

FORSYTH COUNTY
BOARD OF COMMISSIONERS

MEETING DATE: NOVEMBER 12, 2020 AGENDA ITEM NUMBER: 11

SUBJECT: RESOLUTION AWARDING AND AUTHORIZING EXECUTION OF A CONTRACT WITH NORTH STATE SECURITY GROUP LLC FOR SECURITY SERVICES AT VARIOUS PARKS AND PARK FACILITIES (PARKS AND RECREATION DEPARTMENT)

COUNTY MANAGER'S RECOMMENDATION OR COMMENTS: Recommend Approval

SUMMARY OF INFORMATION: See Attached

ATTACHMENTS: yes no

SIGNATURE: *J. Dudley Watts, Jr. /AMS* DATE: November 09, 2020
COUNTYMANAGER

**RESOLUTION AWARDING AND AUTHORIZING EXECUTION OF A CONTRACT
WITH NORTH STATE SECURITY GROUP LLC FOR SECURITY SERVICES
AT VARIOUS PARKS AND PARK FACILITIES
(PARKS AND RECREATION DEPARTMENT)**

WHEREAS on August 10, 2020, a Request for Proposals (RFP) to provide on-site unarmed guard security services for various schedules at Forsyth County Parks and Recreation Department parks and facilities were issued directly to a total of eleven (11) businesses, advertised on the City of Winston Salem Formal Bids website, State of North Carolina Interactive Purchasing System website, and publication in the Winston-Salem Journal;

WHEREAS after due advertisement, proposals were received and opened by City/County Purchasing Department on Friday, September 11, 2020, and proposals were rated as follows:

<u>Vendor</u>	<u>City, State</u>	<u>Ratings</u>
North State Security Group LLC	(Winston-Salem, NC)	42.1
Universal Protection Service, LLC	(Santa Ana, CA)	35.7
Carolina Security Patrol	(Mebane, NC)	32.5
Sakom Services WI LLC	(Appleton, WI)	30.3
Professional Security Consultants, Inc.	(Los Angeles, CA)	29.8
Rhino Sports&Entertainment Services, LLC	(Winston-Salem, NC)	27.25
C&M Defense Group LLC	(Austell, GA)	22.35
Axios Investigations Firm LLC	(Raleigh, NC)	Nonresponsive

;and

WHEREAS after completing the review of submitted proposals North State Security Group LLC received the highest rating and was selected to provide on-site unarmed security guard services due to the agency's experience of successfully managing similar accounts, quality local presence, and price; and

WHEREAS it is the recommendation of the County Manager, the County Parks and Recreation Director, and the City/County Purchasing Director that a contract to provide on-site unarmed guard security services at Forsyth County Parks and Recreation Department parks and facilities for a 30-month term beginning January 11, 2021, through June 30, 2023, be awarded to North State Security Group LLC, at a cost not to exceed \$595,000;

NOW, THEREFORE, BE IT RESOLVED, by the Forsyth County Board of Commissioners that a contract to provide on-site security guard services for specified Forsyth County Parks and Recreation Department parks and facilities for a 30-month term beginning January 11, 2021, through June 30, 2023, is hereby awarded to North State Security Group LLC, at a cost not to exceed \$595,000, and the Chairman or County Manager and Clerk to the Board are hereby authorized to execute, on behalf of Forsyth County, an agreement with North State Security Group LLC, subject to a pre-audit certificate thereon by the County Chief Financial Officer, where applicable, and approval as to form and legality by the County Attorney.

Adopted this 12th day of November 2020.

STATE OF NORTH CAROLINA

AGREEMENT

FORSYTH COUNTY

THIS AGREEMENT, made and effective this 19th day of October, 2020, by and between Forsyth County, North Carolina (the "County"), and North State Security Group, LLC (the "Provider");

For the purpose and subject to the terms and conditions hereinafter set forth, the County and the Provider hereby agree as follows:

1. Services. Provider shall provide unarmed security officers for the Parks and Recreation department to protect life, prevent unauthorized access to County property and/or facilities, maintain order, deter criminal attacks against employees, contractors, visitors, and property, cooperate with law enforcement agency criminal investigations, enforce county policies, deter terrorist acts against county assets, prevent damage to county property or information, carry out assigned post orders and provide staffing levels to perform such services as set forth in Attachments A, B, C and D, attached hereto.

The following documents, attached hereto, are incorporated herein:

Attachment A labeled "Insurance Requirements" and

Attachment B labeled "Security Services"

Attachment C labeled "Post Orders"; and

Attachment D labeled "Security Service Pricing"

2. Term. The services of the Provider shall begin on January 11, 2021, and unless sooner terminated by mutual consent or as hereinafter provided, shall be provided until June 30, 2023; provided that the County shall have the right to terminate this Agreement, without cause, upon 30 days' notice in writing to the other party, or upon 7 days written notice if the Provider breaches the Agreement.

3. Compensation. As full compensation for the Provider's services, the County agrees to pay the Provider the sum of five hundred ninety-five thousand dollars (\$595,000.00), payable in installments. The Provider shall bill the monthly for services rendered during the proceeding 30 days provided all elements of the Agreement are satisfactorily met. The County shall pay all such bill within the following 30 days provided all elements of the Agreement are satisfactorily met. No late fees will be incurred by the County for any reason. Total payments under this contract are not to exceed five hundred ninety-five thousand dollars (\$595,000.00), and the annual payments shall not exceed the following:

FY21: January 11, 2021 to June 30, 2021	\$100,000.00
FY22: July 1, 2021 to June 30, 2022	\$245,000.00
FY23: July 1, 2022 to June 30, 2023	\$250,000.00

4. Independent Contractor. The Provider shall operate as an independent contractor, and the County shall not be responsible for any of the Provider's acts or omissions. The Provider, its employees, and subcontractors shall not be treated as an employee with respect to the services performed hereunder for federal or state tax, unemployment or workers' compensation purposes. Neither federal, state, nor payroll tax of any kind shall be withheld or paid by the County on behalf of the Provider or the employees of the Provider. The Provider is fully responsible for the payment of any and all taxes arising from the payment of monies under this Agreement. The Provider shall comply with the North Carolina Workers' Compensation Act and shall ensure that its subcontractors also comply. The Provider shall not be treated as an employee with respect to the services performed hereunder for purposes of eligibility for, or participation in, any employee pension, health, or other fringe benefit plan of the County. The Provider has no authority to enter into contracts or agreements on behalf of the County. The County shall not be liable to the Provider for any expenses paid or incurred by the Provider unless otherwise agreed in writing. The Provider shall supply, at its sole expense, all equipment, tools, materials, and/or supplies required to provide contracted services unless otherwise agreed in writing.

5. Indemnification. The Provider agrees to indemnify, defend, and hold the County harmless from and against any and all claims, expenses (including attorney fees), costs or liability for acts or omissions of the Provider relating to this Agreement or services provided pursuant to it.

6. Insurance. The Provider shall maintain, at its sole expense, insurance coverage as required by the Forsyth County Risk Manager, outlined in Attachment A.

7. County Property. Provider agrees that it shall be responsible for the proper custody and care of any property furnished to it by the County for use in connection with the performance of this contract and will reimburse the County for loss of, or damage to, such property. Any information, data, documents, studies, or reports given to or prepared or assembled by the Provider under this Agreement shall be kept confidential and not divulged or made available to any individual or organization without prior written approval of the County.

8. Notice. All notices permitted or required to be given by one party to the other party shall be addressed and delivered in writing as follows:

For the County:
Mike Anderson
Director of Forsyth County Parks and Recreation
201 North Chestnut Street
Winston-Salem, NC 27101
andersmb@forsyth.cc

For the Provider:
Michael Easterday
Regional Manager
7990 North Point Blvd. Suite 120

Winston-Salem, NC 27106
measterday@northstatesecuritygroup.com

The following Forsyth County Parks and Recreation representatives shall serve as liaisons between the Provider and the County during the terms of the agreement

Alex Bennett
Parks Program Manager
Office (336) 703-2502
Mobile (336) 345-2465

Chris Weavil
Assistant Director of Park Operations
Office (336) 703-2501
Mobile (336) 345-2075

Mike Anderson
Director of Parks and Recreation
Office (336) 703-2503

The following Provider representatives shall serve as liaison between the Provider and the County during the terms of the agreement.

