used in addition to foot and bicycle patrols. All patrol vehicles must be supplied by the security company. In some instances, particularly with the NewHolly Campus, bicycles or on-foot patrols may be the only options due to the campus configuration. During summer months, bicycle patrols should be an option for the patrolling officers for all communities in order to make a better connection with the residents in the areas. In order to ensure continuity of services and that the Security Officers become familiar with the residents and dynamics of each community, the security company shall ensure that specific Security Officers assigned to each community remain constant over time and shall make all efforts to not change Security Officers during the term of the contract to be executed based on this RFP. Security Officers must:

- Be equipped with a radio and/or cellular phone (cell phones are preferable) in order to maintain direct communication with one another during the time when both officers are on duty at any of the communities;
 - Be equipped with a pager and/or cellular phone (cell phones are preferable) in order to receive and respond to calls from residents, homeowners, agency site staff or Management at all times. The contact telephone number for the Security Officers may not be changed during the term of the contract to be executed based on this RFP.
 - Respond within 30 minutes or less to telephone calls from residents, homeowners, agency staff, or management.
 - Maintain and have available at all times while on duty a list of key community and management contacts, and make direct contact with on-duty SHA management and/or agency staff as necessary.
 - Go to residents' and/or homeowner homes, as needed, to respond to security concerns.
 - Complete a one-time orientation with the CPT Officer and Senior Property Manager at High Point, at Rainier Vista and at NewHolly before beginning patrol duties at the locations.
- D. Communications with Residents, Homeowners and Youth. Security Officers shall interact positively and encourage effective communication with residents and homeowners of High Point, Rainier Vista and NewHolly. In particular, to the greatest extent possible, Security Officers shall interact and dialogue with the youth of each community, in order to reinforce positive behaviors and to provide alternative behaviors for youth who are violating community rules and/or creating disturbances. To assist Security Officers in their communication with residents, SHA shall provide the security company with the name of the language spoken by each resident, as well as the names of residents who are available to translate for the Security Officers as needed.
- E. Communication with the Seattle Police Department (SPD). Officers of the SPD are a critical element in maintaining security and law enforcement at the High Point, Rainier Vista and NewHolly communities. The security company shall ensure that the Security Officers work cooperatively with, and establish and maintain good, positive communications with the SPD and the Community Policing officers assigned to the geographic area. It is anticipated that Security Officers will work with the CPT Officer when the CPT Officer is available; otherwise, the Security Officers shall work directly with SPD Officers.
- F. Domestic Violence. Security Officers must record domestic violence and other family disturbances and contact the SPD immediately.
- G. Cooperation with SHA Personnel. The security company and its Security Officers shall work cooperatively with the SHA Property Management Administrator and the Senior Property Managers and staff at High Point, at NewHolly and at Rainier Vista.
- H. Premises Checks. On each shift, Security Officers shall patrol the High Point, Rainier Vista and NewHolly communities, including the rental and for sale properties, the perimeter of the construction zone, areas of high activity, and agency and management offices, as specified by SHA. Security Officers shall make daily checks of locks and

gates leading into construction zones, and intermittently patrol the perimeter and/or fenced area.

- I. Interaction with Loiterers. Security Officers shall assist with enforcing curfews and “No Trespassing” rules, identify loiterers and trespassers, and escort violators to their residences or off the premises as applicable.
- J. Drug or Suspicious Activity. Security Officers shall identify persons and/or residential units involved in drug or suspicious activity, and note the destinations of such individuals within each community and/or their associations, and shall notify SPD and SHA personnel.
- K. Deterrence Through Enforcement. Security Officers shall maintain a visible presence in the community, assist in enforcing the community rules, and inform residents and guests of community rules and trespass policies.
- L. Complaints by Residents. Any complaints about other residents, about problems encountered by visitors or guests that Security Officers receive (from residents or homeowners of High Point, NewHolly or Rainier Vista) shall immediately be logged or otherwise documented and referred to the Senior Property Manager at either High Point, NewHolly or Rainier Vista, as appropriate.
- M. Trespass Notices. Security Officers shall enforce trespass rules, ask violators to leave the premises and telephone 9-1-1 or the CPT Officer for assistance in removing uncooperative individuals. Security Officers shall issue trespass cards and notices to individuals as appropriate, especially to individuals in the fenced-off areas of High Point and Rainier Vista or in community parks or open spaces or Neighborhood Campus after curfew, and seek the assistance of the CPT or SPD as needed.
- N. Daily Log. Security Officers shall record their activity at least hourly into an incident log, which will remain in the management office or a designated location.
- O. Towing Authority. Security Officers shall ticket and/or arrange towing for vehicles that violate High Point, NewHolly or Rainier Vista community parking rules. The High Point, NewHolly and Rainier Vista communities include public and private streets and private lot and/or cul-de-sac parking. On public streets, Security Officers shall work with the CPT Officer or SPD to tag inoperative, unlicensed vehicles. In private parking areas of the site, parking is assigned. Alley parking is prohibited and Security Officers shall arrange for towing of vehicles parked in alleys. Registration information will be made available to Security Officers who shall check vehicles for operable condition and for parking in assigned stalls.
- P. Illegal Dumping and Disposal. Security Officers shall monitor the entire High Point, NewHolly and Rainier Vista sites for improper or illegal dumping of trash, furniture or any debris into common areas and/or construction zones. Security Officers shall record information on the vehicles involved, shall attempt to identify the individuals, and shall contact SPD for ticketing and/or arrest, if opportunity arises. Security Officers shall contact violators and advise them to cease dumping, and shall notify the Senior Property Manager at High Point, NewHolly or Rainier Vista, as appropriate, for follow-up action.
- Q. Building Access. Security Officers shall provide access to tenants at two (2) buildings at Rainier Vista West, McBride Court and Snoqualmie Place, and one (1) building at High

Point North, Calugas Building. This will be necessary from time to time when the access card reader system does not operate properly or if a tenant is locked out of the building. Security Officers shall not provide access into residential units unless access to the unit is specifically authorized by SHA/Management Staff.

