

**County's Responses to Questions for RFP No. DHHS2016-01
from Proposer No. 01**

Question 1: Can provide us the current hourly rate for each position under the current contract?

County's Response to Question 1: Yes. Please note that security guard services and secure transportation services are currently "bundled" under one agreement because both services are provided by the same contractor.

Under county's current agreement for security guard services, DHHS pays contractor at the rate of Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour per Guard [three (3) hour minimum per call] Current contractor may charge DHHS an overtime rate of Twenty-Six Dollars and Ninety-Nine Cents (\$26.99) per hour if DHHS requests specific Guard work more than forty (40) hours in any one (1) work week or whenever required by law. DHHS currently pays the above rates for security guard services for all DHHS locations.

Under the current agreement for secure transportation services, DHHS currently pays contractor the following rates:

- a) For in-County secure transport services of one (1) client or patient, the amount paid to current contractor is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour for Guard and vehicle, including mileage**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard. If COUNTY finds that a second Guard is necessary for the transport, the amount paid to the contractor is Seventeen Dollars and Ninety-Nine Cents (\$17.99) **per hour for the second Guard**. [Three (3) hour minimum per call]
- b) For in-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour, for Guard and vehicle, including mileage**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard. The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) **per hour for the second Guard**. [Three (3) hour minimum per call] The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) **per hour**. [Three (3) hour minimum per call]
- c) For in-County secure transport services of two (2) clients or patients to two (2) different locations on the SAME route, at the same time, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour, for Guard and vehicle, including mileage, to the furthest location**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard [Three (3) hour minimum per call]. The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour for the second Guard. The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) per hour. [Three (3) hour minimum per call]
- d) For in-County secure transport services of two (2) clients to different locations, on DIFFERENT routes, at the SAME time, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) per hour, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage, and two (2) security Guards. [Three (3) hour minimum per call] The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour for the second Guard. The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) per hour. [Three (3) hour minimum per call]
- e) The overtime rate of time and one-half hour the hourly rate for the first Guard only shall be charged for in-County secure transport services for any hour(s) over eight (8) hours in any one day.
- f) For out-of-County secure transport services of one (1) client or patient, the amount paid to current contractor is in accordance with the Transport Fees, Schedule 1-A, consisting of four (4) pages [attached to sample contracts in RFP], rather than at a per hour rate. The fees on Schedule 1-A are for round trip, including

vehicle and mileage and two (2) Guards. Transport fee includes vehicle charge, including mileage and two (2) security Guards.

g) For out-of-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to current contractor is in accordance with the attached Transport Fees, Schedule 1-A, rather than at a per hour rate for the first client or patient, the amount paid to the contractor is at half this rate for the second client or patient.

h) In-County is defined as any location within the Humboldt County lines. Out-of-County is defined as any location outside of the Humboldt County lines.

Question 2: Is the current contractor in a union contract? If so, what union?

County's Response to Question 2: No.

Question 3: Is there a prevailing wage in current contract?

County's Response to Question 3: No.

Question 4: Was there a prevailing wage in the previous contract?

County's Response to Question 4: No.

Question 5: Who is the current contractor and how long have they had the contract?

County's Response to Question 5: The current contractor is American Star Private Security Corporation. American Star Private Security Corporation was awarded a contract as a result of a RFP process in 2009. The contract has been renewed thereafter.

Question 6: Can the vehicles be a separate monthly charge with fuel billed as incurred?

County's Response to Question 6: Possibly, as an alternative. As long as billing method is clear.

Question 7: Can you provide the current benefits the security professionals are receiving?

County's Response to Question 7: The county does not provide benefits to the security professionals. It is unknown to DHHS what benefits, if any, are provided to security staff by current security services contractor.

Question 8: Is the cost of the required training to be included in the hourly bill rate or itemized in the requested budget?

County's Response to Question 8: Time spent at trainings required and provided by the county shall be at county's expense, and will be considered paid time (hourly bill rate) for which the Successful Proposer(s) will be reimbursed according to the rates mutually agreed upon by County and the Successful Proposer(s). Time spent at training provided by the Successful Proposer(s), either directly or indirectly, shall be at the Successful Proposer's expense. [See pages 5 and 7 of the RFP].

Question 9: Is there an estimated value for the contract annually?

County's Response to Question 9: The maximum payment amount of the current contract for both Security guard services and secure transport services is \$450,000 per Fiscal Year. For FY 2014-15, DHHS was billed \$285,192.38 for security guard services and \$21,030.16 for secure transport services (for out of county. For FY 2014-15 DHHS was not billed for any in-county transports.); the estimated value for the contract, based on costs incurred for FY 14-15 is \$306,222.54. The number of in county and out of county secure transports may vary each year.

Question 10: I wanted to know how many unarmed officers would be needed, how many locations and how many hours for each location?

County's Response to Question 10: The number of guards can vary depending on the needs of the facility. Some facilities require one (1) guard; others may required two (2) guards. DHHS currently requires security coverage for eight (8) DHHS locations. Therefore, it may be assumed that a minimum of eight (8) guards

would be required. No armed officers are required at any site. Please see County's response to question 14 below which identifies DHHS' hours of coverage required for each service area.

Question 11: What are the current hourly wage and bill rates?

County's Response to Question 11: Please see response to Question 1 above.

Question 12: We also need a copy of the LAST bid price and the name of the company you currently have the contract with.

County's Response to Question 12: The last bid [RFP process] occurred in 2009. The "bid price" is included within the cover letters that were included as part of the contractor's proposals. ** The contract was awarded to American Star Private Security Corporation. A contract for both security guard services and secure transport services has been renewed thereafter with American Star Private Security Corporation. ** *Copies of American Star Private Security Corporation's (2009) Proposals are attached to these responses as Attachments 1 and Attachment 2.*

Question 13: The RFP calls for one price for security officer: Do you want this price annualized or weekly. Is there an itemized list for all security position required on this RFP.

County's Response to Question 13: Please annualize cost. There is not an itemized list for all security positions required for this RFP other than what appears on page 23, Attachment B- Cost Proposal to be completed and submitted with Proposal.

Question 14: How many billed hours are currently billed? How many facilities?

County's Response to Question 14: For FY 2014-15, DHHS was billed 17,131.67 hours of security guard services. This amount does not include out-of-county secure transport services. (Out of count secure transport services are billed on a flat-fee basis only). Currently there are eight (8) DHHS facility locations that require security guard services (see below).

DHHS' service locations and schedules for services are as follows:

The Successful Proposer shall furnish an adequate number of uniformed Security Guards to provide security services at the following DHHS facilities identified under the schedule information below. Additionally, the Successful Proposer shall provide security services on a scheduled and as-needed basis, with a minimum of twenty four (24) hours notice, in a manner consistent with the requirements and standards set forth in this RFP and the sample Professional Services Agreements attached hereto. The exact number, principal posts and hours of duty of Security Guards shall be as directed from time to time by County. The successful Proposer shall also provide emergency security services on an on-call basis.