Michael Easterday
Regional Manager
704-701-8354
measterday@northstatesecuritygroup.com

9. Assignment. The Provider may not assign its obligations under this Agreement unless it has received prior written approval from the County, which may be withheld at the sole discretion of the County.

10. Waiver. No action or failure to act by the County shall constitute a waiver of any of its rights or remedies or as approval or acquiescence in a breach thereunder, except as may be specifically agreed in writing.

11. Governing Law. This Agreement shall be governed by North Carolina law, except that provisions regarding conflicts of laws shall not apply. The venue for any legal proceeding shall be in Forsyth County, North Carolina.

12. Nonappropriation. Notwithstanding anything to the contrary herein, in the event that public funds are unavailable and not appropriated for the performance of the County's obligations under this Agreement, then this Agreement shall automatically expire without penalty to the County 30 days after written notice of the unavailability and non-appropriation of public funds. In the event of a change in the County's statutory authority, mandate, or mandated functions by state or federal legislative or regulatory actions, which adversely affects the County's authority or duty to continue its obligations under this Agreement, then this Agreement shall automatically terminate without penalty

to the County 30 days after written notice of such limitation or change in the County's legal authority or duty.

13. Survival of Provisions. All obligations arising prior to termination of this Agreement and all provisions of this Agreement allocating responsibility or liability between the parties shall survive the completion of services and termination of this Agreement.

14. Modification. This Agreement may only be modified in writing and signed by both the Provider and by the County Manager or other authorized County official.

15. Conflict with Attachments. In the event of any conflict between the provisions in this Agreement and any provisions in an attachment thereto, the provisions in this Agreement shall take precedence over any provision in an Attachment.

16. Miscellaneous. The Provider shall comply with all applicable laws and regulations including but not limited to federal, state and local laws regarding business permits, certificates, and licenses that may be required to carry out the services to be performed under this Agreement and all federal immigration laws in its hiring and contracting practices. Provider and its subcontractors shall comply with Article 2 of Chapter 64 of the North Carolina General Statutes relating to the required use of the federal E-Verify program to verify the work authorization of newly hired employees. Failure of the Provider to comply with this provision or failure of its subcontractors to comply could render this contract void under North Carolina law. Provider hereby certifies that it is not on the North Carolina State Treasurer's lists of persons engaging in business activities in Sudan (Darfur), Iran, or boycotting Israel, prepared pursuant to NCGS §§ 147-86.43, 147-86.58, and 147-86.81, nor will Provider utilize for this Agreement any subcontractor on such lists. This agreement is intended for the benefit of the County and the Provider and not for any other party. If any provision of this Agreement shall be unenforceable, the remainder of the Agreement shall be enforceable to the extent allowed by law.

[Signature page to follow]

IN WITNESS WHEREOF, the authorized officials of the County and the Provider have set their hands and seals as of the day and year first above written.

FORSYTH COUNTY, NORTH CAROLINA

(SEAL)

By: _____
J. Dudley Watts, Jr, County Manager

Damon L. Sanders-Pratt, Deputy County
Manager

Date: _____

ATTEST:

Ashleigh M. Sloop, Clerk to the Board

Date: _____

North State Security Group, LLC

By: _____

Printed Name: _____

Title: _____

Date: _____

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Attachment A

Insurance Requirements Parks and Recreation Security Services

The Contractor shall, at all times during the term of the Contract, maintain insurance as required herein. The County shall not execute the Contract until the Contractor has submitted acceptable certificates of insurance which reflect the required minimum insurance coverage requirements that are in place. The County may contact the Contractor's insurer(s) or insurance agent(s) directly at any time regarding the Contractor's coverage, coverage amounts, or other such relevant and reasonable issue related to this Contract. The County must be advised immediately of any changes in required coverage.

Contractor agrees to save and hold harmless and to indemnify County of Forsyth against any and all liability, losses, claims, or costs of whatever kind of nature for any occurrence or accident in connection with or in the performance of any work or service pursuant to the Contractor, whether to property or to persons. The Contractor understands and acknowledges the insurance coverage requirements listed below are minimums, and they do not restrict or limit the hold harmless provisions in this agreement.

Minimum Insurance Coverage Requirements

A. The Contractor shall procure and maintain insurance coverage against claims for injuries to persons or damage to property for the duration of the contract which may arise from or in connection with the performance of work hereunder by the Contractor, his agents, representatives, or subcontractors. The Contractor shall, at his/her sole expense, maintain the following minimum insurance coverage:

1. Workers' Compensation and Employers' Liability Insurance. The Contractor shall maintain workers' compensation insurance with North Carolina statutory limits and employers' liability insurance with limits no less than \$500,000 each accident.
2. Commercial General Liability- to protect the Contractor against any and all injuries to third parties including bodily injury, personal injury, and property damage as well as special and consequential damages resulting from any negligent action, omission, or operation by the Contractor, or in connection with the services described herein. The Contractor shall maintain occurrence version commercial general liability insurance or equivalent form with a limit no less than \$1,000,000 each occurrence. If such insurance contains a general aggregate limit, it shall be no less than two times the occurrence limit. In addition, all mobile equipment used by the Contractor in connection with the contract work will be insured under this policy. The Contractor shall provide at least \$5,000 in Medical Expenses coverage. Such insurance shall:
 - i) **Include County of Forsyth, its officials, officers, and employees as additional insured** with respect to performance of the Services. The coverage shall contain no special limitations on the scope of protection afforded to the above listed insureds. Please mail certificate of insurance to County of Forsyth, Finance Department, Attn: Teresa Everhart, 201 N Chestnut Street, Winston-Salem, NC 27101.
 - ii) **Be Primary** with respect to any insurance or self-insured retention programs covering County of Forsyth, its officials, officers, and employees.
3. Business Automobile Liability Insurance. The Contractor shall maintain business automobile liability insurance or equivalent form with a limit no less than \$1,000,000 each accident. Such insurance shall include coverage for owned, hired, and non-owned automobiles. Automobile liability insurance, including property damage insurance, shall be maintained by the Contractor covering all owned, non-owned,

borrowed, hired, leased, or rented vehicles operated by the Contractor in furtherance of these services.

4. Professional Liability. The Contractor shall maintain occurrence version professional liability insurance or equivalent form with a limit no less than \$1,000,000 each occurrence. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two times the occurrence limit.
 5. Crime Insurance. The Contractor shall maintain crime insurance with a limit no less than \$50,000 each occurrence/event. Crime insurance shall include loss of County of Forsyth funds due to theft by contractor's employees, agents, representatives, or subcontractors; loss of County of Forsyth funds due to robbery of contractor's employee(s), agents, representatives, or subcontractors. The contractor will be solely responsible for any loss of County of Forsyth funds from the point of collection to the deposit of all bags into the designated financial institution's night deposit box. The County of Forsyth Risk Manager reserves the right to review in advance any certificates of insurance or insurance policies for compliance of insurance coverage requirements.
- B. Prior to commencement of services, Contractor shall furnish County of Forsyth with properly executed certificates of insurance which shall clearly evidence all insurance required. Contractor shall provide copies of endorsements and policies, if requested by County of Forsyth, in lieu of or in addition to certificates of insurance.
 - C. The Contractor will secure and maintain all insurance policies of its subcontractors which shall be made available to County of Forsyth on demand. Compliance by the Contractor and all subcontractors with the foregoing requirements as to carrying insurance shall not relieve the Contractor and all subcontractors of their liabilities and obligations under this heading or under any other section or provisions of the Contract.
 - D. The Contractor will provide on-demand certificates of insurance for all insurance coverage required on behalf of the Contract within ten days of demand by the County of Forsyth. These certified copies shall be sent to the County of Forsyth from the Contractor's insurance agent or representative. Contractor shall replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
 - E. The Contractor shall furnish the County of Forsyth thirty days written notice of any changes or cancellation of the policy. The failure of the contractor to deliver a new and valid certificate will result in the suspension of all payments until the new certificate is furnished to the Risk Manager, County of Forsyth and Safety/Security Manager of General Services.
 - F. Insurance coverage required in these specifications shall be in force throughout the Contract Term. Contractor shall maintain all insurance coverage required from the time services commence until services are completed. Should the Contractor fail to provide acceptable evidence of current insurance within ten days of written notice at any time during the Contract Term, the County of Forsyth shall have the absolute right to terminate the Contract without any further obligation to the Contractor, and the Contractor shall be liable to the County of Forsyth for the entire additional cost of procuring the uncompleted portion of the contract at the time of termination.
 - G. Contractual and other Liability insurance provided under this Contract shall not contain a supervision inspection or engineering services exclusion that would preclude the County of Forsyth from supervising and/or inspecting the project as to the end result. The Contractor shall assume all on-the-job responsibilities as to the control of persons directly employed by it and of the subcontractors and any persons employed by the subcontractor.

