

CITY OF RICHMOND CONTRACT AMENDMENT

Department: Police	Project Manager: LT. ELIZABETH BASHAN
Project Manager E-mail: EBASHAN@RICHMONDPD.NET	Project Manager Phone No: (510) 621-1817
P.R. No: Vendor No: 12424	P.O./Contract No: 5029
Description of Services: SECURITY SERVICES AT THE LIBRARY	
Amendment No. <u>2</u> modifies the: (2nd or subsequent amendments attach Amendment History page) <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Term, Payment Limit and Service Plan <input type="checkbox"/> Term and Service Plan </div> <div> <input checked="" type="checkbox"/> Payment Limit and Service Plan <input type="checkbox"/> Service Plan </div> </div>	

The parties to this Contract Amendment do mutually agree and promise as follows:

1. Parties. The parties to this Contract Amendment are the City of Richmond, California, a municipal corporation (City), and the following named Contractor:

ALLIED UNIVERSAL SECURITY SERVICES

Company Name:

Street Address: 1855 GATEWAY BLVD, STE 140

City, State, Zip Code: CONCORD, CA 94520

Contact Person: ALICIA MERCER

Telephone: (510) 507-9358

Email: ALICIA.MERCER@AUS.COM

Business License No: 40051433

/ Expiration Date: December 31, 2022

A California ☐ corporation, ☐ limited liability corporation ☐ general partnership, ☒ limited partnership, ☐ individual, ☐ non-profit corporation,
☐ individual dba as [specify:] _____
☐ other [specify:] _____

2. Purpose. This Contract Amendment is being entered into to amend the Contract between City and Contractor which was approved by the City Council of the City of Richmond or executed by the City Manager on December 17, 2019, which **original** term commenced on January 1, 2020 and terminates December 31, 2022 with an **original** contract payment limit of **\$944,350.00**. Said contract shall hereinafter be referred to as the "Original Contract" and is incorporated herein by reference.

3. Original Contract Provisions. The parties hereto agree to continue to abide by those terms and conditions of the Original Contract, and any amendments thereto, which are unaffected by this Contract Amendment.

4. Amendment Provisions. This Contract Amendment is subject to the Amendment Provisions attached hereto, which are incorporated herein by reference, and which control over any conflicting provisions of the Original Contract, or any amendment thereto.

5. City of Richmond Business License Active Status Maintained. Pursuant to Municipal Code Section 7.04.030, the Contractor must maintain its City of Richmond business license for this Contract Amendment to be deemed to be in effect.

6. Insurance Coverage Updated and Maintained. Pursuant to the Original Contract, the Contractor shall provide the City with updated insurance certificates, and the Contractor shall maintain insurance coverage, for this Contract Amendment to be deemed to be in effect.

7. Signatures. These signatures attest the parties' agreement hereto:

CITY OF RICHMOND, CALIFORNIA
a municipal corporation

DocuSigned by:
By Thomas L. Butt
64A4FEAB53BE4C0...

Title: Mayor

I hereby certify that the Original Contract and this Amendment have been approved by the City Council or executed by the City Manager.

DocuSigned by:
By Pamela Christian
C6643BEE4A43406...
City Clerk

Approved as to form:

DocuSigned by:
By For
0E098C1E4C50485...
City Attorney

List of Attachments:

1. Amendment Provisions
2. Updated Insurance Certificates

CONTRACTOR:

ALLIED UNIVERSAL SECURITY SERVICES

(*The Corporation Chairperson of the Board, President or Vice-President should sign on the line below.)

By Kelly Murray
DD0D1E77C94045C...

Title: Senior Regional Vice President

(*The Corporation Chief Financial Officer, Secretary or Assistant Secretary should sign on the line below.)

By: _____

Title: _____

(NOTE: Pursuant to California Corporations Code Section 313, if Contractor is a corporation or nonprofit organization, this Contract (1) should be signed by the Chairperson of the Board, President or Vice-President and the Chief Financial Officer, Secretary or Assistant Secretary; (2) should have both signatures conform to designated representative groups pursuant to Corporations Code Section 313.