Schedule of Security Services

The Successful Proposer shall provide security services at designated DHHS – Social Services facilities Monday through Friday from 7:00 a.m. to 8:00 p.m., Saturday 8:00 a.m. to 5:00 p.m., Pacific Standard Time ("PST") with on-call coverage during after-hours, weekends, emergencies, or such other schedule as County may approve. The Successful Proposer may be required to provide security services at DHHS – Social Services facilities on county holidays.

Social Services' service sites:

DHHS – Social Services main office and adjacent buildings located at:

- 929 Koster Street, Eureka, California;
- 537 W. Washington Street, Eureka, California;
- 445 W. Washington Street, Eureka, California;
- 600 W. Clark Street, Eureka, California;
- 638 W. Clark Street, Eureka, California;
- 2440 Sixth Street, Eureka, California; and
- Such other DHHS – Social Services facilities as county shall determine.

The Successful Proposer shall provide security services at designated DHHS – Public Health facilities on an on an as-needed basis, with a minimum of twenty four (24) hours notice. The duration of security services to be provided, and the exact number of Security Guards needed at DHHS – Public Health facilities shall be as directed by County.

Public Health Service sites:

- DHSS – Public Health facilities located at 529 I Street, Eureka, CA.

The Successful Proposer shall provide security services at designated DHHS – Mental Health facilities from 7:00 p.m. to 7:00 a.m. (PST), Monday through Friday or such other schedule as County may approve. The Successful Proposer may be required to provide security services at DHHS – Mental Health offices on County holidays.

Mental Health service sites:

- DHSS – Mental Health main office and psychiatric facilities located at 720 Wood Street, Eureka, CA.

Question 15: How many vehicles are required for the contract?

County's Response to Question 15: A minimum of one (1), preferably two (2).

Question 16: How many total hours are in this bid?

County's Response to Question 16: For FY 2014-15, DHHS was billed 17,131.67 hours of security guard services. This amount does not include out-of-county secure transport services. (Out of county secure transport services are billed on a flat-fee basis only). For FY 2014-15 DHHS was billed \$21,030.16 for out of county secure transports. For FY 2014-15 DHHS was not billed for in-county transports. The number of in count and out of county secure transports may vary each year.

Question 17: Is there bid bond required in this bid?

County's Response to Question 17: No.

AMERICAN STAR

Federal ID # 68-01-40556, State ID # 350-5590-4

License #PPO 10032

Security Guard

Proposal for Provision of Security Guard Services for the Offices of the Humboldt County Department of Health and Human Services

Attention: **Assistant Director-Programs
Department of Health and Human Services
507 F Street
Eureka, CA**

Submitted By: **American Star Private Security**

Request Due Date October 9th, 2009 5:00pm

922 E Street, Suite 209 • P.O. Box 349 • Eureka, CA 95502
(707) 476-9262 • (707) 442-8122 • (707) 445-9020 • FAX: (707) 445-9308 • FAX: (707) 443-4541
E-mail: mark@humboldt1.com

"The Legend Continues"

AMERICAN STAR

Federal ID # 68-01-40556, State ID # 350-5590-4

License #PPO 10032

October 5th, 2009



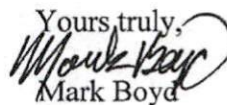
Humboldt County Board of Supervisors
825 Fifth Street
Eureka, California 95501

Subject: **RFP Security Guard and Transportation – 2009**

Dear Sir or Madam

American Star Private Security proposes to the County of Humboldt, to provide security officers for the Department of Social Services and at Mental Health at the rate \$14.30 per hour, and overtime at the rate of \$21.45 per hour.

We accept without revision the proposed Security contract.

Yours truly,

Mark Boyd

Owner

American Star Private Security

922 E Street, Suite 209 • P.O. Box 349 • Eureka, CA 95502
(707) 476-9262 • (707) 442-8122 • (707) 445-9020 • FAX: (707) 445-9308 • FAX: (707) 443-4541
E-mail: mark@humboldt1.com

"The Legend Continues"

EXPERIENCE

American Star Private Security has a Private Patrol Operators contractor's license issued by the State of California, Department of Consumer Affairs, Bureau of Security and Investigative Services. Our license number is PPO10032 and we have held it continuously since 1987.

American Star Private Security started operations on December 31st, 1987. In December of 1989, we received our first security contract with DSS. American Star Private Security has maintained the contract since then. A few years later we started working for Mental Health. Later this was formalized by a separate contract. Eventually we started providing transports services for Humboldt County. In 2002 all contracts were condensed into one master contract.

We have almost twenty years of experience. American Star Private Security officers have become very familiar with the problems that some of the clients and patients have.

ORGANIZATIONAL STRENGTH

Our employees are trained locally by Consumer Affairs Qualified Instructors and by written courses of instruction. Courses include: Mace, Pepper Spray, Side Handle and Straight Baton, and Firearms Qualification, First Aid, CPR, and other courses required by the state mandated AB 2880 training requirements. We have many employees who have graduated from the Police Academy at College of the Redwoods. Locally, our former employees include Kevin Miller and Jason Daniels of the Humboldt County Sheriff's Department and, Bill Dennison and Terry Lyles of the Eureka Police Department.

ADEQUACY OF INSURANCE

American Star Private Security carries all the insurance policies that are required. Hansen Insurance Company of Eureka handles all of our insurance needs. We have enclosed copies of our insurance certificates.

ABILITY TO MANAGE THE PROPOSED PROGRAM

We are local company. Our office is in the Simpson Building at 922 E Street, Suite 209, Eureka, CA. Our management team includes Doris Boyd, Katherine Prueher and myself. I have been involved with the management over the last twenty-two years and have been the sole owner of American Star Private Security for the last seven years. I will guarantee a very close working relationship with County Management. If there are any problems a single call to us and we will take care of the problem immediately.

ABILITY TO START UP THE CONTRACT AS SCHEDULED

Since we are the current contactor, we have the trained people (**MAB, Tear Gas, Baton**), equipment (**Car, Radios, Uniforms**), insurance, and clearances in place and can continue service without missing a day.

PROFESSIONAL MERIT

American Star Private Security, through our training programs, has security officers who hold firearms permits (20), Concealed Weapons Permits (4), MAB Training (8), Tear Gas/Pepper Spray Training (17), Baton Training (14), CPR and First Aid (14)

Attachment A-General Requirements

1. *Provide a brief company history. Explain ownership and include brief biographical information regarding personnel who would be directly responsible for the management and supervision of this project.*

In 1987 Mark Boyd and two other investors founded American Star Security Corporation and American Star Private Security operating under a contractor's license, issued in October of 1987, by the State of California, Department of Consumer Affairs, Bureau of Security and Investigative Services. In 1989 we signed our first Humboldt County contract. Over the years we have taken on more security work for the county by providing security officers to: Mental Health, Children, Youth and Family Services, the Court House, Library, Sheriffs Department, and transported both food stamps and patients. Other contracts we have or had include: CDF, The U.S Forest Service, TSA, Palco, Bear River Casino, Haskell Construction, Mad River Hospital, Arkley Center for the Performing Arts, McCrea Nissan, Redwood Coast Regional Center, Redwood Acres Fair, Redwood Acres Raceway, Eureka City Schools, NASA, and the Wiyot Tribe on Table Bluff.