- H. Nothing contained in the specifications shall be construed as creating any contractual relationship between any subcontractor and the County of Forsyth. The Contractor shall be as fully responsible to the County of Forsyth for the acts and omissions of the subcontractors and of persons employed by them as it is for acts and omissions of persons directly employed by it.
- I. Precaution shall be exercised at all times for the protection of persons, (including employees) and property. All existing structures, utilities, roads, services, trees and shrubbery shall be protected against damage or interruption of service at all times by the Contractor during the term of the Contract, and the Contractor shall be held responsible for any damage to property occurring by reason of its operation on the property.
- J. The Contractor and all subcontractors and sub-subcontractors agree to comply with the State of North Carolina Occupational/Safety and Health Act and the Occupational Safety and Health Act of 1970, Public Law 91-956, as it may apply to this Contract.

Attachment B "Security Services"



REF: Security Services for Forsyth County Parks & Recreation – FB2153

Statement of qualifications and experience:

North State Security Group began in Yadkin County, North Carolina in September 2012 as a North Carolina Licensed Private Protective Services business by the North Carolina Private Protective Services Board (BPN 007787P10M). North State Security Group (NSSG) was founded by William "Bill" Comer who served twenty-seven years in local law enforcement. As CEO / Chief of Police Comer established one of the few security service providers in North Carolina licensed to provide unarmed security service, armed security service and Company Police service and has grown the Company Police portion of the company to be a top employer of private police officers in North Carolina. NSSG currently employs 180 security / law enforcement personnel to cover approximately 3,000 weekly hours of customer service. The vertical markets served range from schools and universities, medical facilities, government facilities, courthouses, commercial properties, retail stores, and transportation hubs. The management staff at NSSG has over one hundred combined years of security management experience in national companies and many years of law enforcement supervision experience. North State Security Group is fully qualified, licensed, experienced and prepared to exceed the requirements and needs of Forsyth County Parks and Recreation as outlined in Request for Proposal FB2153.

Account Management

The oversight of the Forsyth County Parks and Recreation security services account will be the responsibility of Michael Easterday, Regional Manager whose resume is attached to this response and the daily management of the NSSG personnel assigned to this account will be the responsibility of Michael Bowles, Operations Manager whose resume is also attached to this response. Combined there are over 50 years of security management and law enforcement supervision experience dedicated to the daily operations of this account. Additionally, the branch support staff of CEO Bill Comer, COO Jakob Martin, Training Director Phillip King and Human Resources Hope Brown will work to provide operational training, staffing and general support to the officers assigned to this account.

Uniforms

Personnel assigned to this account will be easily identified as Security Officers as all personnel assigned to the account will wear the uniform depicted here which displays both shoulder patches and a chest badge identifying them as Security Officers representing North State Security Group. Officers will be issued a full complement of uniforms which included 4 long-sleeved shirts, 4 short-sleeved shirts, 4 pair of pants and a winter coat which also has shoulder patches and a chest badge. Please note that while the officers pictured below are armed officers – the uniform will be the same uniform without the duty belt and weapon. Officers are expected to maintain a neat and professional level of grooming appearance with only uniform items being worn while on duty (no added civilian attire). Uniforms will be clean and neat, hair will be neat and maintained, no excessive jewelry (wedding ring, one additional ring, no earrings that dangle (women), no earrings for males, while the company does not forbid a male to have a beard – it must be neat and trimmed (customer specific exclusion of beards for assigned personnel can be approved as a contract specific item).



Training Programs

North State Security Group offers a full line of training classes to meet the needs and requirements of every customer specifically. The basic training programs starts with the sixteen hours of classroom, instructor led training to meet the North Carolina mandated certification training required for registration. All officers will have completed this phase of training completely before they are assigned to this account to continue their training with site-based training. All Officers assigned to this account will receive a minimum of eight hours of training paired with an experienced Officer who has been assigned to the site for a longer period of service in order to insure the new Officer is familiar with the duties of the account and the various locations within the account. A training checklist will be utilized to ensure that training has been completed for all task required on this account. Training Director Phillip King will be responsible for developing training plans for a specific or specialized task required in the performance of duties at this account and will deliver the specialized training to the Officers assigned. In addition to the minimum training requirements stated above NSSG also offers several additional training courses for the growth, development, and advancement of all assigned Officers. Some of the additional training courses are:

Unarmed Security Officer Basic
Conductive Energy Weapons
Hazardous Materials & Explosives

Armed Security Officer Certification
Basic Life Support & Heart Saver
First Responder



Stop the Bleed Hemorrhage Control
Alarm Calls & Building Searches
Sexual Harassment
Use of Force
Search and Seizure
Traffic Direction
Legal Aspects of Security
Public Relations for Security
Bloodborne Pathogens
Effective Crisis Intervention

Civilian Response & Casualty Care
Alcohol Abuse on Campus
A Lesson is Ethics
Building Patrol
Workplace Violence
Professional Communications
Diffusing Conflict and Crisis
Observations Skills
Incident Management
Officer Survival Techniques

Reporting and Patrolling

While NSSG does have templates for basic reports as examples included in this proposal, we typically develop specific reports to fit the specific needs and desires of each customer. These reports will consist of task, counts, scans, photos, and documentation that is desired to be tracked by the specific customer. These custom reports are then downloaded to our GuardTrax system so that they can be completed electronically by each officer utilizing a handheld device to be stored and or transmitted to the desired recipients in real time. These reports can include supporting photographs or video documentation to support the details of the report and clarify items visually. The GuardTrax device is also utilized in the patrolling of the properties by scanning identified points located around the property to verify the presence of the Security Officer and document any findings at a specific location. The device also provides GPS tracking of the Security Officers activities to verify location and travel routes. The device will also provide a Geofence alert should an officer enter a restricted area or depart a specified property.

Staffing

North State Security Group employs 180 personnel presently and is constantly recruiting qualified personnel to assign to new business opportunities. While the RFP provides a general listing of hours per the annual contract and the hours of operations for all the facilities, specific shifts will be developed with the customer to provide the desired level of staffing daily. We will ensure that there adequate flexibility in staffing to provide any additional or altered hours of coverage based on the customers operational needs. The customer will be provided a weekly schedule of personnel and shifts assigned with updates to any changes which may become needed. The schedule for the account is also loaded into the Guardtrax system so that officers can check in and out when reporting for or departing work for their assigned shift.

Post Orders, Duties and Expectations

While the Post Orders, duties and expectations have been outlined in this RFP and NSSG can fully comply with and meet the expectations of those duties – we will review each locations Post Orders with the customer to insure that all task are outlined and expectations are clearly understood. Once approved by the customer contact the Post Orders will be downloaded into the GuartTrax system so that a written copy is always available to the officers on duty in case they should need or desire to refer to the written Post Orders to address any situation or incident. A printed copy of all Post Orders will



also be maintained withing the security patrol vehicle (provided by NSSG) and in the administrative area of the account for access by all officers and the customer.

Security Personnel Qualifications

All officers must meet the requirements to obtain a North Carolina Private Protective Services Board Registration. Officer must have obtained at a minimum a high school diploma or General Education Diploma. Officer must be a minimum of 21 years old, pass a ten-panel drug test, have no criminal convictions within the past seven years and no history of any felony or crime of violence. A background check for residence and employment will be conducted covering the previous seven years and a valid North Carolina Drivers License void of any convictions that will hinder their ability to be insured while operating a company vehicle. Officers must be able to communicate both verbally and in written form in English.