Contract Amendment between the City of Richmond and
ALLIED UNIVERSAL SECURITY SERVICES

Amendment No.
2

P.O./Contract No.
5029

AMENDMENT PROVISIONS (PAYMENT LIMIT AND SERVICE PLAN)

1. Paragraph 3 (Payment Limit) of the Original Contract is hereby amended to increase the payment limit by **\$55,000.00**. Paragraph 3 of the Original Contract is amended to read as follows:

"3. Payment Limit. City's total payments to Contractor under this Contract Amendment shall not exceed **\$1,064,350.00** including expenses."

"The City of Richmond shall not pay for services that exceed the Contract Payment Limit without the prior written approval of the City Manager if the total Contract amount does not exceed \$10,000 or without the prior approval of the City Council if the total Contract amount is over \$10,000."

2. The Service Plan (Exhibit A) of the Original Contract is hereby amended to include the following tasks and/or services:
 1. Per the attached (Attachment 1) 2022 Budget Proposal, the Contractor will assign two unarmed security guards to the Library at 325 Civic Center Plaza, Monday through Wednesday, between the hours of 8 a.m. and 7:30 p.m., and Thursday and Friday, between the hours of 8 a.m. and 5 p.m.
 2. The security guards will provide patrol and stationary security functions inside and around the Library building as directed in post orders provided by the Director of Community Services.

Contract Amendment between the City of Richmond and
ALLIED UNIVERSAL SECURITY SERVICESAmendment No.
2P.O./Contract No.
5029**AMENDMENT PROVISIONS (AMENDMENT HISTORY)**

The **first** Contract Amendment was approved by City Council of the City of Richmond or executed by the City Manager on 11/23/2021 for one or more of the following provisions (check those that apply):

- ☒ Increased contract payment limit by \$ 65,000.00 for a payment limit not to exceed \$ 1,009,350.00.
- ☐ Term Amendment (insert new termination date): _____
- ☒ Service Plan

The **second** Contract Amendment was approved by City Council of the City of Richmond or executed by the City Manager on 05/03/2022 for one or more of the following provisions (check those that apply):

- ☒ Increased contract payment limit by \$ 55,000.00 for a payment limit not to exceed \$ 1,064,350.00.
- ☐ Term Amendment (insert new termination date): _____
- ☒ Service Plan

The **third** Contract Amendment was approved by City Council of the City of Richmond or executed by the City Manager on _____ for one or more of the following provisions (check those that apply):

- ☐ Increased contract payment limit by \$ _____ for a payment limit not to exceed \$ 1,064,350.00.
- ☐ Term Amendment (insert new termination date): _____
- ☐ Service Plan

The **fourth** Contract Amendment was approved by City Council of the City of Richmond or executed by the City Manager on _____ for one or more of the following provisions (check those that apply):

- ☐ Increased contract payment limit by \$ _____ for a payment limit not to exceed \$ 1,064,350.00.
- ☐ Term Amendment (insert new termination date): _____
- ☐ Service Plan

The **fifth** Contract Amendment was approved by City Council of the City of Richmond or executed by the City Manager on _____ for one or more of the following provisions (check those that apply):

- ☐ Increased contract payment limit by \$ _____ for a payment limit not to exceed \$ 1,064,350.00.
- ☐ Term Amendment (insert new termination date): _____
- ☐ Service Plan

Attachment 1



April 13, 2022

Melinda Cervantes
Interim Deputy Director of Community Services Library
Richmond Library
325 Civic Center Drive
Richmond, CA 94804

Dear Ms. Cervantes,

Thank you for inviting Allied Universal® Security Services to participate in your proposal process. We understand the importance of quality security, and we look forward to providing a customized program that meets your requirements for the Richmond Library at 325 Civic Center Drive.

No matter where or when services are required, there's peace of mind knowing your security partner is also a member of your community.

Our management support system ensures you receive the individual attention and service you require. Our Client Managers are in charge of directly supervising your security program locally, while a network of branch offices puts regional management with in-depth knowledge of your market within easy reach.

We look forward to continuing to work with your organization. I will contact you to discuss the next steps. If you have any questions, please contact me at 510-507-9358 or alicia.mercer@aus.com.

Sincerely,

Alicia Mercer

Alicia Mercer
Business Development Manager



Enhanced Security with a Focus on Safety

A Security Program for Richmond Library

April 13, 2022



Presented to:
Melinda Cervantes
Interim Deputy Director of Community
Services Library
Richmond Library

Presented by:
Alicia Mercer
Business Development Manager
Allied Universal® Security Services

A Customized Security Program for Richmond Library

Allied Universal® has provided customized security solutions to meet the specific needs of clients large and small since 1957. We're committed to working with you to understand your industry and goals in order to create a security solution tailored to your unique requirements, and managed by a team of professionals who can provide peace of mind and allow you to focus on your core business.