In February of 2002 Mark Boyd became the sole owner when his partner decided to leave American Star Private Security and form his own company. My wife and I have managed the company since then. We joined CALSAGA, in 2001 so that we have better access to training and management resources.

My wife and I will be directly responsible for the management and supervision of this project. We are available for consultations, job assignments or changes in details twenty-four hours a day, seven days a week by calling our business number (476-9262). Day or night you will always reach a live person. We have a full time secretary to maintain the office, help co-ordinate day-to-day operations and to be a point of contact for employees to get schedules, paperwork, and equipment.

Doris Boyd

Doris handles almost all the scheduling and directing of our employees to their job sites. This is a job she in which she excels and has been performing for the last seven years. Doris has lived in Eureka since 1965. She was a business owner, and later manager of the bar at Harbor Lanes.

Mark Boyd

Mark Boyd is the sole stockholder of the American Star Security Corporation, which is and has always been the sole owner of American Star Private Security. Mark was born and educated in Humboldt County. Mark graduated from Eureka High School and later Humboldt State University with a degree in Business Administration. Mark first started working in security in June of 1985. In October of 1986 Mark started working for

Brinks, Eureka. The following year Mark helped found American Star Private Security. He continued on as a full time Brinks employee and part time at American Star Private Security until August 2001, when he went part time at Brinks and full time at American Star Private Security. Mark left Brinks in 2004 and now works exclusively for American Star Private Security.

2 *California State License Number*

PPO 10032

3. *Please provide a list of employee names and the training/certifications that each has had.*

	Grd Crd	Gun Card	MAB	PC-832	Baton	Driver	Job	Exp
Mark Boyd	Yes	Yes	Yes	Yes	Yes	Yes	All	22
Carl Brandt	Yes	Yes	Yes		Yes	Yes	All	7
Beverly Coleman	Yes		Yes			Yes	All	5
Gary Coleman	Yes					Yes	All	5
Glen Furber	Yes	Yes	Yes		Yes		M/H	4
Frank Gaethle	Yes					Yes	Driver	2
Marvin Jackson	Yes					Yes	All	2
Dan Kistler	Yes	Yes		Yes	Yes	Yes	Driver	3
Bernice Kistler	Yes	Yes				Yes	Driver	2
Gary Klinetobe	Yes					Yes	DSS	15
Richard McKinze	Yes		Yes				M/H	7
James O'Neill	Yes	Yes					Driver	3
James Nickols	Yes						dss/dvr	1
Tom Patterson	Yes	Yes		Yes	Yes	Yes	Driver	5
A.V. Powell	Yes						dss/dvr	1
Patty Wheeler	Yes				Yes	Yes	dss/dvr	6

4. *Do all employees who will be assigned to the Department of Health and Human Services live in close proximity to Eureka, California? Please indicate in miles the farthest distance an employee will travel from to Eureka, California?*

10 miles

5. *Provide a Federal Tax Identification number.*

68-01-40556

6. *Provide a Dun and Bradstreet number.*

834711590

7. *Provide at least three (3) references with current contact and phone number whose scope of services are similar to those requested in this proposal.*

Below is a list of current clients. Permission is given to contact them.

Clients	Contact	Phone Num
Arkley Center	Amber Vogel	442-1956
Del Norte Mental Health	Patty Alston	464-7224
Eureka City Schools	Dan Piers	441-2503
Haskell Construction	Ray Peif	(360) 303-8716
Humboldt Department of Social Services	Pat Quin	476-4700
Humboldt Mental Health	Amy Laraum	445-7710
Redwood Acers Fair	Larry Ford	445-3037

Below is a list former clients. Permission is given to contact them.

Client	Service	Contact	Phone Num
St. Joseph Hospital	09-01 to 12-05	Rebecca Simone	445-8121
Palco	07-02 to 07-08	John Broadstock	767-4322
Chevron Marine Terminal	04-03 to 04-04	Scott Parsons	444-7851
College of the Redwood, CC	03-08 to 06-09	Carol Mathews	465-2310
Renner Petroleum	03-09 to 05-09	Mike Renner	443-1645

8. *Describe your ability to provide services during a disaster.*

After contacting our employees, we would organize a coordinated effort to secure the area or goals we have been given. We have 35 UHF radios and would be able to stay in contact with our people even without any electrical, pager, cell, or regular phone service. We have electrical generators and we would be able to recharge radios and continue our efforts into the foreseeable future.

9. *Are all employees equipped with cell phones?*

No, but most of our employees have their own cell phones.

10. *Are employees equipped with mobile two-way radios?*

At the DSS office each security officer is issued a UHF radio. At other sites it depends if there is more than one officer present and the need for radios.

11. *If so, what are the requirements for charging, storage, ect.*

At DSS we would need a small lockable cabinet with power access so we can charge our radios. For short time events radios are issued from our office. In longer-term usages we would issue the radios to the work site where they would be charged over night.

12. *Will employees require access to copiers, fax machines, ect, to perform their duties.*

Yes, in order to issue reports and other county required documents, security would need access to copiers and fax machines.

13. *Will employees require storage for personal belongings? Please Describe.*

Yes, we will require storage space for uniform jackets, lunches and other small personal items.

14 *Do any of your employees speak a language or languages other than English?*

Yes, we currently have employees who speak Spanish and Pakistani.

15 *Will the County be required to verify the hours worked for each of your employees?*

Not necessary, but is done under the current contract.

16. *What is your company policy on breaks? Do you permit employees to smoke on their breaks?*

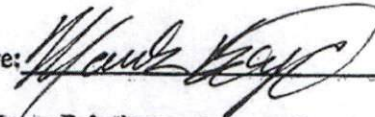
On **paid breaks** our employees must stay at the job site. While on break they may smoke in a designated smoking area.

On **Lunch break** (off the clock) they may leave the work site. They may smoke in a designated smoking area on site or elsewhere off the work site.

17. *Please provide you company's policy/ requirement for employee drug testing?*

Our drug policy is "Employees of American Star Private Security do not use illegal drugs. If you are under 21 this includes alcohol." Some job sites require a "pre-assignment" drugs test. If we have questions about our employee we may require a drug test, our insurance company reserves the right to require a drug test, and if there is an accident we require a drug test.

SIGNED BY OFFEROR'S AGENT(S) (Two signatures required for corporations.)