- R. Locking/Unlocking Comfort Stations in Neighboring Parks (NewHolly) & Sitting Rooms at Rainier Visa. Security Officers shall open comfort stations in Van Asselt Park and in 37th Avenue Park once in the morning and once in the evening, on a pre-determined schedule, based on Park's operating hours. Security Officers may encounter youth and adults not associated with the rental properties nor associated with homeowners when opening and closing the comfort centers. Instances in which patrons fail to comply or resist leaving the comfort centers, Security Officers shall follow Park Department procedures and shall contact Seattle Police for assistance. Sitting Rooms located in the Snoqualmie Place and McBride Court buildings at the Rainier Vista West and Tamarack Place at Rainier Vista East community should be locked at 10:00PM. The door locks are self locking and only need to be closed to properly secure them. Issuance of keys is unnecessary.
- S. Alarm Responses. When a Security Officer is on duty, he/she will take care of alarm responses. If an alarm goes off during the time when there are no Security Officer on duty, and a call is placed to the Security Officer or Security firm, the response should be that there are no Security on service at this time and to please call your Property Manager.
- T. Special Occasions. Special Occasions include such things as security during Festivals, Community gatherings, scheduled events in the buildings such as weddings, and extra security during school breaks, Fourth of July, etc. Most Special Occasions will be scheduled well in advance, however, if there are some unexpected problems that come up, SHA wants to be able to have security services available on short notice.

C. INFORMATION TO BE PROVIDED IN YOUR PROPOSAL

To facilitate evaluation, proposals should address and be organized in the order of the outline given below and include the following information. Please refer to the section of this RFP on Submission Requirements for information on Required Number of Copies. Proposals should be limited to a total of 20 pages (resumes, Section 3 Business Certification, and Section 3 Resident Employment Plan, and other required attachments are not included in the page limitation). Proposers are responsible for checking SHA's website at www.seattlehousing.org/Business/bus00.htm prior to submission of a proposal to review and download any addenda issued.

Proposals must include information for any sub-contractors to be used (if applicable) as well as your firm's information. Sub-contractors to be used must meet the same standards as required for the selected firm.

- 1) **Experience of Security Company.** A list of properties of comparable size to High Point, NewHolly and/or Rainier Vista for which the security company currently provides security services. Include the following in the list: name of property; address/location; number of units; number of acres; description of diversity of population served; specific techniques used to ensure that security needs for comparable sites are addressed; contact information for the

property manager or owner. Provide a copy of the security company's license to operate as a private security company in the State of Washington (in accordance with RCW 18.17.)

- 2) **Experience of Security Company Management.** Resumes for the owners and key management personnel of the security company demonstrating their experiences in managing similar security services to those described in this RFP.
- 3) **Employee Handbook.** A copy of the security company's Employee Handbook detailing the security company's practices and procedures, and expectations of Security Officers.
- 4) **Security Officer Requirements.** Describe your internal security company procedures for ensuring that Security Officers are hired in accordance with the requirements of State Law (RCW 18.170), including your understanding of the requirements of the law. Describe your recruitment procedures to ensure that Security Officers to be assigned to the work of the contract to be executed based on this RFP are experienced, mature, and at least 21 years of age.
- 5) **State Required Training.** Describe the training program provided for Security Officers employed by your firm, specifying how the training program is in compliance with State Law. Your description of the training program should include the name(s) of those who will provide the training, and a copy of the training program and materials your firm uses to train its Security Officers in compliance with State Law.
- 6) **Community Relations Training.** Describe the training provided to your Security Officers to ensure their sensitivity to working with diverse populations, to developing mediation skills, and communicating effectively with the community. Provide a copy of the resume(s) of those individuals who provide or will provide this training to your Security Officers who would be assigned to the work of this RFP. Describe the internal management and supervisory controls in place in your company to ensure that Security Officers assigned to this work will interact with youth (teens) in the community in a manner that will promote a respect for property and a sense of safety for all residents.
- 7) **Security Officer Retention.** Describe how your firm will ensure continuity of Security Officers assigned to work at each of the communities (High Point North, NewHolly Neighborhood Campus, NewHolly Community and Rainier Vista West) that are part of this RFP.
- 8) **Proposed Price.** Determine your all-inclusive hourly rate for Security Officers for performing all the work described in this RFP. Your all-inclusive hourly rate shall be a compilation of all costs including labor, overhead, fringe benefits, administrative cost, equipment, vehicles, supplies and profit.

Print out a copy of **ATTACHMENT A – PRICE PROPOSAL** and enter this rate in the appropriate boxes for all Regular Time hours. Use this rate to calculate your Holiday Rate (cannot exceed 1½ times the Regular Rate.) Enter the Holiday Rate in the appropriate boxes. Perform the multiplication for each and enter the totals in the appropriate boxes.

Determine the all-inclusive hourly rates for “As-Needed for Special Occasions” with more than 48 hours notice and with less than 48 hours notice, and enter them in the appropriate boxes.

D. CONSULTANT EVALUATION CRITERIA

Security companies' submittals will be evaluated based on the criteria listed in this section. In preparing the submittal to SHA, it is important for proposers to clearly demonstrate their expertise in the areas described in this document. Because multiple areas of expertise are required for successfully performing the services of this RFP, the Security Company, either through in-house staff or sub-contractors, must demonstrate expertise and have available adequate quantities of experienced personnel in all of the areas described.

Security companies are encouraged to identify and clearly label in their submittal how each criterion is being fully addressed. Evaluation of responses to this RFP will be based only on the information provided in the submittal package, and if applicable, interviews, and reference checks. SHA reserves the right to request additional information or documentation from the firm regarding its submittal documents, personnel, financial viability, or other items in order to complete the selection process. If a responding firm chooses to provide additional materials in their proposal beyond those requested, those materials should be included in a separate section of the proposal. In submitting a proposal, the Security company agrees that any costs or prices proposed shall be valid for a minimum of 90 days from the proposal due date.