When you partner with Allied Universal®, carefully screened and trained Security Professionals who are sensitive to your unique business environment, coupled with leading edge technology, will provide the safety and security you require.

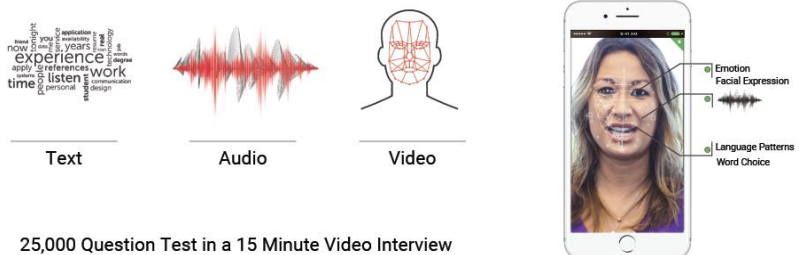


Engaged Security Professionals will enhance your brand and will be led by experienced, local managers. Real-time security technology solutions will increase operational efficiencies and validate the effectiveness of your program. This integrated combination of people plus technology allows you to focus on what matters to you with the confidence that you have a true security partner that is there for you every day.

Selecting Employees for Your Unique Environment

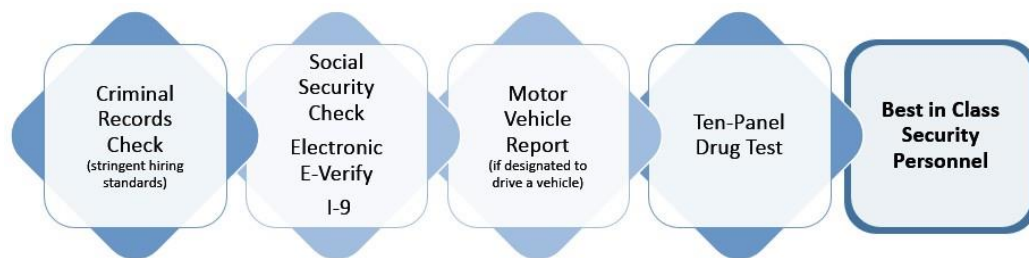
When Security Professionals are well matched to the requirements of their post, they'll be better engaged in their day-to-day responsibilities, provide better service for you, and stay in their position longer. Allied Universal® is dedicated to hiring, developing, and retaining top-quality security professionals who will be the best fit for your culture, understand your needs, and demonstrate ownership for your security success.

Our breadth of recruiting resources and reputation as a great place to work contribute to the more than 1.5 million candidates in our hiring pipeline. Proven processes and a robust applicant pool ensure our security professionals are the right fit and have the right skills for your library. Allied Universal® carefully tailors job descriptions to fit your needs and uses AU HireSmart™, our Artificial Intelligence (AI)-powered recruiting solution, to engage candidates and match their qualifications, interests, and preferences to the job most suited to their skills and personality.



Our application process doesn't stop at introductory screening. Initial interviews with candidates, scheduled quickly and automatically with AU HireSmart™, provide an opportunity to evaluate demeanor, attitude, and communications skills. Qualified candidates formally interview with our branch recruiters and hiring managers.

Stringent background screening is also an essential component in selecting high-caliber employees for Richmond Library, and includes:



Benefits for Security Professionals at Richmond Library

Allied Universal® is committed to doing what is in the best interest of our clients and that starts with treating our employees well. We know that benefits are extremely important to our employees, and that they prefer to have a variety of options. Employees who are offered benefits and fair compensation have peace of mind and a clearer focus on their daily job responsibilities, which translates into higher employee engagement, as well as greater satisfaction and productivity, which are critical to the success of your security program.

Some of the benefits available to Security Professionals include:

- Medical Insurance coverage
- Dental and vision coverage
- 401(k) retirement plans
- Anniversary bonus program
- Disability and life insurance
- Tuition discounts
- Uniforms at no cost
- Travel and retail discount programs

Customized Training for Your Security Program

Well-trained Security Professionals not only enhance safety, mitigate risk, and maximize security for the people and assets at your site, but they also ultimately provide a higher return on your investment. Allied Universal® security Professionals undergo extensive and regular training, and become fully immersed in your business, procedures, and company culture.