Signature: 

Name (Please Print): Mark Boyd

Title (Please Print): President

Signature: 

Name (Please Print): Gladys Boyd AKA Doris Boyd

Title (Please Print): Secretary

FULL NAME OF CONTRACTOR (OFFEROR):

American Star Security Corporation DBA American Star Private Security

AND STATUS (i.e., corporation, non-profit agency, etc.):

Corporation

AND ADDRESS/PHONE NUMBER: 922 E Street Suite 209, Eureka, CA 95501

(707) 476-9262

**ATTACHMENT B-FEES TO BE CHARGED BY CONTRACTOR
(OFFEROR) IN RESPONSE TO RFP-DHHS-SECURITY AND TRANSPORT**
OFFEROR MUST FILL IN ALL BLANKS AND SUBMIT WITH PROPOSAL

**(EXHIBIT B-1 OF THE AGREEMENT BETWEEN COUNTY OF HUMBOLDT
AND American Star Private Security)**

PAYMENT SCHEDULE FOR SECURITY GUARD SERVICES

1. For the services herein agreed to be performed, COUNTY shall pay CONTRACTOR at the rate of \$14.30 per hour per Guard [three (3) hour minimum per call].
2. The overtime rate of \$21.45 per hour shall be charged if COUNTY requests specific Guard work more than forty (40) hours in any one (1) work week or whenever required by law.
3. COUNTY shall pay CONTRACTOR at the aforementioned hourly rates for all time spent by any Guard employed by CONTRACTOR in performance of this Agreement in connection with any criminal or civil action involving COUNTY.
4. COUNTY may renegotiate rates for services to be performed under this Agreement should unexpected changes in expenses, such as unexpected increases in minimum wages, occur or should COUNTY require additional services which entail increased costs to CONTRACTOR. Any changes in hourly rates shall be set forth in writing and signed by both parties.
5. Time spent by Guards in training authorized or provided by COUNTY for any branch shall be paid at the hourly rates in sections 1 and 2 above. Training of Guards provided by CONTRACTOR or to meet contractual requirements shall be at CONTRACTOR'S expense.

**ATTACHMENT B-FEES TO BE CHARGED BY CONTRACTOR
(OFFEROR) IN RESPONSE TO RFP-DHHS-SECURITY AND TRANSPORT
OFFEROR MUST FILL IN ALL BLANKS AND SUBMIT WITH PROPOSAL**

(EXHIBIT B-2 OF THE AGREEMENT BETWEEN COUNTY OF HUMBOLDT
AND American Star Private Security)

PAYMENT SCHEDULE FOR TRANSPORTATION SERVICES)

1. For in-County secure transport services of one (1) client or patient, the amount paid to CONTRACTOR shall be \$23.10 per hour, for Guard and vehicle, including mileage. Transport fee includes vehicle charge, including mileage and one (1) security Guard. If COUNTY finds that a second Guard is necessary for the transport, the amount paid to CONTRACTOR shall be \$14.30 per hour for the second Guard. [three (3) hour minimum per call]

2. For in-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to CONTRACTOR for the first client or patient shall be \$23.10 per hour, for Guard and vehicle, including mileage. Transport fee includes vehicle charge, including mileage and one (1) security Guard. The amount paid to CONTRACTOR for the first client or patient shall be \$14.30 per hour for the second Guard. [three (3) hour minimum per call] The amount paid to CONTRACTOR for the second client or patient shall be \$10.00 per hour. [three (3) hour minimum per call]

3. For in-County secure transport services of two (2) clients or patients to two (2) different locations on the SAME route, at the same time, the amount paid to CONTRACTOR for the first client or patient shall be \$23.10 per hour, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage and one (1) Security Guards. [three (3) hour minimum per call] The amount paid to CONTRACTOR for the first client or patient shall be \$14.30 per hour for the second Guard. The amount paid to CONTRACTOR for the second client or patient shall be \$10.00 per hour. [three (3) hour minimum per call]

4. For in-County secure transport services of two (2) clients to different locations, on DIFFERENT routes, at the SAME time, the amount paid to CONTRACTOR for the first client or patient shall be \$23.10 per hour, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage and two (2) security Guards. [three (3) hour minimum per call] The amount paid to CONTRACTOR for the first client or patient shall be \$14.30 per hour for the second Guard. The amount paid to

CONTRACTOR for the second client or patient shall be \$10.00 per hour.
[three (3) hour minimum per call]

5. The overtime rate of time and one-half hour the hourly rate for the first Guard only shall be charged for in-County secure transport services for any hour(s) over eight (8) hours in any one day.
6. For out-of-County secure transport services of one (1) client or patient, the amount paid to CONTRACTOR shall be in accordance with attached Transport Fees, Schedule 1-A, consisting of four (4) pages, rather than at a per hour rate. The fees on Schedule 1-A are for round trip, including vehicle and mileage and two (2) Guards. Transport fee includes vehicle charge, including mileage and two (2) security Guards.
7. For out-of-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to CONTRACTOR shall be in accordance with attached Transport Fees, Schedule 1- A, consisting of six (6) pages, rather than at a per hour rate for the first client or patient. The amount paid to CONTRACTOR shall be at half this rate for the second client or patient. *MC*
8. In-County is defined as any location within the Humboldt County lines. Out-of-County is defined as any location outside of the Humboldt County lines.
9. CONTRACTOR will itemize charges on their invoice to COUNTY so detailed charges are easily identified by Department of Health and Human Services Accounts Payable staff.
10. Overnight out-of-county trips require authorization from the Mental Health Branch administration. Receipts for approved meals and lodging must accompany all invoices. Reimbursements shall be made only for actual and receipted expenses.
11. The maximum daily meal allowance of Forty-Four Dollars (\$44.00) shall not be exceeded. Motel expenses shall be paid for room and taxes and are not to exceed Seventy-Five Dollars (\$75.00) per night.
12. Any time the Guard(s) arrive on the premises, there shall be a three (3) hour minimum charge, so any cancellations need to be done before the Guard(s) arrive. A cancellation after arrival shall result in the three (3) hour minimum charge.