The following criteria with a point system of relative importance with an aggregate total of one hundred points (made up of a maximum of 75 points for qualifications and a maximum of 25 points for price) will be utilized to evaluate each proposer:

Evaluation Criteria for Qualifications		Weighting (Max. Points)
1	<u>Experience of Security Company</u> : Demonstrated experience of the security company and any sub-contractors to be used if applicable, in the application of effective security techniques in residential properties and/or at sites of comparable size or complexity (to High Point, NewHolly and/or Rainier Vista (300 units or more)), with a mix of rental and private owner occupied units. Additionally, experience in providing security services at campuses or public places frequented by youth, teens and adults.	35
2	<u>Experience of Security Company Management</u> : Demonstrated experience of the owners and key management personnel of the security company in managing similar security services to those described in this RFP. Clarity and comprehensiveness of Employee Handbook in explaining or addressing policies, procedures, and expectations of Security Officers. Adequacy of internal management and supervisory controls to ensure effective communication between security officers and those living and working on the sites, Adequacy of approach to ensure continuity of security officers assigned to each of the communities (High Point, NewHolly and Rainier Vista.)	20
3	<u>Security Officers</u> : Demonstrated understanding of the requirements of State Law for hiring security officers, consistency of hiring practices with the law, ability of the security company to ensure hiring of experienced and mature security officers. Comprehensiveness of training program for security officers, including training in community relations.	20
Maximum Total Points for Qualifications		75

Additional Evaluation Criteria:

- 4) **Proposed Price:** The proposing firm's hourly rates will be given up to a maximum of 25 points to be added to the qualifications total score above. Points for this Price Criterion will be assigned by comparison to SHA's Independent Cost Estimate.
- 5) **Section 3 Preference Points:** All proposing firms that are qualified at the time of submittal of your proposal, as a Section 3 Business [see Section "H. 2)" herein] shall receive an additional 20 points to be added to their total evaluation score.

E. SUBMISSION REQUIREMENTS

- 1) **Pre-Submission Conference:** Consultants are strongly encouraged to attend a Pre-Submission Conference at the time and place referenced on page 1 of this Request for Proposals (RFP), and advertised in the *Seattle Daily Journal of Commerce* newspaper. Failure to attend the Conference will not relieve the consultants of any responsibility for information provided at that time.
- 2) **Due Date For Questions:** Technical questions regarding substantive matters related to this RFP or requests for further information must be submitted in writing consistent with the deadline and submission requirements on page 1 of this RFP.
- 3) **Due Date and Place For Submission of Proposals:** Proposals must be received by the Seattle Housing Authority by the deadline and at the place indicated on page 1 of this RFP.

The deadline is firm as to place, date, and time. SHA will not consider any proposal received after the deadline and will return all such proposals unopened.

All Proposals should be clearly marked when delivered or mailed to avoid any confusion about recording arrival dates and times. Proposers should take this practice into account and submit their materials early to avoid any risk of ineligibility caused by unanticipated delays or other delivery problems. *NOTE: A faxed or e-mailed Proposal is not acceptable.*

Upon receipt of each Proposal, SHA's Purchasing Division will date-stamp it to show the exact time and date of receipt. Upon request, Purchasing will provide the proposer with an acknowledgment of receipt. All Proposals received will become the property of the Seattle Housing Authority and will not be returned to the proposer.

- 4) **Required Number of Copies:** Proposers responding to this RFP shall submit one original proposal along with the required number of copies of the proposal (see page 1 of this RFP) to the address also indicated on page 1 of this RFP. The original of each of the forms indicated below must also be completed and submitted with the original proposal only. Do not send these forms with the proposal copies.
 - Section 3, Business Certification Form
 - Section 3, Resident Employment Plan
- 5) **Addenda:** In the event there are changes or clarifications to this RFP, SHA will issue an addendum. Addenda will be published on SHA's website at www.seattlehousing.org/Business/bus00.htm. It is the responsibility of proposers to check this website prior to submission of a proposal to review and download any addenda issued.

If you are unable to download the addenda, you may call the Contract Administrator listed on page 1 of this RFP to have a copy of the addenda mailed or e-mailed to you.

- 6) **Rights Reserved by SHA:** SHA reserves the right to waive as an informality any irregularities in submittals and/or to reject any or all Proposals. SHA will generally not disclose the status of negotiations until SHA's Executive Director has approved the award of a contract for services.

F. SELECTION PROCESS

An evaluation panel will rate all responses to this RFP that are received on or before the stated deadline, according to the criteria listed above. Based on its initial evaluation, the panel may:

- 1) Make a recommendation to SHA's Executive Director and request authority to negotiate a Contract with one or more proposers; or
- 2) A. Request additional information from the proposer whose responses appear to have the greatest likelihood of success; and/or
B. Invite one or more proposer whose responses appear to have the greatest likelihood of success to attend an interview/presentation to discuss their proposal; and then
C. Make a recommendation to SHA's Executive Director and request authority to negotiate a contract with one or more proposers.

SHA reserves the right to conduct reference checks, at either or at both of the following two points of the evaluation process:

- 1) After proposals are evaluated, for the proposer with the highest-scoring proposal;
- 2) In the event that interviews are held, for the proposer with the highest-scoring proposal and interview.

In the event that information obtained from the reference checks reveals concerns about the proposer's past performance and their ability to successfully perform the contract to be executed based on this RFP, SHA may, at its sole discretion, determine that the proposer is not a responsible proposer and may select the next highest-ranked proposer whose reference checks validate the ability of the proposer to successfully perform the contract to be executed based on this RFP. In conducting reference checks, SHA may include itself as a reference if the proposer has performed work for SHA, even if the proposer did not identify SHA as a reference.

Any protest of the selection process shall be resolved in accordance with SHA's Procurement Policies, which may be reviewed at the following web site address: <http://www.seattlehousing.org/business/info/Policies/CurrentAdoptedProcurementPolicies.doc>

G. CONTRACT NEGOTIATIONS

SHA shall negotiate with the most qualified proposer, as determined by evaluation of the responses and, if applicable, interviews. If SHA is unable to reach agreement with the highest ranked firm, it may negotiate with the second highest ranked firm, proceeding in turn to each firm, in order of rank, until a contract is executed.