Approximated Service Hours

While shifts are not clearly defined in the RFP, we are aware that the annual contract covers approximately 10,700 annual hours of service (approximately 206 hours per week) and approximately 2,700 annual hours of special event coverage. NSSG will maintain a working schedule fully staffed based on the specific daily shift needs of the customer and will adjust the shifts as needed to meet the operational needs of the customer.

Vehicle -

Also, of note, in regard to our response to this RFP for dedicated use at the facilities identified in this RFP – North State Security Group will provide one security vehicle which is properly marked and identified as a security vehicle with company markings at no additional cost to the customer. Cost associate with the vehicle and it full use has been incorporated into the hourly bill rate and there will be no additional charges associated with the use of this vehicle.

List of all Available Security Officer Service and Fees

As identified earlier in our response North State Security Group has a full range of security services available to our customers which include Unarmed Security personnel, Armed Security personnel, Mobile Patrol services and duly sworn Company Police Officers. Fees in regard to this RFP have been provided as directed on Proposal Pages Revised page 8 and 9 as attached to this document per requirement.

Attachment C - "Post Orders"

Forsyth County Parks and Recreation Security Services

Post orders and service hours outlined in this document are subject to change based on security needs for the Parks & Recreation Department

Divisions:

Forsyth County Parks and Recreation is divided into three (3) divisions with a total of nine (9) parks:

1. Tanglewood Division (Tanglewood Park) – 1,200 acres
2. Triad Division (Triad Park) – 430 acres
3. Parks Division
 - a. CG Hill Memorial Park – 185 acres
 - b. Horizons Park – 492 acres
 - c. Joanie Moser Memorial Park – 19 acres
 - d. Kernersville Lake Park – 160 acres
 - e. Old US 421 River Park – 2 acres
 - f. Union Cross Park – 17 acres
 - g. Walkertown Community Park – 27 acres

Security Guard:

Parks and Recreation locations shall be staffed by effectively trained unarmed security guards wearing assigned uniform garments. Unless otherwise approved or requested in writing by Parks and Recreation Director or Assistant Director, any other levels of security personnel assigned to park and recreation locations shall be billed at unarmed security guard rate.

Security Services and Descriptions:

Services for security guards assigned to Parks and Recreation locations will include, but not be limited to, the duties listed below. In addition to services listed below, security guards assigned to parks, facilities, and/or events will be expected perform any and all related work as needed.

Daytime Security (Park Patrol) – roam the assigned park property by foot and by vehicle to be visible and conspicuous. Park grounds, facilities, parking lots, and patrons shall be monitored. Communicate and enforce park rules and regulations when infractions are observed. Patrol routes and times should vary to avoid presenting a route or schedule. All locations will require foot patrol to monitor park grounds and facilities. Larger parks will require marked vehicles to conduct park patrols and other related duties as assigned. Any personal vehicles that may be used at smaller park locations must be clearly marked with company name and emblem.

Access Control – locking and unlocking specified gates or facilities to allow or prohibit access as directed. Duties will include locking gates/facilities at closing times or at the conclusion of events and unlocking gates/facilities at opening times or prior to events.

Special Events – assigned to park locations where a special event is being held (concert, race, festival, craft show, etc). Special Event duties include but are not limited to assisting with event parking, provide crowd management, monitoring entrance and departure of attendees, patrol designated event area(s), assisting park staff or event organization with incidents should they arise, communicating and coordinating with sheriffs' and/or EMS that are onsite for the event or are contacted in emergency situations.

Facility Reservation Security – assigned to specific park facility(ies) where an event is being held (wedding/reception, family reunion, birthday party, company outing, etc). Guard is to patrol and monitor patrons and premises, warning patrons of rule violations or infractions. Carry out check-in/out procedures with event contact, conducting pre and post event inspections and completing assigned paperwork. Guard is to ensure facility is well maintained throughout the duration of the event and communicate and enforce reservation's end time. Guard shall secure facility or assist park staff with securing facility at conclusion of the reservation. Some facilities will not close until approximately midnight.

Overnight Security – 5:00 PM to 5:00 AM coverage at Tanglewood Park, three hundred and sixty-five (365) days per year, to secure and patrol accommodations operations and guests (Campground, Cottages, Manor House and associated facilities), secure park facilities and gates, monitor and patrol park grounds, required daily revenue deposit pick ups and delivery from various points of service to local bank, internal park mail pick up and delivery, recording and reporting traffic counters, regular logged patrols to deter and report any incidents or unauthorized use of park or its facilities.

Weekend/Holiday Security – assigned to parks or specific facilities on Saturdays, Sundays, and holidays throughout the year to conduct park patrol, access control, and any other related duties as assigned. Tanglewood Park will have guards assigned for Daytime Security for every County observed holiday.

Festival of Lights Duties – assigned to work 4:30 pm until end of nightly event. Duties include access control for back gate, traffic control and flow through various route points, assist with event parking, communicating and enforcing rules as infractions are observed, deter vandalism and theft, communicating with all necessary event staff through duration of shift, reporting incidents and emergencies to proper staff, operating shuttle to transport patrons, and revenue pick ups and delivery as assigned.

Patrolling:

Provider shall provide the means necessary to conduct routine patrols and assigned post orders at park locations of various sizes and facilities. Security officer onsite must be able to adequately display their affiliation, be visible, and clearly identifiable.

Reporting:

Accurate and legible daily activity reports shall be submitted to the designated County staff within 1-2 business days. Incident reports must be completed and submitted to the designated County staff within 24 hours of the incident.

Provider shall supply the County with a weekly security schedule for all park locations.

A computerized security patrol system that is accessible by the owner and vendor is preferred method of ensuring simple, timely and reliable patrol monitoring, patrol history, accountability, paperwork reduction, and account management.

Billing:

Invoices for security services shall include itemized charges per park location for agreed upon hourly bill rate. Some park locations shall have subsections for itemized charges for event security or additional assigned guards. Festival of Lights will be invoiced as a separate park location.

Security services carried out for parks during operational hours, overnight, special events, weekends, holidays, and Festival of Lights are base requirements of work and will not be considered overtime hours. These base requirements will be billed at agreed upon bill rate and the County will not pay overtime, unless a duty is requested over and above the base requirements of security services.

Hours:

Listed below are calculated annual hours needed to provide assigned security services per division. Numbers listed below are estimated and subject to change.

Tanglewood Division

Tanglewood Park – *approximately 6,900 hours*

Tanglewood Park Patrol	5,800
Tanglewood Park Events	1,100

*Typical shifts include:

- Daytime Security – 5:00 AM - 5:00 PM
- Overnight Security – 5:00 PM - 5:00 AM
- Event Security – 10:00 AM – 11:30 PM, shifts vary based on event

Festival of Lights – *approximately 2,700 hours*

- *Typical shifts are 4:30 PM – (end of event)
- Approximately 50 day operation, mid November to January 1st
- 5 guard posts and 1 supervisor, plus Tanglewood Patrol Guard

Triad Division – *approximately 1,150 hours*

Triad Park Patrol	650
Triad Park Events	500

*Typical shifts include:

- Weekend Security – 1:30 PM - 9:30 PM
- Event Security – 8:00 AM – 11:00 PM, shifts vary based on event

Parks Division – *approximately 1,750 hours*

CG Hill Memorial Park	50
Horizons Park	300
Joanie Moser Memorial Park	75
Kernersville Lake Park	410
Old US 421 River Park	355
Union Cross Park	450
Walkertown Community Park	110

*Typical shifts include:

- Daytime Security – 3:00 PM - 9:00 PM
 - Union Cross Park – 6:00 PM - 11:00 PM
- Holiday Security – 1:00 PM to 9:00 PM

*shift times listed are not all inclusive. Shifts vary based on parks and recreation department needs, holidays, and events

Tanglewood Division Security Services

Park: Tanglewood Park

Location: 4061 Clemmons Rd
Clemmons, NC 27012

Size: 1,100+ Acres

Summary: Tanglewood is rich in history, beauty and southern charm. With a little over 1,100 acres, this park offers an aquatic center, horse stables, many rental facilities, the Manor House Bed & Breakfast, Tanglewoof Dog Park, BMX track, two golf courses, two lakes, tennis courts and an RV Campground. Tanglewood Park is also home to seasonal light show, the Festival of Lights.