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Acampo	\$ 1,164
Action	\$ 2,244
Adelanto	\$ 2,208
Adin	\$ 780
Afton	\$ 768
Agoura Hills	\$ 2,136
Agua Caliente Springs	\$ 2,532
Ahwahnee	\$ 1,524
Alameda	\$ 924
Alamo	\$ 936
Alhambra	\$ 2,244
Alpine	\$ 2,640
Alta	\$ 1,056
Altadena	\$ 2,184
Alta Loma	\$ 2,280
Allaville	\$ 1,152
Alturas	\$ 924
Anaheim	\$ 2,148
Anderson	\$ 516
Angels Camp	\$ 1,128
Angwin	\$ 768
Annapolis	\$ 696
Antioch	\$ 948
Anza	\$ 2,412
Apple Valley	\$ 2,148
Arcadia	\$ 2,064
Arroyo Grande	\$ 1,644
Atascadero	\$ 1,644
Atherton	\$ 972
Atwater	\$ 1,272
Auberry	\$ 1,572
Auburn	\$ 972

**ATTACHMENT C
Schedule 1-A**

Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Baker	\$2,302
Bakersfield	\$1,716
Balboa	\$2,172
Banning	\$2,280
Barstow	\$2,112
Bellflower	\$2,100
Belmont	\$924
Belvedere (L.A.)	\$2,052
Belvedere (Marin)	\$828
Benicia	\$924
Berkeley	\$924
Beverly Hills	\$2,016
Big Sur	\$1,308
Bishop	\$1,704
Blythe	\$2,688
Brawley	\$2,640
Brea	\$2,148
Burney	\$768
Calabasas	\$2,028
Camarillo	\$1,992
Campo	\$2,568
Capistrano Beach	\$2,220
Capitola	\$1,104
Carlsbad	\$2,316
Carmel	\$1,272
Castorville	\$1,212
Chico	\$810
Chino	\$2,112
Chula Vista	\$2,460
Clearlake	\$636
Cloverdale	\$624
Colton	\$2,184

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Compton	\$ 2,064
Concord	\$ 924
Corning	\$ 696
Crescent City	\$ 312
Daly City	\$ 876
Dana Point	\$ 2,220
Davis	\$ 918
Del Mar	\$ 2,364
Downey	\$ 2,052
Edison	\$ 1,728
El Cajon	\$ 2,460
El Centro	\$ 2,688
Fairfield	\$ 888
Fillmore	\$ 1,968
Folsom	\$ 996
Fort Ord	\$ 1,092
Fresno	\$ 1,434
Gardena	\$ 2,076
Garden Grove	\$ 2,148
Gilroy	\$ 1,128
Granada Hills	\$ 1,992
Grass Valley	\$ 948
Guerneville	\$ 804
Hawthorne	\$ 2,040
Hayward	\$ 960
Healdsburg	\$ 648
Hollister	\$ 1,284
Hollywood	\$ 2,004
Irvine	\$ 2,160
Kentfield	\$ 852
King City	\$ 1,368
La Jolla	\$ 2,460

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Lakeport	\$ 612
Lakeside	\$ 2,460
Lancaster	\$ 1,992
Lodi	\$ 972
Long Beach	\$ 2,052
Los Altos	\$ 972
Los Gatos	\$ 1,080
Madera	\$ 1,344
Malibu	\$ 2,040
Marina	\$ 1,188
Martinez	\$ 876
Marysville	\$ 852
Menlo Park	\$ 1,090
Merced	\$ 1,236
Mill Valley	\$ 840
Milpitas	\$ 996
Mission Viejo	\$ 2,196
Modesto	\$ 972
Monterey	\$ 1,248
Morro Bay	\$ 1,572
Mt. Shasta	\$ 660
Napa	\$ 816
North Ridge	\$ 2,136
Novato	\$ 792
Oakland	\$ 944
Oceanside	\$ 2,328
Oroville	\$ 756
Pacifica	\$ 924
Pacific Grove	\$ 1,260
Palmdale	\$ 1,992
Palm Springs	\$ 2,376
Palo Alto	\$ 948

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Paso Robles	\$1,536
Pescadero	\$996
Petaluma	\$756
Placerville	\$1,044
Pleasanton	\$1,020
Pomona	\$2,136
Rancho Cordova	\$960
Red Bluff	\$576
Redding	\$468
Redwood City	\$936
Reedley	\$1,536
Richmond	\$852
Riverside	\$2,196
Rohnert Park	\$708
Roseville	\$948
Sacramento	\$948
Salinas	\$1,066
San Ardo	\$1,416
San Bruno	\$924
San Carlos	\$924
San Clemente	\$2,244
San Diego	\$2,460
San Francisco	\$924
San Jose	\$1,020
San Juan Capistrano	\$2,304
San Luis Obispo	\$1,596
San Mateo	\$918
San Rafael	\$852
Santa Barbara	\$1,920
Santa Clara	\$996
Santa Cruz	\$1,116
Santa Rosa	\$696

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Soledad	\$ 1,296
Solvang	\$ 1,692
Sonoma	\$ 768
Sonora	\$ 1,272
Stockton	\$ 1,092
Sunnyvale	\$ 1,140
Susanville	\$ 816
Tehachapi	\$ 1,836
Temecula	\$ 2,304
Truckee	\$ 1,128
Ukiah	\$ 516
Vacaville	\$ 924
Vallejo	\$ 852
Walnut Creek	\$ 924
Watsonville	\$ 1,156
Weaverville	\$ 384
Willits	\$ 324
Willows	\$ 468
Woodland	\$ 852
Yreka	720
Yuba City	852
Signature: <i>Mark Beup</i>	Date: <i>10-5-09</i>
Signature: <i>Glenn Beup</i>	Date: <i>10-5-09</i>

Attachment D

SCHEDULE 2

HOLIDAY SCHEDULE

July

Independence Day

September

Labor Day

October

Columbus Day

November

Veteran's Day
Thanksgiving Holiday

December

Christmas Holiday

January

New Year's Holiday
Martin Luther King Day

February

Lincoln's Birthday
President's Day

May

Memorial Day

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-1 OF THE SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security)

GENERAL SECURITY GUARD REQUIREMENTS AND STANDARDS

FOR ALL BRANCHES OF THE HUMBOLDT COUNTY

DEPARTMENT OF HEALTH AND HUMAN SERVICES

1. The exact number, principal posts and hours of duty of Guards shall be as directed from time to time by COUNTY.
2. COUNTY reserves the absolute right to reject any Guard for any reason by informing CONTRACTOR and CONTRACTOR agrees to replace such Guard no later than the next workday. Such right of rejection shall not be construed as establishing an employer-employee relationship.
3. COUNTY may use whatever screening methods, including fingerprinting, that it deems appropriate in screening Guards.
4. CONTRACTOR's supervising personnel shall be available at all times to report to and confer with designated employees of COUNTY.
5. CONTRACTOR shall, on request by COUNTY, furnish COUNTY with daily time sheets covering all of the hours spent by Guards in carrying out the terms of this Agreement.
6. Guards shall be available for training provided by COUNTY at COUNTY's expense in addition to any training provided by CONTRACTOR. Time spent at such training provided by COUNTY will be considered paid time for which CONTRACTOR will be reimbursed according to the rates in Exhibits B-1 and B-2. Time spent at training provided by CONTRACTOR, either directly or indirectly, shall be at the expense of CONTRACTOR.
7. Guards shall perform their duties in a polite, courteous and businesslike manner and shall maintain self-control in stressful situations, such as when subjected to verbal abuse.
8. COUNTY may, at its option, require Guards to complete an hourly operating log, incident reports and similar documents.
9. Guards shall not smoke while on duty. There shall be no reading unauthorized materials, listening to music, wearing headphones, grooming, playing cards or other recreational activities while on duty.
10. Guards shall not drink alcohol and/or use illegal or controlled substances on duty nor report for duty under the influence of alcohol or illegal or controlled substances.