SHA expects to execute a Contract for services for one year. At SHA's option, a Change Order may be executed extending the Contract for up to four additional one-year periods, along with appropriate adjustments in the scope of work and compensation.

H. ADMINISTRATIVE INFORMATION

- 1) **Minority-owned and Women-owned Business Enterprises:** SHA strongly encourages minority-owned and women-owned businesses, socially and economically disadvantaged business enterprises, HUD Section 3 businesses, and small businesses to submit proposals, to participate as partners, or to participate in other business activity in response to this RFP.
- 2) **Section 3 Requirements:** Section 3 of the Housing and Urban Development Act of 1968 (hereinafter "Section 3") requires SHA to the greatest extent feasible to provide employment opportunities to Section 3 residents. Section 3 residents include residents of SHA communities and other low-income residents of Seattle. Each Proposer is required to submit with their Proposal a Resident Employment Plan that will result in hiring Section 3 residents to perform the work contemplated by this RFP, and a Section 3 Business Certification form.
 - A. **Selection Preference for Section 3 Businesses:** If the Proposer is a Section 3 business, and so indicates on the Section 3 Business Certification form required with the Proposal, and the Section 3 evaluation criterion points assigned to the Proposer result in the Proposer being the highest ranked Proposer, SHA will conduct an investigation to certify whether the business is a qualified Section 3 business. In submitting its Proposal, the Proposer agrees to provide any information required by SHA to determine whether the business qualifies as a Section 3 business. A business may qualify as a Section 3 business by meeting one of the following criteria:
 1. At least 51% of the business is owned by Section 3 qualified persons who live in the City of Seattle and meet the prescribed income limitations based on family size as shown on the Section 3 Business Certification form.
 2. 30% or more of a business' permanent, full-time employees (core employees within the last 12 months) are Section 3 qualified persons who live in the City of Seattle and meet the prescribed income limitations based on family size as shown on the Section 3 Business Certification form.
 3. The business makes a commitment to subcontract with Section 3 businesses for more than 25% of the dollar amount of all subcontracts to be awarded by the business. Prior to selection, such businesses must submit a plan and the necessary support documents describing how the subcontracting commitment will be met. SHA will evaluate the plan and documents submitted and determine whether it is likely the Proposer will attain the subcontracting percentage. SHA will monitor the Section 3 business' compliance with their subcontracting commitment. The Proposer's failure to fulfill the Section 3 subcontracting commitment shall be a material breach of contract which may result in SHA taking any or all of the following actions: (1) demanding specific performance of the subcontracting plan; (2) withholding from contract payments the dollar amount of any or all subcontracts that were to have been awarded to Section 3 businesses or such lesser amount as may be appropriate, (3) withholding any liquidated damages that SHA may incur as a result of the Proposer's failure to comply with its Section 3 commitment and subcontracting plan; and (4) declaring the Proposer ineligible to compete for, or participate in, any SHA contract for a period of five years

from the date of close out of the contract in which the Section 3 subcontracting commitment was made.

B. Section 3 Contract Language: The following language regarding Section 3 will be included as part of the contract to be executed based on this RFP.

1. The work to be performed under this contract is subject to the requirements of Section 3 of the Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (Section 3). The purpose of Section 3 is to ensure that employment and other economic opportunities generated by HUD assistance or HUD-assisted projects covered by Section 3, shall, to the greatest extent feasible, be directed to low- and very low-income persons, particularly persons who are recipients of HUD assistance for housing.
2. The parties to this contract agree to comply with HUD's regulations in 24 CFR part 135, which implement Section 3. As evidenced by their execution of this contract, the parties to this contract certify that they are under no contractual or other impediment that would prevent them from complying with the part 135 regulations.
3. The contractor agrees to send to each labor organization or representative of workers with which the contractor has a collective bargaining agreement or other understanding, if any, a notice advising the labor organization or workers representative of the contractors commitments under this Section 3 clause, and will post copies of the notice in conspicuous places at the work site where both employees and applicants for training and employment positions can see the notice. The notice shall describe the Section 3 preference, shall set forth minimum number and job titles subject to hire, availability of apprenticeship and training positions, the qualifications for each; and the name and location of the person(s) taking applications for each of the positions; and the anticipated date the work shall begin.
4. The contractor agrees to include this Section 3 clause in every subcontract subject to compliance with regulations in 24 CFR part 135, and agrees to take appropriate action, as provided in an applicable provision of the subcontract in this Section 3 clause, upon a finding that the subcontractor is in violation of the regulations in 24 CFR part 135. The contractor will not subcontract with any subcontractor where the contractor has notice or knowledge that the subcontractor has been found in violation of the regulations in 24 CFR part 135.
5. The contractor will certify that any vacant employment positions, including training positions, that are filled (1) after the contractor is selected but before the contract is executed, and (2) with persons other than those to whom the regulations of 24 CFR part 135 require employment opportunities to be directed, were not filled to circumvent the contractors obligations under 24 CFR part 135.
6. Noncompliance with HUD's regulations in 24 CFR part 135 may result in sanctions, termination of this contract for default, and debarment or suspension from future HUD assisted contracts.
7. With respect to work performed in connection with Section 3-covered Indian Housing Assistance, Section 7(b) of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450e) also applies to the work to be performed under this Contract.

Section 7(b) requires that to the greatest extent feasible (i) preference and opportunities for training and employment shall be given to Indians, and (ii) preference in the award of contracts and subcontracts shall be given to Indian organizations and Indian-owned Economic Enterprises. Parties to this Contract that are subject to the provisions of Section 3 and Section 7(b) agree to comply with Section 3 to the maximum extent feasible, but not in derogation of compliance with Section 7(b).