Security Services: Park Patrol
24 Hour Weekend and Holiday Security
Overnight Security – Park Grounds, Campground, and Manor House Facilities
Event Guard for various facilities
Special Events
Festival of Lights

Contacts: Park Maintenance (Maintenance / Facilities)
Jason Hardy – Maintenance Supervisor 336-399-5942 // Radio S-2
Ryan Kearns – Maintenance Manager 336-399-5947 // Radio S-1

Marketing and Events (Reservations, Events, FOL)
Event Planner Mobile - 336-287-8845
Brandi Chappell – Marketing & Events Manager 336-399-1341

Accommodations (Campground & Manor House)
Pam Vynalek – Office Administrator 336-575-1548

Recreation (Aquatics, Mallard Lake, Tennis, BMX)
Alex Bennett – Parks Program Manager 336-345-2465

Administration
Chris Weavil – Assistant Director of Park Operations 336-345-2075
Mike Anderson – Director of Parks and Recreation 336-345-2070

Emergencies/Incidents
Dial 911
Non-Emergency Assistance – Forsyth County Sheriff's Office 336-727-2112

Tanglewood Park Security Post Orders

1700 – 0500 Shift: Tanglewood Park Security Guard

1. Sign in and call in your time.
2. Get all the proper equipment (phone, radio, flashlight, daily reports, deposit sheet, car inspection sheet, vehicle keys, key set and Manor House swipe card).
3. Secure the Security Office.
4. Check Manor House. Ensure kitchen freezer and refrigerator are operational, report if not operational. Pick up guest list sheet. Any mail or folders put in the blue tote. If there is a deposit, log the number down on your report and on the blank deposit sheet. If people are staying overnight, make sure outside lights are on. To lock card entry doors, stick card in door, when green light blinks, stick card back in and it should turn red signaling that the door is locked.
5. Check Admin Building (Park Office). Make sure all doors are locked and the alarm is set.
6. Make sure old soccer field gates (# 13) on Admin side and campground side are shut and secured.
7. Check canoe access and make sure gate # 3 is secure. No one is allowed in canoe access area after dark. Make sure to get counter reading after the park closes at gate # 4. Lock Gate #4 close to 9:00 PM (2100) as possible.
8. Make sure north trail gate #1 and north stable gate # 2 are closed and secure. If open, drive through and make sure all is clear before locking gates.
9. Check Welcome Center, check all doors
10. Patrol the RV campground area, the white gate # 14 that you entered through remains open. The inner gate # 15 next to the three host sites should be secure.
11. Check Marketing & Events Office to include all doors and all offices.
Pick up blue tote and place in back seat of security vehicle.
12. Drive down to the steeplechase parking lot, check gates # 8 and # 7 to make sure they are secure.
13. Check Shelter # 2 and restrooms after dark (if not in use).
14. Check RV back gate # 17. Check mulch field.
15. Patrol stables. Check doors on steel barn. Check south gate # 9 around back, make sure it is secure (Duke Power lock and Tanglewood lock should be locked into one another).
16. Check all unoccupied buildings starting with the Guest House, Lodge Apartment, and Co-Op Extension Office. Co-Op Extension Office
17. Check Tennis Courts, Shelter # 1 and pool. Just drive through. You can check and lock up after the park closes. When you do lock up, make sure Shelter # 1 restrooms are secure. Secure outer doors beside Shelter # 1.
18. Check Family Shelter. Make sure gate # 12 is secure.
19. Check Cottages. Make sure all is secure and clear.
20. Check Idol's Road back gate # 22. Make sure it is secure
21. Check Par 3. Walking around the front and rear of the golf shop building area.
22. Check Mallard Lake. Check Concession and Boat Dock gate. All area needs to be secure. Turn off restroom lights after dark.
23. Patrol Club House. Inspect all exterior doors to the Club House and the golf cart storage area.

Return after cleaning staff and any event for complete lock down and inspection.

24. Check Shelter # 4. Playground is open to public for use. If the Shelter is rented, inspect the area and secure after the area is clear. If not rented, inspect and secure.
25. Check Red Barn. If the Barn is rented, inspect and secure after the area is clear. If not rented, lock down and secure.
26. Check Walnut Hall. If not rented, go ahead and lock down. Check restrooms.
27. Check Maintenance Facility after all management personnel have left for the day (around 6:30pm [1830 hours]). Alarm to Maintenance Facility should be set to OFF. Make sure all exterior facility doors are closed and locked and all gates are secure.
28. Check Shelter # 3. If not rented, walk through, inspect the area and secure. Skilpot Lake, just below Shelter # 3, and Mallard Lake are the only two lakes where people can fish. Fishing is not to be allowed on any of the golf course lakes.
29. Check BMX area. No one is allowed on the tracks unless it is an actual practice or race. Check water pump for leaks. Secure gate #27 behind BMX area if track is not being used.
30. At 7:00 pm (1900), pick up Club House deposit. Make sure to log Pro Shop and Grill deposits on your report and bank sheet. Pro Shop will give you a tote. Put tote in the back seat of your vehicle.
31. At 7:45 pm (1945), pick up Front Gate House deposit. You will pick up a deposit and receipt folder. Log down deposit bag number on your report and bank sheet. Put receipt folder in tote.
32. At 8:00 pm (2000) go to pool complex to pick up deposits. You will receive pool, Mallard Lake, and the pool concessions. Log down all deposit bag numbers on report and bank sheet.
33. Lock down pool complex. All doors, exterior gates, and restroom doors (Shelter # 1 side) should be secure. Leave all inner gates open.
34. At 9:00 pm (2100) go to Par 3 to pick up deposit. Employee will lock up and turn out lights. Log down deposit bag number on report and bank sheet.
35. Take all totes that you have picked up in the back seat of security vehicle to the Admin Park Office. Exchange them for empty totes to return to the Club House, Marketing & Events Office, and the Security Office.
36. The Cleaning staff will call you when cleaning is complete at the Club House. Once you receive this call go and secure the Club House. Make sure both grill doors, upstairs ballroom doors leading into the patio, kitchen inside and back, and front doors are locked. Check all freezers in the Grill and Club House kitchen area to ensure they are operational and have temperature reading below 0 degrees, report if not operational.
37. Get counter reading numbers 1, 2, 3 and 4. Log down in counter folder. Note on daily activity report if any counters are broken or seem to be miscounting based on previous days numbers.
38. Take deposits to bank. Log how many bags and exact time you made deposit on daily report.
39. Patrol and stage in different areas.
40. Perform another full patrol round.
41. Report any night lights that may be out in park or other non-emergency maintenance needs on daily activity report.
42. Check in on any complaints to get more in-depth information so we know who to dispatch if needed.
43. Be the eyes and ears of the park when anybody is here for hazards or problems that they should report on daily report.

44. Maintenance Facility Checks at 12:00am (0000) and 4:00am (0400). Make sure all 3 gates (#23, #24, and #25) are closed and locked. Ensure all facility exterior doors are locked and secured. Alarm to maintenance facility should be set to OFF;
45. Prepare paper work. Daily report, Car report, any Incident report go to Accommodations Manager. Copy of the report should be made for Security Supervisor.

At the end of shift, return to Security Office at 5:00 am (0500)

Daily Bank Deposits

1. During designated time, report to point of service to collect daily bank deposit
2. Upon arrival, bank deposit bag will be completed and sealed by park staff
3. Collect bank deposit bag from park staff and record on the Security Pick Up Log, (this log stays with park staff). Information on this log includes: date, time, location, park employee's name and initials, bag number, deposit amount, and security officer's name & initial.
4. Record bank deposit bag information on bank sheet and have park staff sign (this log stays with security officer). Information on this log includes: date, officer name, number of bags received from each location, point of service location, bag number, and park staff signature.
5. After all bank deposits have been collected and forms are completed, take all bank deposit bags to designated local bank's night drop box. Log the number of bags and exact time deposit was made on bank sheet.