11. Guards shall not have visitors or be accompanied by pets while on duty. Guards shall avoid casual conversation with COUNTY clients and staff except as pertains to COUNTY business. Guards shall not fraternize with, or become overly friendly with, COUNTY staff or clients. Use of telephone shall be restricted to business and emergencies.
12. Guards shall not leave their posts until relieved by CONTRACTOR.
13. Guards shall not use COUNTY equipment including, but not limited to, copiers, faxes, computers, etc. without prior approval.
14. Guards shall not use any COUNTY telephone, except as specifically needed to perform assigned duties.
15. Guards shall not bring any type of electronic equipment, device, machine or appliance for personal use onto COUNTY property without prior approval.
16. Guards shall not remove any property belonging to COUNTY from COUNTY premises.
17. Guards shall not accept any gratuities.
18. The Guard services provided for by this Agreement shall be performed by qualified, efficient, and discreet employees in strict accordance with the recognized best practices, including client and patient confidentiality, and with the standard and special instructions provided by COUNTY.
19. The conduct of the Guards is to be determined by written standard rules to be agreed upon between COUNTY and CONTRACTOR and by any other special instructions, oral or written that may be issued from time to time by designated employees of COUNTY. Guards must show a visible presence in area assigned to patrol, must have a friendly attitude, have minimal social interactions with patients and clients, follow directions of staff, assist staff as requested, leave assignment with permission only and notify staff of concerns and allow staff to plan action.
20. If for any reason, COUNTY believes that any employee of CONTRACTOR is not properly carrying out his or her duties, CONTRACTOR will immediately remove that employee from the performance of the services to be provided under this Agreement and simultaneously substitute another employee, if requested to so.
21. All Guards furnished by CONTRACTOR shall be employees of CONTRACTOR and shall at all times be subject to the direct supervision and control of CONTRACTOR. CONTRACTOR will have the sole responsibility of paying the salaries, taxes and all other expenses relating to each employee of CONTRACTOR. CONTRACTOR is operating in an independent contractor status and not an agent or employee of COUNTY.

22. COUNTY will provide necessary keys at COUNTY's expense, such keys to be returned to COUNTY on termination of this Agreement. CONTRACTOR shall not make copies of any keys issued. COUNTY will provide Mental Health Branch name badges at COUNTY's expense.
23. COUNTY will develop a list of protocols and procedures to be followed by Guard [see attached protocols (Exhibits A-3, A-4 and A-5) for Crisis Unit and Sempervirens].
24. The supervisory personnel of CONTRACTOR who are responsible for the direct supervision of the Guards shall be available at all times to report to and confer with the designated employees of COUNTY.
25. While on duty, other than at the Mental Health Branch Crisis Unit or Sempervirens, each Guard furnished by CONTRACTOR shall be completely outfitted with a uniform, a badge bearing the name of the CONTRACTOR and an employee name or number by which the Guard may be identified and all necessary equipment and shall be trained in their use or as otherwise specified.
26. All Department of Health and Human Services (DHHS) records and activities are confidential. CONTRACTOR and/or its employees shall not reveal information on DHHS clients to any person nor discuss DHHS activities and records with any person either on or off premises when related to DHHS business. Neither CONTRACTOR nor its employees shall provide a list of names to DHHS staff or clients to any person or organization when unrelated to the conduct of DHHS business.
27. All Guards assigned to the Department of Health and Human Services and all of its branches performing Guard or transport services will sign an "Oath of Confidentiality" to assure confidential treatment of all DHHS clients and patients.
28. Guards will summon law enforcement when necessary.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-2 OF THE SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security)

I. PERFORMANCE OF SERVICES

AT COUNTY SOCIAL SERVICES BRANCH FACILITIES

1. CONTRACTOR shall furnish an adequate number of uniformed security guards, hereinafter referred to as "Guards" to protect property leased by COUNTY located at 929 Koster Street, Eureka, CA; 537 W. Washington Street, Eureka, CA; 445 W. Washington Street, Eureka, CA; 600 W. Clark Street, Eureka, CA; 638 W. Clark Street, Eureka, CA and such other sites as COUNTY shall determine, hereinafter referred to as "Protected Property".
2. While on duty at the Protected Property, each Guard shall be completely outfitted with a uniform, a badge bearing the name of CONTRACTOR and an employee name or number by which Guard may be identified, and all necessary equipment including two-way radio and cell phone. Handcuffs, baton, and chemical mace or pepper spray at the discretion of CONTRACTOR. Guards shall be fully trained in the use of such equipment.
3. CONTRACTOR agrees, insofar as possible, to provide the same Guards at the same location each day. When a Guard is unavailable, CONTRACTOR shall immediately supply a substitute Guard.
4. Guards shall be on duty from 8:00 a.m. to 6:00 p.m., Monday through Friday (County holidays excepted) or such other schedule as COUNTY may approve. Guards may take up to one (1) hour lunch and up to two (2) 15-minute breaks per day. COUNTY shall not pay for time spent at lunch. Breaks and lunch shall be taken away from duty station.
5. Guards shall be responsible for locking doors and gates of protected property, checking that windows are closed, that designated computer equipment, kitchen stoves, coffee machines, fans, building exhaust systems, and other equipment is turned off, and for ensuring that only COUNTY employees, and other persons approved by COUNTY are in the building at lock-up. COUNTY will provide necessary keys at COUNTY's expense; CONTRACTOR shall not make copies of any keys issued.
6. Guards may, at COUNTY's request, be responsible for setting the building alarm system.
7. Guards shall refer all questions of eligibility for COUNTY programs to appropriate COUNTY staff. Guards shall not assist clients in filling out COUNTY forms.

8. CONTRACTOR shall provide transportation services on an as needed basis. Transportation services shall be performed according to the standards set forth in Exhibits A-1, A-3, A-4 and A-5.

II. PERFORMANCE OF SERVICES

AT COUNTY DHHS ADMINISTRATION OFFICES

1. CONTRACTOR shall provide security guard services as needed in a manner as described in Section I above.
2. CONTRACTOR shall provide security guard services on an as-needed basis, with a minimum twenty four (24) hours notice, at the DHHS Administration Offices.

III. PERFORMANCE OF SERVICES

AT COUNTY PUBLIC HEALTH BRANCH FACILITIES

1. CONTRACTOR shall provide security guard services as needed in a manner as described in Section I above.
2. CONTRACTOR shall provide security guard services on an as-needed basis, with a minimum of twenty four (24) hours notice, at Public Health Branch facilities.

IV. PERFORMANCE OF SERVICES

AT COUNTY MENTAL HEALTH BRANCH FACILITIES

1. CONTRACTOR shall provide security services on an as needed basis.
CONTRACTOR shall provide transportation services on an as needed basis.
Services shall be performed according to the standards set forth in Exhibits A-1, A-3, A-4, and A-5.