To ensure that Security Professionals at Richmond Library have the knowledge and skills to serve you and to grow in their careers, training is not just provided but tested for retention and tracked to record completion.

Local Management with National and International Support

Local managers are empowered decision makers who know your site, understand your security needs, and are motivated and well compensated. At the local level, your account manager is directly involved in the process of hiring, training, performance evaluation, and employee development. A team of human resource, training, and recruiting specialists actively supports each manager.

Our national and international support teams are in place to lend guidance, training, and other resources to local Security Professionals and managers. These specialists maintain excellent relationships with the local team, and proactively implement programs and procedures to ensure quality service. The combination of local responsiveness and national and international support resources is what sets us apart from every other security services company.

Keeping Your Property, People, and Assets Safe and Secure

With the right security partner, you will have peace of mind knowing that daily safety challenges are managed and a prepared team is in place to respond to emergencies. Our strong safety culture promotes safety-conscious behaviors and leads to a safer work environment for everyone.

- **Ensuring Safety Daily:** Security Professionals are immersed in our Safety Program, and are fully trained to take proactive safety measures; report incidents; and seek out opportunities to help make your location safer. This leads to fewer accidents, less time lost from work due to injury, and fewer interruptions for you.
- **Emergency Preparedness:** Allied Universal® will work with Richmond Library's emergency plans and implement them to ensure everyone on site is prepared.
- **Emergency Response:** We have the resources to quickly respond to emergencies and fill additional staffing needs with high quality, well-trained personnel, giving you peace of mind knowing that Allied Universal® has formal processes and depth of personnel to respond for you.



Leading-Edge Technology

Our digital business strategy drives efficiency, communication, collaboration, and effectiveness for Richmond Library. The result is streamlined and accurate business processes, greater transparency, and increased value. We are committed to meeting the needs of Richmond Library through innovative solutions.



- Real-time transparency into the location and activities of each Security Professional through HELIAUS®, our proprietary electronic monitoring and reporting system.
- Cost-effective and proactive, end-to-end video surveillance solution—from the camera to the Central Command Center—through our Monitoring and Response Center (MRC). Using an unprecedented combination of technologies, analytics and real-time, event-based monitoring by experienced Security Intervention Specialists, the MRC provides customized solutions that are scalable, reliable, and unmatched.
- 24/7 smart "eyes and ears" with Autonomous Data Machines (ADMs or Robots). New revolutionary capabilities to increase threat management through the strategic integration of people, processes, and technology, while at the same time, significantly reducing costs.
- Quick Security Professional candidate sourcing, screening, interview scheduling, and placement through AUHireSmart™.
- Accurate invoicing, scheduling, payroll, and compliance through the integrated WinTeam system.
- Communication and collaboration through eHUB, our client and employee portal.



- Learning and development through Allied Universal® EDGE, our online learning management system, and our performance management program.
- Optimizing efficiency, ensuring safety, and consistently managing attendance at your site through Allied Universal® Post Watch™.
- Quality assurance through Allied Universal® Voice, our formal voice of the customer program, which monitors your experience and elicits your feedback.

These proprietary programs drive efficiency to your security program. In addition, your security program should be developed to meet your security and safety needs in the most efficient and productive manner possible. Whether you need incident management, tour management, visitor management, remote monitoring, security assessment, or other technologies to enhance your security, Allied Universal® will provide the right solution.

Providing Seamless and Transparent Transitions for More Than 60 Years

Allied Universal® seamlessly transitions more than 1,000 new sites annually. The transition is critical to delivering the right first impressions for your stakeholders.

On day one, Allied Universal® Security Professionals arrive at your site properly oriented, trained, and uniformed, resulting in minimal disruption to your business. A dedicated transition team will communicate with you, reviewing our comprehensive transition plan, and ensuring your security presence is constant and reliable.

Flawless Transition

We recently transitioned to Allied Universal and it went flawlessly. The management team has been very responsive and the Account Manager has been very proactive. Training has been provided to enhance performance of the team and the objectives we have set are being pursued.”

If you wish to retain members of your existing security team, we will implement a comprehensive staffing strategy to address retention of qualified personnel. The incumbent workforce can meet with our managers, learn more about the company, and if they meet Allied Universal® and Richmond Library's qualifications, they will begin our orientation and training.