8. If the Consultant is a Section 3 business and was selected by SHA based on evaluation points assigned under the Section 3 business preference requirements of the RFP for committing to subcontract more than 25% of the dollar amount of all subcontracts to Section 3 businesses, the Consultant agrees to meet the Section 3 subcontracting commitment. Failure of the Consultant to fulfill the Section 3 subcontracting commitment shall be deemed a material breach of contract, which may result in SHA taking any or all of the following actions: (1) demanding specific performance of the subcontracting plan; (2) withholding from contract payments the dollar amount of any or all subcontracts that were to have been awarded to Section 3 businesses or such lesser amount as may be appropriate, (3) withholding any liquidated damages that SHA may incur as a result of the Consultant's failure to comply with its Section 3 commitment and subcontracting plan; and (4) declaring the Consultant ineligible to compete for, or participate in, any SHA contract for a period of five years from the date of close out of the contract in which the Section 3 subcontracting commitment was made.
- 3) **Basic Eligibility:** The successful proposer must be licensed to do business in the State of Washington and must have a state Unified Business Identifier (UBI) number. In addition, the successful proposer must not be debarred, suspended, or otherwise ineligible to contract with SHA, and must not be included on the General Services Administration's "List of Parties Excluded From Federal Procurement and Nonprocurement Programs" or the Department of Housing and Urban Development's "Limited Denial of Participation" list.
- 4) **Payment Requirements:** Proposers should be aware that SHA will only make payments on the contract issued under this RFP after the work being billed has been completed, and will pay reimbursable expenses to the consultant only upon receipt of an invoice for the reimbursable expenses. No advance payments will be made to the consultant, who must have the capacity to meet all project expenses in advance of payments by SHA.
- 5) **Approval of Sub-Consultants:** SHA retains the right of final approval of any sub-consultant of the selected proposer who must inform all sub-consultants of this provision.
- 6) **Documents Produced:** All construction drawings, reports, specifications, and other documents produced under contract to SHA must be submitted to SHA in both hard copy and a digital format that meets SHA's requirements, using Microsoft Office or AutoCad products in an IBM-compatible format. All documents and products created by the consultant and their sub-consultants shall become the exclusive property of SHA.
- 7) **Other Contracts:** During the original term and all subsequent renewal terms of the contract resulting from this RFP, SHA expressly reserves the right, through any other sources available, to pursue and implement alternative means of soliciting and awarding similar or related services as described in this RFP.

- 8) **Funding Availability:** By responding to this RFP, the proposer acknowledges that for any contract signed as a result of this RFP, the authority to proceed with the work is contingent upon the availability of funding.
- 9) **Contract Requirements:** Proposers may review SHA's standard contract language that will form the basis for any contract executed based on this solicitation by visiting the following web site: <http://www.seattlehousing.org/business/info/Klanguage/KLanguage.html>.
- 10) **Insurance:** The following are the insurance requirements that will be included in the contract executed based on this RFP:

A. **General Requirements:**

1. Prior to undertaking any work under this Contract, the Consultant shall procure and maintain continuously for the duration of this Contract, at no expense to SHA, insurance coverage as specified below, in connection with the performance of the work of this Contract by the Consultant, its agents, representatives, employees and/or subcontractors.
2. The Consultant's insurance shall be primary as respects SHA, and any other insurance maintained by SHA shall be excess and not contributing insurance with the Consultant's insurance.
3. Except with respect to the limits of insurance, and any rights or duties specifically assigned to the first named insured, the Consultant's Commercial General Liability and Commercial Automobile Liability insurance coverage shall apply as if each named insured were the only named insured, and separately to each insured against whom claim is made or suit is brought.
4. Failure of the Consultant to fully comply with the insurance requirements of this Contract will be considered a material breach of contract and, at the option of SHA, will be cause for such action as may be available to SHA under other provisions of this Contract or otherwise in law, including immediate termination of the Contract.

B. **Required Insurance Coverage:** The following are the types and amounts of insurance coverage that must be maintained by the Consultant during the term of this Contract. The Consultant must provide acceptable evidence of such coverage prior to beginning work under this Contract.

1. **Commercial General Liability Insurance.** A policy of Commercial General Liability insurance including bodily injury, property damage, and products/completed operations, written on an occurrence form, with the following minimum coverage:

- \$1,000,000 each occurrence, and
- \$2,000,000 aggregate

Coverage shall extend to cover the use of all equipment on the site or sites of the work of this Contract. In the event that the services to be provided under this Contract involve the Consultant's contact with minor children, the Consultant shall provide evidence that sexual misconduct coverage has not been excluded from the policy and is covered under the policy. Acceptable evidence of sexual misconduct

coverage must include an endorsement and policy excerpt(s) and is subject to approval by SHA's Risk Manager.

2. Employers Liability or Washington Stop Gap Liability. A policy of Employers Liability or a Washington Stop Gap Liability insurance endorsement with the following minimum coverage:
 - \$1,000,000 each accident
3. Commercial Automobile Liability Insurance. A policy of Commercial Automobile Liability Insurance, including coverage for owned, non-owned, leased or hired vehicles written on an insurance industry standard form (CA 00 01) or equivalent, with the following minimum coverage:
 - \$1,000,000 combined single limit coverage
4. Professional Liability Insurance: A policy of Errors and Omissions Liability Insurance appropriate to the Consultant's profession. Coverage should be for a professional error, act, or omission arising out of the scope of services shown in the Contract, with the following minimum coverage:
 - \$1,000,000 per Claim/Aggregate

If the Professional Liability Insurance policy is written on a claims made form, the Consultant warrants continuation of coverage, either through policy renewals or the purchase of an extended reporting period ("tail") for a minimum of three years from the date of completion of the work authorized by the Contract. In the event that the Consultant is authorized to engage subcontractors, each subcontractor shall provide evidence of separate professional liability coverage equal to the levels specified above, unless such requirement is waived in writing by SHA.