2. Uniforms

While on duty at the Crisis Unit or Sempervirens, each Guard furnished by CONTRACTOR shall wear plain clothes suitable to the performance of the duties.

3. Equipment

Uniforms, handcuffs, mace/pepper spray and baton or other articles of control are not allowed while on duty at the Crisis Unit or Sempervirens. Only Guards who have completed the Humboldt County Mental Health Management of Assaultive Behavior

(MAB) training will be allowed to put "hands on" a patient. The Guard may put "hands on" only as part of the MAB team and the Guard will not be the team leader.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-3 OF SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security)

CRISIS SERVICES UNIT and SEMPERVIRENS TRANSPORTATION

CONTRACTOR shall provide secure transport services as needed in a manner as described in the below protocol.

CRISIS SERVICES UNIT and SEMPERVIRENS

TRANSPORTATION PROTOCOL: SECURITY GUARD

Policy: Security guards may be utilized to securely transport patients to non emergent medical evaluations and to out of county psychiatric facilities if the patient is determined appropriate for transfer and to return patients to COUNTY from out-of-County hospitalization or other placement.

- Procedure:
1. The Physician ordering the hospitalization or other placement will determine if the patient to be transported is behaviorally and medically stable enough to be safely transported by security guard staff or requires transport by ambulance.
 2. If it is determined that a patient may be safely transported by a security guard, the Charge Nurse and/or Clinician will contact the appropriate administrator for approval.
 3. The "Transport" form will be completed.
 4. The Charge Nurse or designee will contact the following security company and request their services.
 - a. If a female patient (adult or minor) is being transported at least one female guard shall be in attendance and in direct contact at all times.
 - b. If two (2) same sex patients are being transported, the treating physician(s) will determine if they can safely be transported together in one vehicle. No more than two (2) patients will be transported in the same vehicle at the same time. Under no circumstances may:
 - i. A minor patient be transported with an adult patient.
 - ii. A female patient be transported with a male patient.

- c. If the security guard needs assistance during the transport, they will contact the appropriate party for assistance.
 - i. Medical emergency- call 911 to request an ambulance.
 - ii. Behavioral including AWOL- call 911 to request law enforcement.
 - iii. If a patient is being transported to an out-of-County inpatient facility, the Charge Nurse or Treating -Physician(s) should review the need for medical clearance by a local ER prior to the transport. It should be taken into consideration that non-medical staff will transporting the patient and that the duration of the trip may be several hours.
- 5. The security guard is not to use force or items of control- i.e. handcuffs on the patient.
- 6. The security guard will contact the Crisis Unit if an emergency occurs- The Charge Nurse and/or Clinician will immediately contact the appropriate administration about the incident AND complete an incident report.
- 7. Whenever a female patient is transported, the security company shall always be responsible for having at one (1) female guard present and in direct contact at all times.
- 8. Patients shall not be left unattended in vehicles.
- 9. Patients will normally be provided with food as authorized by the Physician for the transport. If food is not provided, the security guards will ensure the patient receives three meals per day and snacks. Receipts will be required to reimburse for the actual cost of food purchased for patient during transport.
- 10. In warm and hot weather:
 - a. Windows shall be lowered 3-4 inches to provide ventilation in vehicles without air-conditioning or when the vehicle is stopped/parked.
 - b. Vehicles with patients shall be parked in the shade during waiting times over five (5) minutes.
 - c. Unless medically ordered otherwise, patients shall be given eight (8) ounces of water hourly.
- 11. Two (2) security guards are required for all out-of-county transportation.
- 12. Two (2) security guards are required for all transportation for two (2) patients.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-4 OF SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security

HUMBOLDT COUNTY MENTAL HEALTH CRISIS UNIT

SECURITY GUARD SERVICE PROTOCOL

Security guard service may be used when there is a high risk behavioral acuity on the Crisis Unit. High risk behavioral acuity is defined as one or more patients who are displaying severe acting out behavior which puts staff or other patients at risk. The combination of high behavioral acuity and low staff response capability would dictate the possible need for a security guard service.

If the above criteria are met, the Charge Nurse should contact administration for authorization to utilize the security guard service.

1. Those who may give authorization include:
 - Mental Health Branch Director- or designee
 - Deputy Mental Health Director(s)
 - 24 Hour Services Program Manager
 - Director of Nursing
 - Assistant Director of Nursing
2. One of the above will contact [security company] or instruct the Charge Nurse to make arrangements.
3. The Charge Nurse shall reassess the need to continue the security guard service by the end of each shift.

ROLE OF THE SECURITY GUARD ON THE UNIT. SECURITY GUARDS ARE NOT ALLOWED TO CARRY WEAPONS OF ANY KIND IN THE CRISIS UNIT.

1. The Security Guard is to report to the Charge Nurse and take direction from the Charge Nurse or staff designated by the Charge Nurse.
2. Duties may include one-on-one supervision, transporting patients to hospital for non-emergency medical examinations, monitoring visitors, assisting patients with phone calls, transporting patients to out-of-County inpatient treatment facilities. (See transfer policy.)
3. Security Guards will not have access to the patient's medical record. The Security Guard will discuss pertinent information obtained while on duty (i.e. patient discussions regarding suicidality or plans to harm others) with assigned staff member who will make the appropriate entries in the medical record.

4. Each Security Guard will sign in/sign out (see attached sign in sheet) and each Guard will sign on a separate line.
5. All Security Guards assigned to the Mental Health Branch will sign an "Oath of Confidentiality" to assure confidential treatment for all Mental Health patients.

Security Guards will not routinely be a part of the Management of Assaultive Behavioral Team, but serve as backup to that Team at the Team's discretion only if the security guard has completed the Humboldt County Mental Health Management of Assaultive Behavioral Training.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-5 OF SECURITY GUARD AGREEMENT BETWEEN COUNTY OF
HUMBOLDT AND American Star Private Security

HUMBOLDT COUNTY MENTAL HEALTH SEMPERVIRENS

SECURITY GUARD SERVICE PROTOCOL

Security guard service may be used when there is a high risk behavioral acuity on the Unit. High risk behavioral acuity is defined as one or more patients who are displaying severe acting out behavior which puts staff or other patients at risk. The combination of high behavioral acuity and low staff response capability would dictate the possible need for a security guard service.

If the above criteria are met, the Charge Nurse should contact administration for authorization to utilize the security guard service.

1. Those who may give authorization include:

Mental Health Branch Director- or designee
Deputy Mental Health Director
24 Hour Services Program Manager
Director of Nursing
Assistant Director of Nursing

2. One of the above will contact the contractor or instruct the Charge Nurse to make arrangements.
3. The Charge Nurse shall reassess the need to continue the security guard service by the end of each shift.