A customized transition plan will include:

- Assessment of security personnel needs
- Assignment of timetable and measurable goals
- Experienced transition management team assignments
- Thorough security professional recruiting, screening, and selection
- Customized training manual
- Organized security force deployment
- Initial and on-site training

As an Allied Universal® client, you will feel confident that you have a partner who truly understands your needs and aspirations. Through our leading services, systems and solutions...**Allied Universal® is There for you.®**



Pricing Notes

Wages

In today's labor market, the wage of the security professional is a significant variable in the quality of your program. It is essential that the right wage is offered in order to ensure a safe and secure environment, build stakeholder confidence and protect Richmond Library's brand.

401(k) Retirement Plan

Allied Universal® employees are eligible to enroll in our 401(k) retirement savings program anytime following six months of employment.

Proposed Holidays

Allied Universal® recognizes the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

All employees who work on a designated holiday will receive 1.5 times their wage rate for hours worked. Allied Universal® will invoice 1.5 times the hourly billing rate for hours worked on the designated holidays. Holiday billing may or may not be included in our annual budget estimate or standard billing rates.

Overtime

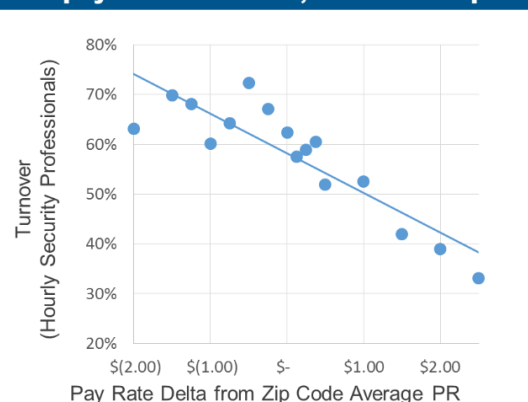
Overtime of 1.5 times the hourly billing rate is only billed in the following circumstances and not for scheduling issues or vacation coverage.

Specific Requests

With requests for a specific individual to work more than their 40 hours for a special reason, regardless of the notice provided, only the overtime impact for that individual will be billed. Example: "We need Security Professional Smith to stay two extra hours at the end of his shift to help with a special project." Only the additional two hours will be billed at the overtime rate if it will put him over 40 hours.



As pay rates increase, turnover drops¹



1. Analysis based on all Allied Universal security jobs and all Allied Universal hourly Security Professionals (each data point on the chart represents the average turnover at approximately 1,200 jobs that have the corresponding PR delta to the zip code average)
 2. NOTE: Pay rates are compared to zip code averages because a normal \$ pay rate (e.g. \$15.00) is substantially different in different geographic areas based on cost of living, average market-wide pay rates in the zip code, minimum wages, unionization, population density, and similar factors.

Additional Requests for Security Professionals

Requests for coverage in excess of the agreed-upon amount of total security professionals' base hours on site may be billed as overtime until coverage is incorporated into the permanent base hours. We will work to meet needs for additional security professionals through the local offices.

Life Insurance: We provide Basic Life Insurance and Accidental Death and Dismemberment (AD&D) at no cost to the employee (\$10,000) and offer additional voluntary coverage of up to 5 times their salary to a maximum of \$500,000. Additional voluntary coverage is available for spouse, domestic partner, or dependent children.

Supplementary Insurance Programs: We provide employees an opportunity to enroll in a variety of insurance benefits including accident, critical illness, hospital and short and long-term disability insurance plans.

Billing Frequency and Payment Terms

Allied Universal® will invoice Richmond Library on a weekly basis for all scheduled services for the preceding weekly period (starting on Friday and ending the following Thursday) based upon the rates listed above. All invoices are due net 10 days.

Rate Increases

Billing rates will increase annually by 3% or by the percentage increase in certain agreed upon costs incurred by Allied Universal®, whichever is greater. Our rates during the term will be subject to adjustment to reflect any increases in our costs related to medical, welfare and other benefits and related costs, which may include, without limitations, costs incurred by Allied Universal® pursuant to applicable federal, state and/or local law, including without limitation Health Care Reform Legislation Costs.

NOTE:

Allied Universal® reserves the right to change, amend or terminate the benefits programs and its options at any time.

Pricing of wages are valid for 30 days.