5. Workers Compensation. A policy of Workers Compensation. As respects Workers Compensation insurance in the State of Washington, the Consultant shall secure its liability for industrial injury to its employees in accordance with the provisions of Title 51 of the Revised Code of Washington (RCW). If the Consultant is qualified as a self-insurer in accordance with Chapter 51.14 RCW, the Consultant shall so certify by a letter signed by a corporate officer, indicating that it is a qualified self-insured, and setting forth the limits of any policy of excess insurance covering its employees, or any similar coverage required.
 6. Employee Dishonesty. A policy of Employee Dishonesty insurance with the following minimum coverage:
 - \$50,000 per Claim/Aggregate
- C. Additional Insured Endorsement: The Seattle Housing Authority must be named as an Additional Insured on a primary and non-contributory basis on all Commercial General Liability policies of the Consultant. A policy endorsement (form CG2010B or equivalent) must be provided to SHA as evidence of additional insured coverage.

D. Proof of Insurance and Insurance Expiration:

1. The Consultant shall furnish certificates of insurance and policy endorsements as evidence of compliance with the insurance requirements of the Contract. Such certificates and endorsements must be signed by a person authorized by that insurance company to bind coverage on its behalf.
2. The Consultant shall include all subcontractors at any tier as insureds (except for Professional Liability insurance), and ensure that the Consultant's coverage of subcontractors under the Consultant's policies is not excluded by any policy provision or endorsement. Alternatively, the Consultant shall:
 - a.) Obtain from each subcontractor not insured under the Consultant's policy or policies of insurance, evidence of insurance meeting all the requirements of this Contract, and
 - b.) Maintain such evidence on file for a period of one year after the completion of this Contract and, upon request, submit such evidence to SHA for examination.
3. The Consultant's insurance shall not be reduced or canceled without thirty (30) days prior written notice to SHA. The Consultant shall not permit any required insurance coverage to expire during the term of this Contract.
4. SHA reserves the right to require complete, certified copies of all required insurance policies at any time during the term of this Contract, or to waive any of the insurance requirements of this Contract at its sole discretion.

E. Carrier Review and Approval Authority: Insurance policies, deductibles, self-insured retentions, and insurance carriers will be subject to review and approval by SHA. All insurance shall be carried with companies that are financially responsible. Generally, except for Professional Liability Insurance coverage, all carriers of insurance or reinsurers must have and maintain a rating of "A VII" or better as identified in the *A. M. Best Insurance Rating Guide*, most recent edition. Insurance carriers or reinsurers who do not have a rating of "A VII" or better may not be used without written approval of SHA's Risk Manager. All carriers or reinsurers of Professional Liability (Errors and Omissions) Insurance must have and maintain a rating of "B+VII" or better as identified in the *A. M. Best Insurance Rating Guide*, most recent edition. Insurance carriers or reinsurers for Professional Liability Insurance who do not have a rating of "B+VII" or better may not be used without written approval of SHA's Risk Manager.

F. Criminal Background Investigation: The selected Security Firm will be required to conduct a criminal investigation of all Security Officers, employees, and volunteers performing any work under this Contract who may reasonably be expected to have direct or incidental contact with SHA residents or SHA staff members, to include but not necessarily be limited to, a Washington State Patrol background report. In the event that a background check provides evidence of prior felony conviction or imprisonment for a felony within the past seven years, the results of that investigation shall be disclosed to the SHA Project Manager. The Security Firm hereby agrees, if requested by SHA, to replace such persons with individuals acceptable to SHA.

**ATTACHMENT A
PRICE PROPOSAL
Year 1 (10/16/08 – 12/31/09)**

This form must be printed, completed and included in your Proposal package.

NewHolly Neighborhood Campus Services:

Number of Personnel: One guard stationed at NewHolly Campus

Monday through Friday, 2:00 p.m. to 9:30 p.m. (7 hours plus ½ hour break) and

Saturday, 12:00 p.m. to 6:30 p.m. (6 hours plus ½ hour break)

Year 1 (10/16/08 through 12/31/09) Hours/Rates/Cost:

# of Hours	x	Hourly Rates	=	Sub-Totals	Total Cost
Regular	2,521	x \$	=	\$	
Holiday	69	x \$	=	\$	
Total for NewHolly Neighborhood Campus =					\$

NewHolly Community Services (Weekdays):

Number of Personnel: One to two guards patrolling the NewHolly Community

Monday through Friday, 6:00 p.m. to 2:30 a.m. (8 hours plus ½ hour break)

Saturday and Sunday, 3:00 p.m. to 2:30 a.m. (11 hours plus ½ hour break)

Year 1 (10/16/08 through 12/31/09) Hours/Rates/Cost:

# of Hours	x	Hourly Rates	=	Sub-Totals	Total Cost
Regular	3,861	x \$	=	\$	
Holiday	83	x \$	=	\$	
Total for NewHolly Community =					\$

High Point North Community Services:

Number of Personnel: One guard patrolling the High Point North Community

Monday through Saturday: (4 days per week - Sundays and 2 random weekdays off each week)

5:00 p.m. to 2:30 a.m. (9 hours plus ½ hour break)

Year 1 (10/16/08 through 12/31/09) Hours/Rates/Cost:

# of Hours	x	Hourly Rates	=	Sub-Totals	Total Cost
Regular	2,826	x \$	=	\$	
Holiday	36	x \$	=	\$	
Total for High Point North =					\$

Rainier Vista West Services Community:

Number of Personnel: One guard patrolling the Rainier Vista Community

Friday and Saturday plus One Varying Weekday Floater except between Memorial Day and Labor Day when it increases to Two Varying Weekday Floaters, (3 and 4 days per week)

5:00 p.m. to 2:30 a.m. (8 hours plus ½ hour break)

Year 1 (10/16/08 through 12/31/09) Hours/Rates/Cost:

# of Hours	x	Hourly Rates	=	Sub-Totals	Total Cost
Regular	1,791	x \$	=	\$	
Holiday	45	x \$	=	\$	
Total for High Point North =					\$

(As-Needed for Special Occasions):

MORE THAN 48 HRS NOTICE	
Type of Hours	Hourly Rates
Regular	\$
Holiday	\$

LESS THAN 48 HRS NOTICE	
Type of Hours	Hourly Rates
Regular	\$
Holiday	\$

ATTACHMENT B

(Contract No. 3940)

