

Dear Interested Vendors,

The Community of Thousand Oaks, is located in Riviera Beach, FL is in the renewal phase for our Security Services contract. We are looking for a great company with a phenomenal track record, who believes in the importance of teamwork, who is transparent, and who is beneficial in helping us improve our wonderful community. We would like to welcome potential vendors to submit your company's qualifications and experiences.

Attached is the scope of work for our Security Services. Interested bidders should submit verification of general liability insurance in the amount of \$1M per occurrence, \$2M aggregate. Insurance should also be submitted showing coverages for all automobiles, equipment (if necessary), and workers' compensation. Interested bidders are also REQUIRED to submit a minimum of 3 business references for like services.

Bids will only be accepted via submission to our email address vendorsthousandoaks@gmail.com. Submissions will NOT be accepted in person or to any other email address. Bids MUST be submitted on or before 11:59 p.m., September 30, 2024. The selection committee will review all bids submitted and select the top 3 companies to present to the Board of Directors on October 14, 2024. Each company will have up to 10 minutes to present to the Board.

Questions can be submitted to the email address above and will be answered within 72 hours of submission. Please plan accordingly as questions submitted within 72 hours of the bid solicitation deadline may not be answered.

Thank you in advance for considering Thousand Oaks. We look forward to your participation in our process!

Scope of Work for Security Services

This document will serve as the scope of work (SOW) for Security Services regarding work performed for Thousand Oaks at Congress Master Association, Inc. (TO). The SOW will become part of any contract entered into by TO.

The SOW is designed to give guidance to the Security Services contractor as duties to be performed during the duration of any contract. The SOW is not intended to be all encompassing as additional duties may be added upon mutual agreement between TO and Security Services contractor.

Contractor Responsibilities

1. Provide security services for Thousand Oaks (TO) to include 24/7 staffing of the guardhouse located at the entrance to the community. Services are to be provided 365 (or 366) days per year. Staff in the guardhouse will be responsible for the following:
 - a. Checking guests into the community as per community guidelines
 - b. Maintain visitor logs and issue visitor passes as per community guidelines
 - c. Maintain a daily activity log
 - d. Receive any incoming calls and manage according to established protocols
 - e. Report any security breaches or suspicious activities to Riviera Beach Police Department with follow up to the Community Association Manager
 - f. Monitor community cameras and ensure that all are working properly, reporting any deficiencies to the Community Association Manager

2. Provide roving security staff to patrol the community 7 days per week for a total of 56 hours. Responsibilities of the roving security staff include:
 - a. Patrol the community continuously throughout the duration of their shift
 - b. Enforce community rules and regulations
 - c. Enforce parking standards established by the community
 - d. Document and report any security incidents or violations. Security breaches or suspicious activities are reported to the Riviera Beach Police Department
 - e. Ensure amenities within the community are closed and locked as scheduled each day

3. Contractor is responsible to provide equipment necessary to perform the duties of the contract. Thousand Oaks will supply computers at the gate that are used to check members and guests into the community. Contractor will supply any communication devices to be used between the contractor's staff. Contractor will also provide the method of transportation for the patrol staff.

4. Contractor is expected to provide a monthly summary to the Board of Directors by the 5th of the month.
5. General Liability, workman's compensation, and auto insurance are required. Contractor will be required to submit a certificate of insurance to Thousand Oaks, naming the Association as additionally insured.
6. Contractor must provide evidence of proper licensing for a security company. All staff must possess a Class D Security License.
7. Contractor will create and submit a transition plan within 30 days of the award of the contract.