Wellness and Safety Pledge

Our product is our people - our most valuable asset. We consider no part of our operations more important than the wellness and safety of our employees. To that end, Allied Universal® is committed to providing all employees with a safe and healthy environment in all work areas and at all client sites, in compliance with all federal and California laws.

Meal Breaks

In general, non-exempt employees who work more than 5 hours per day must be provided with an **off-duty¹** meal period of not less than 30 minutes. The meal period must begin before the end of the 5th hour of work.

- If employees work more than 10 hours, a second off-duty meal period of not less than 30 minutes must be provided. The meal period must begin before the end of the 10th hour of work.
- Employees must be **free from employer and client control** and **relieved of all duty**.
- Employees may not be required to remain "on call."

- Employees **must be free to leave the site.**
- Employees **may not be required to carry and/or monitor a communication device.**

Rest Breaks

Non-exempt employees are authorized and permitted **consecutive, uninterrupted, and duty-free** rest breaks of at least 10 minutes (or 15 minutes if specified by a CBA) for every 4 hours worked or major portion of 4 hours worked (more than 2 hours).

- Employees must be paid during rest breaks.
- Employees must be **free from employer and client control** and **relieved of all duty.**
- Employees may not be required to remain "on call."
- Employees must be **free to leave the site.**
- Employees **may not be required to carry and/or monitor a communication device.**

Drinking Water, Restroom Facilities, Shade, Sheltered Eating Area, & Suitable Seating

Employees must be provided with:


- access to **clean, fresh, potable drinking water**, at no cost to the employee
- access to **restroom facilities** with plumbing and adequate hand-washing facilities
- access to safe spaces for **shade**
- an area available for securing or heating food or drink, and a suitable sheltered place to consume food and drink
- **suitable seats** when the nature of the work reasonably permits the use of seats.

Allied Universal® proudly partners with clients who are equally committed to the wellness and safety of our employees and compliance with all federal and California laws. Under California Labor Code Section 2810.3, each client shares with Allied Universal® all liability for labor code violations pertaining to our employees. To that end, we wanted to set forth our mutual goals in this pledge. We thank our clients for their commitment and encourage them to contact Allied Universal® with any questions or concerns.

¹ On-duty meal periods are only permitted when:

- The **nature of the work** prevents the employee from being relieved of all duties;
- When there is a **written (and fully revocable) agreement** between Allied Universal® and the employee for an on-duty meal period; and
- When a suitable place to eat on premises is designated.

Cost Proposal:



Position	HPW	Straight Time Pay Rate	Holiday / Overtime Pay Rate	Straight Time Bill Rate	Holiday / Overtime Bill Rate	Weekly Estimate	Monthly Estimate	Annual Estimate
Richmond Library @ 325 Civic Center Plaza								
Security Professional	52	\$16.15	\$24.23	\$29.55	\$44.33	\$1,536.83	\$6,659.61	\$79,915.37
Security Professional Overtime	2				\$24.23	\$48.45	\$209.95	\$2,519.40
Sub-Total	54.0					\$1,585.28	\$6,869.56	\$82,434.77
HELIAUS®	Quantity	Price Per Unit					Monthly Estimate	Annual Estimate
	1	\$199.00					\$199.00	\$2,388.00
Notes to Pricing:								
The above rates will be in effect for 30 days and are quoted for permanent service, one year or longer only.								
Benefits included in rate: Union Medical, 9 Sick Days or 72 hours, 8 Union Holidays, vacation accruals								
Wage and corresponding billing rates will increase by .50/hour (or as indicated by the CBA) to occur January 1st annually.								
Current union staffing information unknown at time of preparation. Should an existing security professional be retained, current wages and all benefit levels will need to be grandfathered which may require pricing revisions.								
Heliaus Technology Platform billed as a separate line item on a monthly basis.								
Above annual estimate is based on 52 weeks per year.								
Special service coverage requests will be billed at \$50/hr.								
The above pricing is a best estimate based on information known at time of preparation.								

Security Schedule:

	Shift #1	Shift #2	Total Hours per day
Monday	8:00am - 4:00pm	3:30pm - 7:30pm	12
Tuesday	8:00am - 4:00pm	3:30pm - 7:30pm	12
Wednesday	8:00am - 4:00pm	3:30pm - 7:30pm	12
Thursday	8:00am - 5:00pm		9
Friday	8:00am - 5:00pm		9
			54