Procedures for Security Services in Residential Communities

I. General Duties and Responsibilities of Security Officers

- A. The Security Officer will treat all residents, guests, and Seattle Housing Authority (SHA) Management staff with due courtesy and respect.
- B. When arriving for duty, all Security Officers will report to the Senior Property Manager, Property Manager or designated employee. The Security Officer will log in, receive any special instructions, and conduct an inspection of the property to ensure that it is secure. The first-shift Security Officer shall relay any special instructions to the second-shift Security Officer at the start of the second shift. The second-shift Security Officer then shall conduct an inspection of the property to ensure that it is secure.
- C. The Security Officer will keep a written log which represents a record of service during his/her shift, and which records all incidents, both routine and non-routine. This record will include arrival and departure times, actions taken, incidents observed, and notes on all suspicious activities.
- D. In certain circumstances, and if included in site instructions, the Security Officer will request identification from all entrants coming onto the site, whether they be residents or guests, and allow entry only to bona fide residents and to guests who are accompanied by residents.
- E. During the initial inspection and while on duty, the Security Officer shall give special regard and attention to the security of entrances to the Management Office, the Resident Information Center and the agency offices nearby, to suspicious persons and vehicles on the property; and to safety and fire hazards.
- F. When encountering persons or hazards deemed to be an imminent threat to life, limb, or property, the Security Officer will notify 911 immediately to report the threat or hazard to the proper authorities.
- G. After notifying 911, the Security Officer will notify the Senior Property Manager, Property Manager or designated employee, then properly log the incident. In the event there is no on-site Senior or Property Manager or designated back-up available after 5:00 PM, and on weekends, the Security Officer will call a telephone number to be provided after contract award to report the incident to SHA's answering service, which will invoke an emergency protocol to inform appropriate SHA Management staff.
- H. Whenever there has occurred a significant event involving suspicious persons, safety hazards, documented criminal activity, or incidents involving injuries or property damage, the Security Officer will prepare a report and provide a copy to the Senior Property Manager within 24 hours.
- I. The Security Officer will report any circumstances which are unusual but not deemed to be emergencies to the Senior Property Manager or designated back-up if they are available in person or by telephone, or otherwise will immediately log the circumstance.
- J. The Security Officer will follow all site-specific instructions for the site to which he/she is assigned, as developed by the Senior Property Manager for that site, and/or the shift supervisor of the security services contractor.
- K. The Security Officer will abide by all operating rules and procedures adopted by the security service contractor by whom he/she is employed.
- L. At the conclusion of a shift, the Security Officer shall complete his/her log and leave a copy of it for the Senior Property Manager or designated back-up for review.

- M. Upon leaving his/her post at shift's end, the Security Officer will secure all entries, and return any keys or SHA equipment to the area identified by the Senior Property Manager, Property Manager or designated back-up.

II. Examples of Suspicious Activity That Should Be Noted by Security Officers

- A. Any person or persons loitering within the site.
- B. Any vehicles parked on High Point or Rainier Vista property that do not have a registration tag on the rear view mirror or are known to be a vehicle of a guest of a resident.
- C. Suspicious activities may include, but are not necessarily limited to, the following:
 - 1. Transfer of small objects from hand to hand in return for money.
 - 2. Individuals loitering (hanging out), consuming alcohol or other drugs, with discreet exchanges of small items between individuals.
 - 3. Individuals with known gang affiliations loitering inside or near the outside perimeter of the site.
 - 4. Persons attempting to enter the site under false pretenses.
 - 5. Persons wandering the halls of the Management Office, the Resident Information Center or any of the agency offices, the common areas, or loitering where other persons pass or legitimately congregate.
 - 6. Persons observed "trying" doors in search of unlocked entries.
 - 7. Abandoned vehicles, "junkers" or vehicles leaking excessive engine/driveline fluids.
 - 8. Heavy flow of vehicles to High Point or Rainier Vista parking areas while vehicle occupants remain in their cars and are met by others.
 - 9. Frequent visitors to specific residences who stay for short duration.
 - 10. Non-residents coming and going on a regular basis who have keys to the units.
 - 11. Persons known to be non-residents who are observed over a period of time frequenting specific units, which may indicate that they are lodgers.
 - 12. Uncivil behavior on the part of residents, visitors or homeowners, which may include the disturbance or harassment of other residents or guests, or which may be the result of intoxication or drug abuse.

III. Guidelines for Dealing with Safety Hazards

- A. While conducting inspections or roving the area, Security Officers will ensure that all previously described buildings' fire doors, common area doors, storage doors and non-residential doors are closed and not propped open.
- B. Security Officers will inspect for flammable items left outside the buildings, especially against the buildings, and notify the Senior Property Manager or designated back-up of any flammables found.
- C. While conducting inspections or roving the area, Security Officers will note any volatile chemicals improperly stored or placed inside or outside the area, taking appropriate action to report the finding, according to the level of danger perceived. No Security Officer, resident, or unqualified SHA employee should intervene in the collection or disposal of any chemicals.
- D. Protocol for responding to fire alarms/security alarms will be posted on site, and Security Officers will familiarize themselves with the fire alarm system/security system of the facility in which they are working.
- E. While conducting inspections or roving the premises, Security Officers will note and report any potential tripping hazards or other dangers posed by items found in common areas.

- F. Dangerous weapons and tools should be secured by the Security Officer if that action poses no threat to the Officer or to others.
- G. Syringes found in common areas should be placed in the building's sharps container by the Security Officer if he/she has been given that training by the security services contractor. Otherwise, the finding of syringes should be reported to the Senior Property Manager or designated back-up.
- H. Biological hazards should be dealt with by the Security Officer only to the extent of his/her training. Otherwise, biological hazards should be reported to the Senior Property Manager, Property Manager or designated staff person, if available, or to 911, according to the perceived level of danger.
- I. If a security officer receives a threat involving a bomb or other explosive device, the Security Officer shall notify 911 immediately then notify the Senior Property Manager, Property Manager or designated staff person.