0500 – 1700 Shift: Tanglewood Park Security Guard (Weekends & Holidays)

1. Sign in and call in your time.
2. Get all the proper equipment (phone, radio, flashlight, daily reports, deposit sheet, car inspection sheet, vehicle keys, key set and Manor House swipe card).
3. Get report/information from 1700-0500 Shift Security Guard
4. Secure the Security Office.
5. Review Tanglewood Event Schedule for facility reservations and events for day.
6. Patrol park grounds and parking lots, being sure to be visible in high traffic areas and dense parking lots. Vary your patrols while on foot or in a vehicle, so as not to present a routine route or schedule. Patrol the entire park every hour.
7. Respond to all calls on security mobile and radio.
8. Check in with facility rental groups and let them know you are present and can be called upon if needed. Communicate with park staff via radio as group arrivals are observed.
9. Guards are to inform and enforce park rules and regulations for park patrons. If a situation with a customer escalates to an unacceptable level, move away from the situation safely and contact the proper authorities. Do not tell the offending person you are calling the authorities as this only further inflames any intense situations.
10. Guards are to handle all situations in a calm and professional manner, do not become confrontational; handling situation calmly without confrontation is of primary concern. If you have questions about how to handle a situation, contact your supervisor, contacts listed at the bottom of this document, or the departmental contacts Chris Weavil (336-345-2075) and Mike Anderson (336-345-2070).
11. Inform the parks department immediately of any incidents that may have occurred and include information on daily security report.

Tanglewood Park Events – Security Post Orders

Overall

- Guards will maintain a safe and secure environment by patrolling and monitoring premises and patrons.
- Guards will warn patrons of rule infractions or violations.
- Tanglewood Park staff and patrons will always be able to get in contact with guards by cell phone and radio. Response time will be prompt.
- Assist sheriffs and/or EMS in case of an emergency.

Events {Weddings, reunions, parties, corporate functions}

- Guards will protect the facilities and clients without disturbing the event. We do not want to receive complaints that someone's wedding was ruined due to an overeager security guard. However, clients need to feel safe and the facilities need to be secure.
- One guard may be assigned to multiple events in the park and can receive assistance from the patrol guard when necessary.

Check-in:

- Check-in with all events held in indoor facilities. Event Security Packet will be provided. {These events are included on the Event Schedule that is emailed out each week.}
- Speak to the event contact person indicated on the Security Packet and go through the Customer Check-List and the Security Check-In List. The client and guard will sign both lists upon completion.
- Ask the contact if they need any assistance. Let the contact know that security will be checking on the event throughout the duration. Make sure the contact has the security cell phone number and knows where the phone is located {emergency contact information – including security phone number is posted near the phone in each facility}.
- Ask the contact person when they will be leaving. Make a note of the departure time.

Throughout Event:

- Walk into the doorway and observe the event. There is no need to approach the contact person or any other guest unless there is an issue. Depending on the event, guard should observe the event at least twice throughout the duration.

5 Minutes Prior to Event End Time - Check-out:

- Speak to the event contact person indicated on the Security Packet and go through the Security Check-Out List. The client and guard will sign the list upon completion.

**Please note that when there is a designated event that requires a sitting guard, clients will be aware that a guard will be present during their event. Guards should be dressed formally, stay on-site and step-in if the event gets out of hand. For these designated events, the guard will be stationed inside the facility in a location designated by the parks and recreation staff.

Special Events – when hired by the organization {Wine Festival, Southern Charm, Tour to Tanglewood, 5ks}

For Tanglewood {no matter whom the organization is, this is what we need}:

- Read the Event-Write Up and follow directives – especially important is to open the gates when specified!
- When an additional officer is needed for any reason {direct traffic, increased presence, etc.} arrive promptly and prepared.
- Circulate among visitors and employees to preserve order and protect the property.
- Monitor premises so that no damage is done to the grounds or facilities.
- Provide crowd management.
- Monitor and authorize entrance and departure of visitors.
- Guard against theft and maintain security.
- Stay active and on-site until the conclusion of the event.

For the Organization:

- In addition to the requirements for Tanglewood, follow any specific directives given by the organization hosting the event.

Whom to Call

- Maintenance Issues {anything having to do with a facility}:
 - First, radio Maintenance. If no response, contact
 - Maintenance Supervisor at 336.399.5942 or
 - Maintenance Manager at 336.399.5947
- Questions regarding the group renting the facility and any rental policies or procedures:
 - Event Planner mobile: 336.287.8845.
- Anything else, contact
 - Marketing and Events Manager: 336.399.1341.

Festival of Lights – Security Post Orders

Dates: Mid November to January 1st each year. Dates for each season vary from year to year

Time: Will need to be in position by 4:30PM each night

- Each day: Pick up radios, traffic vest and wand, and Carriage/Hayride schedule from Security Office before getting into position.
- SUPERVISOR: Go over duty post assignments with each officer to confirm that each knows their responsibilities for their assigned posts. Make sure officers are signing the Daily Time Sheet.
- Front Gate has a spare key to the office.
- Return all items to the office at the end of each night.
- Each week: Will receive an Event Schedule that will need to be kept at the Back Gate
- Gift Shop Hours -
 - Guard will be notified by Gift Shop Staff when they are closed for the evening.
 - At this time if all other areas in Gift Village are closed, no more vehicles will be allowed to enter the GS Parking Lot

6 Locations: Back Gate, Train, Overflow Parking, Outside the Barn Parking Lot and Inside the Barn, Shuttle from Overflow to Barn

- Use post assignment as radio call sign. Maintenance is on the same channel and provides gas and jump starts to vehicles in need. Front Gate, County Park Staff, Gift Shop, Sheriff's Office Supervisor, and EMS (on scene setup behind Gift Shop) are all on the same channel as well. *Radio Channel: Zone 5 - TNGLWD 1*
- In case of an emergency, DIAL 911, onsite personnel will be notified.**
- Ownership of the entire back end of the park - your communication with each other is absolutely necessary.
 - Festival traffic, guests for special events, carriage/hayrides, overnight guests

1. BACK GATE

- Located at the Back Gate House
- Viewing appropriate passes and letting people through
 - FOL Employees, Gift Shop Vendors, Lowes Foods employees, concessions, groups performing
 - Be smart! If you think people belong in Light Show event, let them in. All people wanting see lights need to go to front gate at the Main Entrance.
- Taking tickets for Carriage and Hayrides and verifying with schedule.
 - Get Hayride/Carriage ride schedule from security office, it may be stuck in front door mail slot if nobody brings it in. Back gate officer will take this to post for reference of those coming in. Officer will take all tickets presented. May be One ticket for multiple people in multiple cars. These tickets and Schedule needs to be collected and given to TWP Patrol Guard at end of night.
- Giving people directions to the Front Gate if they come to the Back Gate by mistake:
Front Gate from Back Gate directions - Take Idols Rd., Turn Left on Middle Brook, Turn Left on Clemmons Rd. Drive about 1 ½ miles to Tanglewood Main Entrance.
- Radio to Train officer when any vehicle is coming in, so other officers will hear too and be aware
 - Communicate color and type of vehicle they are driving and where they are going
- Waving people through as they leave and reminding them to turn on their headlights
- Has radio - labeled "**BACK GATE - FOL**"
- Do not allow light show traffic exiting to re-enter back gate. If they want to go back to gift shop, for instance, they need to come back in at front gate.

2. TRAIN

- Located in the middle of 4-way intersection at Train
- Puts out the cones as soon as they arrive
- Assisting in sending people that come in through the back gate to the Stables {for Carriage/Hayrides}, to the Clubhouse {for a special event} or to the Manor House and RV Campground {for their overnight accommodations}
- Waving Festival traffic up to the Clubhouse
- Has radio - labeled "**TRAIN - FOL**"
- Only Staff, Workers, Vendors, etc. should be allowed to go back down the road that leads to gift shop. Light Show traffic goes out back gate only! Hayrides will need cones temporarily moved to return to the stables area.

3. OVERFLOW PARKING (Use Tanglewood Patrol Guard at this post [1700 hr to 0500 hr])

- Located at Shelter 4 parking lot across from overflow parking entrance
- Waving cars into Overflow Parking (when main Gift Shop lot is full, or if they missed their turn)
- Has radio - labeled "**PATROL GUARD - TWP**"
- Overflow people must take lighted walk path to Gift Shop- do not allow pedestrians on roadway.