IV. General Reporting Guidelines

- A. Any activity or incident which the Security Officer believes creates an imminent risk to life or property must be reported promptly to 911. Calls to 911 must always be followed with a verbal report to the Senior Property Manager or designated back-up, and then with a written report to the SHA Senior Property Manager and the security contractor supervisor.
- B. Activities of an unusual but non-emergency nature must be logged in the Security Officer's shift log, reported to the Senior Property Manager or designated back-up, and may, depending upon the perceived level of risk, be reported as a specific communication addressed to the Senior Property Manager.
- C. When reporting suspicious activity, the Security Officer should give as accurate a description of the individuals and vehicles involved as possible, endeavoring to note the following features:
 - 1. Persons: Race, age, height, weight, hair color, skin tone, build, unusual features such as scars, tattoos, or speech patterns; and color and description of clothes, including hat, coat, shirt, pants, and shoes.
 - 2. Vehicles: Color, year, make, model, number of doors, and license plate number and state.

V. General Responsibilities of Security Service Contractors and Their Employees

- A. Security Officers will meet all state and local requirements for the private security profession.
- B. Prior to being assigned to SHA properties, Security Officers shall have received the minimum mandatory training hours established in your firm's Employee Handbook for unarmed security officers and consistent with the requirements of State law.
- C. Unless specifically authorized in writing by SHA, no Security Officer will be armed with a firearm or other dangerous weapon. If specifically authorized in writing to carry a firearm, the Security Officer shall have received the minimum mandatory training established by State law for carrying a firearm.
- D. All Security Officers will obey federal, state and local laws while performing security duties for SHA.
- E. Security Officers will observe and follow all relevant SHA policies and procedures while performing security services and interacting with residents, SHA staff, and the general public.

- F. Security Officers will not detain, or attempt to detain any person on SHA's property. Remedial action involving detention of individuals shall be accomplished only through calling 911. This directive does not exclude a Security Officer from coming to the immediate assistance of a citizen, resident, guest, or SHA staff member who is under duress, nor does it deprive the Security Officer of their legal right to self defense, should there be a threat of imminent harm or actual physical violence.
- G. Security Officers will under no circumstances enter a residence, even when invited, unless performing their assigned duties *and* accompanied by the Senior Property Manager or designated employee.
- H. Security Officers will not smoke inside any SHA property.
- I. Security Officers will not use SHA telephones for any non-business-related purpose.
- J. Security Officers will respect the privacy of all residents by observing strict confidentiality over any resident information which may become known to them, including addresses, telephone numbers, and written information in resident files stored on site.
- K. Security service contractors will ensure that all Security Officers read, understand and follow the SHA Procedures for Security Services in Residential Communities. Further, security service contractors will maintain a record of each Security Officer's training and instructions regarding this directive. Where the Contractor's written procedures conflict with SHA's written procedures, SHA's shall prevail.

Seattle Housing Authority

Section 3 Business Certification

Section 3 Business Criteria: Your business is eligible for Section 3 Certification if it meets any one of the following criteria. If your business meets one or more of these criteria, please circle the applicable criteria.

1. Fifty-one percent or more of your business is owned and managed by a Section 3 qualified person or persons. (See qualification guidelines below)
2. Thirty percent or more of your permanent, full time employees are Section 3 qualified persons.
3. You can provide evidence of a commitment to subcontract in excess of 25 percent of the amount of all subcontracts to Section 3 certified businesses.

Section 3 Person Criteria: A Section 3 qualified person must:

- A. Live in the City of Seattle.
- B. Earn no more than the following amounts :

Family Size:	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons
Income	\$41,700	\$47,700	\$53,650	\$59,600	\$64,350	\$69,150	\$73,900	\$78,650

Section 3 Statement: Please check the appropriate box below.

- My business is a Section 3 business in accordance with the criteria circled above under Section 3 Business Criteria.
- My business is not a Section 3 business.
- My business has been certified as a Section 3 Business by:
 (name of agency) _____ (date of certification) _____

Signature:		Date Signed:
Name:		Title:
Company Name:		
Address:		
Telephone Number:		

Note: If you certify above that your business is a Section 3 business, and you qualify for award of the contract based on the preferences given to Section 3 businesses and described in the solicitation, SHA will request documentation and additional information as may be reasonably required to certify whether your business qualifies as a Section 3 business.

If you have any questions about this form, please call
 Samuel Pierce, SHA's Section 3 Coordinator, at (206) 937-3292.

Seattle Housing Authority

Section 3 Resident Employment Plan

Section 3 of the Housing and Urban Development Act of 1968 (hereinafter "Section 3") requires SHA to the greatest extent feasible to provide employment opportunities to "Section 3 residents." Section 3 Residents include residents of SHA communities and other low income residents of Seattle. Each bidder is required to submit with their bid package a plan which will result in the hiring of Section 3 residents to perform the work contemplated by the bid. HUD has established an annual goal of 10% of all new hires by SHA Contractors. SHA residents, preferably residents of the SHA community in which the work is to be done, are favored over other low-income residents of Seattle. At a minimum, the Contractor and its subcontractors shall advertise new positions created in order to perform the work called for herein and will post notices of the Contractor's commitments under Section 3 in conspicuous places at the work site. In addition, the Contractor must notify each labor organization with whom it or its subcontractors have a collective bargaining agreement or other understanding of these Section 3 commitments. In order to fulfill its Section 3 obligations the Contractor may work with service providers on site at various SHA communities including, but not limited to, Neighborhood House and the Employment Opportunities Center. The plan should specify the number of positions the Contractor expects will be created and what minimum qualifications and skills will be required in order to perform the positions. The plan should also address the Contractor's strategy for recruiting SHA residents for the available positions.

Signature:		Date Signed:
Name:	Title:	
Company Name:		
Address:		Telephone Number:

1. How many new positions do you expect this contract will require you to create?

2. Describe each position and provide the name and provide the location of the person(s) taking applications for each such position.

3. What minimum skills will be required for each position?

4. Please describe any training opportunities which the contract may create and any agreements concerning training you have.

5. How will you advertise these positions to SHA residents?

If you have any questions about this form, please call
Samuel Pierce, SHA's Section 3 Coordinator, at (206) 937-3292.