****TWP Patrol Guard may need to go check in overnight guests, unlock doors, etc. It will be less of inconvenience to operation if this officer works Overflow Lot post.****

4. GIFT SHOP PARKING

- Located at entrance/exit of Gift Shop Parking Lot
- Directing traffic into and out of the parking lot - NOT assisting people with their parking
- NOT waiting until lot is full to wave on - send people to overflow when there are about 5 spots open
- No bus parking in Barn parking lot. Direct ALL buses to Overflow Lot (next driveway on right up the road).
- Has radio - labeled "**GS PARKING - FOL**"
- **KEEP traffic flowing**

5. GIFT SHOP INTERIOR

- Located inside of barn, roaming and covers entrance/exit doors
- Able to assist with theft deterrent, customer service/confrontations, emergencies, etc.
- Has radio - labeled "**GS INTERIOR - FOL**"

6. SHUTTLE

- Assisting GS PARKING GUARD with parking Red Barn lot until close to full, then report to Overflow Lot
- Shuttling patrons from Overflow to Barn
- Has radio - - labeled "**SHUTTLE - FOL**"
- Will receive radio calls from Security Supervisor, FOL- Manager on Duty, or Gift Shop Supervisor for customer requests

SECURITY SUPERVISOR

- Tanglewood Patrol Guard (radio call sign: Tanglewood Security) can pickup money deposits and supervisor will go with him at the end of the night to do a deposit at Wells Fargo Bank, Clemmons. Since Tanglewood Patrol Guard starts at 1700, please pick up Front Gate money/paperwork at 1630 hrs. and Par 3 at 1700 hrs. Tanglewood Patrol Guard can assist with end of FOL money pickup at Front Gate and Gift Shop.
- Roam - make sure guards are in position and performing their duties
- Spend some time by the Front Gate
- Check in with Tanglewood Manager of Duty each night
- Assist in any way possible - relieving guards when necessary
- Get Carriage/Hayride tickets and Schedule from Back Gate
 - You will hold on to these and they will go to Admin with the closing paperwork.
- Front Gate and Gift Shop supervisors will radio you when they are ready for you to assist them.
 - Go to the Front Gate and escort the Front Gate supervisor to the Marketing and Events Office. Sit outside the office while they do their paperwork. Take sealed deposit bag and paperwork once complete.
 - Deposit will go to the Bank. Paperwork will go to Admin.
 - Go to the Barn and take the sealed deposit bag and paperwork from the Gift Shop supervisor once complete. Escort the gift shop supervisor to their car.
 - Deposit will go to the Bank. Paperwork will go to Admin.
- Close Back Gate and turn off the light once last car has gone through.
 - Tanglewood Patrol Guard has key and can lock Back Gate, just request that he does that.
- On Christmas Day, make sure the Front Gate, Front Gatehouse and Back Gate are open by 3PM
- Supervisor uses their own radio that is assigned to them.

NOTES

- Keep traffic moving!!
- Communicate thoughtfully on the radio.
- Be on-time!
- Customer service is very important - be respectful to all visitors
- No excessive sitting or on cell phone.
- Dress warmly!

Triad Division Security Services

Park: Triad Park

Location: 9652 W Market Street
Kernersville, NC 27284

Size: 430 + Acres

Summary: Triad Park is a joint venture of Forsyth and Guilford Counties. At a total of 430 acres, amenities at Triad include an amphitheater, the Carolina Field of Honor, the Patriot Disc Golf Course, an indoor rental facility, picnic shelters, horseshoe pits, volleyball courts, a softball field, soccer field and much more.

Security Services: Park Patrol
Woodland Hall Events
Special Events

Contacts: Triad Park Contacts

Maintenance Supervisor	336-345-2068
Maintenance Group Supervisor	336-399-8104
Sr. Recreation Specialist	336-399-8105

Forsyth County Parks & Recreation Contacts

Assistant Director of Park Ops	336-345-2075
Director of Parks and Recreation	336-345-2070

Guilford County Sheriff Office

Non-Emergency Number	336-373-2222
Emergency	911

Triad Park Security Post Orders

PARK PATROL

1. Upon arrival, check in with onsite park staff within 30 minutes to confirm communication methods (radio, cell phone, etc.) for the day
2. Foot patrol park grounds frequently; foot patrol these areas:
 - a. Shelters #1, #2 (Gazebo), & #3 (Gazebo),
 - b. Soccer Field, Volleyball Complex, & Ballfield,
 - c. Shelter #4 and playgrounds,
 - d. Shelter #6, #7, #8, Memorial, Amphitheater & Disc Golf Course
3. Assist the public with any emergency situations
4. Inform park patrons of park rules and regulations when major infractions are observed.
5. Observe and monitor park patrons closely so as to prevent unauthorized activities around the Amphitheater, Carolina Field of Honor, restrooms, and other park facilities.
6. Observe and monitor park patrons closely so as to prohibit the use of alcohol and/or other illegal substances
7. Deter vandalism by maintain constant vigilance while on patrol.
8. Direct traffic and assist with parking when large groups are present. Prevent parking in authorized areas when able.
9. At parking closing time, ensure park is clear and entrance gate is closed and secure. Onsite park staff will be assisting with these tasks.

SPECIAL EVENTS

1. Read the Event-Write Up and follow directives (shift time, check in with customer, and parking plan)
2. Circulate among visitors and employees to preserve order and protect the property.
3. Monitor premises so that no damage is done to the grounds or facilities.
4. Provide crowd management.
5. Monitor and authorize entrance and departure of visitors.
6. Guard against theft and maintain security.
7. Stay active, visible, and on-site until the conclusion of the event.
8. Communicate and assist sheriffs and/or EMS that are on site for the event or are contacted in emergency situations

FACILITY RESERVATIONS / SCHOOL EVENTS

1. As group arrives, locate event contact person and introduce yourself. Inform them you will be onsite for the duration of their reservation and will be checking in with them frequently. Be present when park staff conducts their check in when able.
2. Maintain safe and security environment by patrolling and monitoring grounds, facility premises, and patrons.
3. Warn patrons of rule infractions or violations and communicate with contact person when necessary.
4. Observe and monitor park patrons closely so as to prohibit the use of alcohol and/or other illegal substances
5. Deter vandalism by maintain constant vigilance while on patrol.
6. Report any incidents to park staff and include on daily activity log.
7. In emergency situations contact local authorities and assist as needed.

WOODLAND HALL EVENTS

- Guards are to maintain a safe and security environment by patrolling the premises and monitoring premises and patrons.
 - Guards are to inform and enforce rules and regulations associated with the facility rental. If a situation with a customer escalates to an unacceptable level, move away from the situation safely and contact the proper authorities. Do not tell the offending person you are calling the authorities as this only further inflames any intense situation.
 - Guards are to handle all situations in a calm and professional manner, do not become confrontational; handling situation calmly without confrontation is of primary concern. If you have questions about how to handle a situation, contact your supervisor and/or contacts listed for Triad Park.
 - Assist sheriffs and/or EMS in case of an emergency
1. Arrive to park/facility 30 minutes prior to event start time
 2. Unlock gate to facility parking entrance and secure both swing gates open.
 3. Unlock facility doors and disable the alarm
 4. Complete FCPR Security Timesheet document and fax it as soon as you arrive.
 5. Conduct pre-event facility inspection and fill out the Inspection Checklist
 6. Go over Woodland Hall Event Check In sheet with Park Staff
 7. Once customer arrives, go over the inspection checklist and customer info checklist prior to them setting up.
 8. Walk into the doorway and observe the event. There is no need to approach the contact person or any other guest unless there is an issue. Make exterior foot patrols of the facility.
 9. 15 minutes prior to end of the event, speak to the event contact to go over the post event inspection checklist, have renter sign once form is complete. Fill out a Damage Incident Report if any damage is observed.
 10. Go through Woodland Hall Security Exit Checklist items to ensure facility and park is secured prior to ending shift.

Parks Division

Security Services

Parks:

CG Hill Memorial Park

5600 Balsom Rd
Pfafftown, NC 27040

185+ Acres

At the center of the park is a 2 1/2 acre fishing lake with a gazebo and courtyard on one end and a 500+ year old yellow poplar tree at the other. Paved walking trails extended throughout the park.

Joanie Moser Memorial Park

601 Lewisville Clemmons Rd
Lewisville, NC 27023

19+ Acres

Two tennis courts, two playgrounds, a sand volleyball court, softball field, horseshoe pit, half basketball court and picnic shelter.

Old US 421 River Park

7695 Old Yadkinville Rd
Pfafftown, NC 27040

2+ Acre

The primary purpose of the site is for public access to the Yadkin River for canoeing, fishing, and family picnicking. Swings, climbing feature, sand volleyball, and small picnic areas

Walkertown Community Park

2701 Darrow Rd
Walkertown, NC 27051

27+ Acres

Two softball fields, three tennis courts, soccer field, picnic shelter, playground, sand volleyball court, horseshoe pits, and one-third mile walking track.

Horizons Park

2835 Memorial Industrial School Rd
Rural Hall, NC 27045

492+ Acres

Happy Hounds Dog Park, a free 18-hole disc golf course, picnic shelter, softball field, sand volleyball court, horseshoe pit and playground.

Kernersville Lake Park

6408 Old Valley School Rd
Kernersville, NC 27284

160+ Acres

60 acre lake for fishing and boat rentals, picnic shelter, playground, sand volleyball court, horseshoe pits, and nature trails.

Union Cross Park

1935 Union Cross Rd
Winston-Salem, NC 27107

17+ Acres

Two lighted softball fields, a picnic shelter, three tennis courts, a sand volleyball court, basketball court, playgroup and horseshoe pits.

Parks Division Security Post Orders

General Orders:

1. Be visible and Conspicuous
2. Be informative and courteous to all park patrons
3. Be vigilant in looking for and preventing illegal activities such as drug and alcohol use
4. Be familiar with park rules and regulations and specific rules as they apply to each park
5. Check in with picnic groups as a courtesy to let them know you are present and can be called upon if needed
6. Patrol park grounds and parking lots frequently
7. Guards are to inform and enforce park rules and regulations for park patrons. If a situation with a customer escalates to an unacceptable level, move away from the situation safely and contact the proper authorities. Do not tell the offending person you are calling the authorities as this only further inflames any intense situations.
8. Guards are to handle all situations in a calm and professional manner, do not become confrontational; handling situations calmly without confrontation is of primary concern. if you have a question about how to handle a situation contact Ricky Lunsford 336.345.2073 or departmental contacts are Chris Weavil 336.345.2075 and Mike Anderson 336.345.2070
9. Guards are in place to assist in prevention and deterrence of inappropriate behavior and activities.
10. Providing exceptional customer service is expected, as guards are in place to assist park personnel if the need arises.
11. Vary your patrols while on foot or in a vehicle so as not to present a routine route or schedule
12. Inform the parks department immediately of any incidents that may have occurred the next business day Monday-Friday 8:00 AM - 5:00 PM.
13. Contacts for incidents and emergency situations:

Law Enforcement

Emergency 911

Forsyth County Sheriff's Office Non-Emergency 336.727.2112

Parks Division (non-Triad / non-Tanglewood)

Park Maintenance Manager 336.345.2073

Departmental Contacts

Assistant Director of Park Operations 336.345.2075

Parks and Recreation Director 336.345.2070

OLD US 421 RIVER PARK

1. Foot patrol park grounds at least one (1) time per hour
2. Assist the public with any emergency situations
3. Inform park patrons of park rules and regulations when major infractions are observed
4. Deter vandalism by maintaining constant vigilance while on patrol
5. Assist park attendant on duty with clearing park and closing park gates when present

HORIZONS PARK

1. Foot patrol park grounds at least one (1) time every two (2) hours
2. Assist the public with any emergency situations
3. Inform park patrons of park rules and regulations when major infractions are observed
4. Deter vandalism by maintaining constant vigilance while on patrol
5. Direct traffic and assist with parking when large groups are present

JOANIE MOSER PARK

1. Foot patrol park grounds at least one (1) time every two (2) hours
2. Assist the public with any emergency situations
3. Inform park patrons of park rules and regulations when major infractions are observed
4. Deter vandalism by maintaining constant vigilance while on patrol
5. Direct traffic and assist with parking when large groups are present
6. Assist park attendant with clearing park and closing when present

WALKERTOWN COMMUNITY PARK

1. Foot patrol park grounds at least one (1) time every hour
2. Assist the public with any emergency situations
3. Inform park patrons of park rules and regulations when major infractions are observed
4. Observe and monitor adult soccer group closely and prohibit use of alcohol
5. Deter vandalism by maintaining constant vigilance while on patrol
6. Direct traffic and assist with parking when large groups are present
7. Assist park attendant with clearing park and closing when present

KERNERSVILLE LAKE PARK

1. Upon arrival, check in with onsite park staff within 30 minutes to confirm communication methods (radio, cell phone, etc.) for the day
2. Foot patrol park grounds at least one (1) time every hour
3. Assist the public with any emergency situations
4. Inform park patrons of park rules and regulations when major infractions are observed
5. Observe and monitor park patrons closely so as to prevent unauthorized lake activities such as swimming or unauthorized personal watercrafts.
6. Observe and monitor park patrons closely so as to prohibit the use of alcohol
7. Deter vandalism by maintaining constant vigilance while on patrol
8. Direct traffic and assist with parking when large groups are present
9. Assist park attendant with closing and securing boat dock and buildings
10. At park closing time, ensure park is clear and entrance gate is closed and secure. Onsite park staff will be assisting with these tasks.

C.G. HILL MEMORIAL PARK

1. Foot patrol park grounds at least one (1) time every two (2) hours
2. Assist the public with any emergency situations
3. Inform park patrons of park rules and regulations when major infractions are observed
4. Observe and monitor park patrons closely so as to prevent unauthorized lake activities such as swimming or unauthorized personal watercrafts.
5. Observe and monitor park patrons closely so as to prohibit the use of alcohol
6. Deter vandalism by maintaining constant vigilance while on patrol
7. Direct traffic and assist with parking when large groups are present
8. Assist park attendant with clearing park and closing when present

UNION CROSS PARK

1. Upon arrival, check in with onsite park staff within 30 minutes to confirm communication methods (radio, cell phone, etc.) for the day
2. Foot patrol park grounds frequently at least one (1) time every two (2) hours of assigned shift
3. Assist the public with any emergency situations. Contact the proper authorities when the situations demand.
4. Inform park patrons of park rules and regulations when major infractions are observed. If a situation escalates to an unacceptable level, contact your park contact for direction or if the situation demands such, call the proper authorities.
5. Observe and monitor park patrons closely so as to prohibit the use of alcohol or other illegal substances
6. Deter vandalism by maintaining constant vigilance while on patrol
7. Assist park attendant in preventing disorderly conduct and with any disturbances on the athletic facilities (ball fields, basketball courts, tennis courts, volleyball courts, etc.)
8. At park closing time, ensure park is clear and entrance gate is closed and secure. Onsite park staff will be assisting with these tasks. If a park staff member is not present, the security officer will be responsible for making sure all patrons have exited the park and then locking both sets of park gates at 11:00 PM (2300 hours).

Attachment D

“Security Services Pricing” North State Security Group LLC

Fiscal Year 2020-2021

Unarmed Security Officer Services for All Parks and Events
(Tanglewood, Triad, and Parks Division) \$ 100,000.00
Estimated 5,140 service hours

Unarmed Security Officer Hourly Bill Rate \$ 19.46 per hour

Fiscal Year 2021-2022

Unarmed Security Officer Services for All Parks and Events
(Tanglewood, Triad, and Parks Division) \$ 245,000.00
Estimated 12,500 service hours

Unarmed Security Officer Hourly Bill Rate \$ 19.60 per hour

Fiscal Year 2022-2023

Unarmed Security Officer Services for All Parks and Events
(Tanglewood, Triad, and Parks Division) \$ 250,000.00
Estimated 12,500 service hours

Unarmed Security Officer Hourly Bill Rate \$ 20.00 per hour

If additional level of Security Officer requested by County:

Armed Security Officer Hourly Bill Rate \$ 21.16 per hour

Company Police Officer Hourly Bill Rate \$ 26.45 per hour

Unarmed Security Office – County Requested Overtime \$ 29.19 per hour