ROLE OF THE SECURITY GUARD ON THE UNIT. SECURITY GUARDS ARE NOT ALLOWED TO CARRY WEAPONS OF ANY KIND IN THE INPATIENT UNIT.

1. Security Guards will be in plain clothes and have a Mental Health badge indicating they are employed by Mental Health as a Contractor.
2. The Security Guard is to report to the Charge Nurse and take direction from the Charge Nurse or staff designated by the Charge Nurse.
3. Duties may include assigned rounds, one-on-one supervision, transporting patients to hospital for non-emergency medical examinations, monitoring visitors, assisting patients with phone calls, etc. (See transfer policy.)
4. Security Guards will not routinely be a part of the Management of Assaultive Behavioral Team, but serve as backup to that Team at the Team's discretion. Security Guards, at

law enforcement's discretion, may assist with patient hold downs, only if the Security Guard has completed the Humboldt County Mental Health Management of Assaultive Behavioral Training. Security Guards may assist law enforcement in situations requiring intervention.

5. Security Guards will not have access to the patient's medical record. The Security Guard will discuss pertinent information obtained while on duty (i.e. patient discussions regarding suicidality or plans to harm others) with assigned staff member who will make the appropriate entries in the medical record.
6. Each Security Guard will sign in/sign out (see attached sign in sheet) and each Guard will sign on a separate line.
7. All Security Guards assigned to the Mental Health Branch will sign an "Oath of Confidentiality" to assure confidential treatment for all Mental Health patients.

**Department of Consumer Affairs
Bureau of Security and Investigative Services**

**BUREAU OF SECURITY AND INVESTIGATIVE
SERVICES**

Licensee Name:	AMERICAN STAR PRIVATE SECURITY
License Type:	Private Patrol Operator
License Number:	10032
License Status:	CLEAR <u>Definition</u>
Expiration Date:	October 31, 2011
Issue Date:	October 19, 1987
City:	EUREKA
County:	HUMBOLDT
Actions:	No

Business Owners

No records returned

Related Licenses/Registrations/Permits

No records returned

Disciplinary Actions

No information available from this agency

Disciplinary Documentation

This information is updated Monday through Friday - Last updated: OCT-04-2009

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[Back](#)

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TL
AMERS-1

DATE (MM/DD/YYYY)
02/02/09

PRODUCER

raig C. Hansen Insurance
03 3rd Street
irf CA 95501
707-445-9691 Fax:707-445-9102

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED

American Star Security Corp
P.O. Box 349
Eureka CA 95502

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A Everest Indemnity Insurance Co
INSURER B
INSURER C
INSURER D
INSURER E

10851

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	51GL001599-091	02/01/09	02/01/10	EACH OCCURRENCE \$ 1000000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50000 MED EXP (Any one person) \$ 5000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2000000 PRODUCTS - COMP/OP AGG \$ 1000000 EBL 1000000
AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY AGG \$
EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
OTHER				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Evidence of Insurance. 10 days notice applies to cancellation for non payment of premium.

CERTIFICATE HOLDER

County of Humboldt
Dept of Health&Human Services
929 Koster Street
Eureka CA 95501

CTYHUM3

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Craig Hansen

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TL
AMERS-1

DATE (MM/DD/YYYY)
03/24/09

PRODUCER

Craig C. Hansen Insurance
2103 3rd Street
Eureka, CA 95501
Phone: 707-445-9691 Fax: 707-445-9102

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED

American Star Security Corp
P.O. Box 349
Eureka CA 95502

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A:	Everest Indemnity Insurance Co	10851
INSURER B:	Scottsdale Insurance Company	
INSURER C:		
INSURER D:		
INSURER E:		

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADDL TR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY	51GL001599-091	02/01/09	02/01/10	EACH OCCURRENCE \$ 1000000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50000 MED EXP (Any one person) \$ 5000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2000000 PRODUCTS - COM/OP AGG \$ 1000000
B	AUTOMOBILE LIABILITY	CAS0086425	03/22/09	03/22/10	COMBINED SINGLE LIMIT (Ea accident) \$ 1000000
	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS				BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC AGG \$
	EXCESS/UMBRELLA LIABILITY				EACH OCCURRENCE \$ AGGREGATE \$ DEDUCTIBLE \$ RETENTION \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY				ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER

REVISED
CERTIFICATE OF INSURANCE
This Certificate Supercedes
All Others Dated Previously

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Evidence of Insurance.

*Ten day notice applies to cancellation for non-payment of premium.

CERTIFICATE HOLDER

County of Humboldt
Attn: Purchasing
825 5th St. Room 131
Eureka CA 95501

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30* DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Craig C. Hansen

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TL
AMERS-1

DATE (MM/DD/YYYY)
03/23/09

PRODUCER

Craig C. Hansen Insurance
2103 3rd Street
Eureka CA 95501
Ph: 707-445-9691 Fax: 707-445-9102

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED

American Star Security Corp
P.O. Box 349
Eureka CA 95502

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A: Scottsdale Insurance Company
INSURER B: Everest National Insurance
INSURER C:
INSURER D:
INSURER E:

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR	INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
B		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	51GL001599-091	02/01/09	02/01/10	EACH OCCURRENCE \$ 1000000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50000 MED EXP (Any one person) \$ 5000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2000000 PRODUCTS - COMP/OP AGG \$ 1000000 EBL 1000000
A		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	CAS0086425	03/22/09	03/22/10	COMBINED SINGLE LIMIT (Ea accident) \$ 1000000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO	REVISED CERTIFICATE OF INSURANCE This Certificate Supercedes All Others Dated Previously			AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
		EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$	REVISED CERTIFICATE OF INSURANCE This Certificate Supercedes All Others Dated Previously			EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER	REVISED CERTIFICATE OF INSURANCE This Certificate Supercedes All Others Dated Previously			WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 Evidence of Insurance. *Ten days notice applies to cancellation for non payment of premium. Faxed 441-2096

CERTIFICATE HOLDER

County of Humboldt
Social Services
Mark Magladry
929 Koster Street
Eureka CA 95501

CNTYHUM

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30* DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Craig C. Hansen

AMERICAN STAR

Federal ID # 68-01-40556, State ID # 350-5590-4

License #PPO 10032

Transportation Proposal

**Proposal for Provision of Transportation Services
both within and outside of Humboldt County for
Humboldt County Department of Health and
Human Services Clients and Patients.**

**Attention: Assistant Director-Programs
Department of Health and Human Services
507 F Street
Eureka, CA**

Submitted By: American Star Private Security

Request Due Date October 9th, 2009 5:00pm

922 E Street, Suite 209 • P.O. Box 349 • Eureka, CA 95502
(707) 476-9262 • (707) 442-8122 • (707) 445-9020 • FAX: (707) 445-9308 • FAX: (707) 443-4541
E-mail: mark@humboldt1.com

"The Legend Continues"

AMERICAN STAR

Federal ID # 68-01-40556, State ID # 350-5590-4

License #PPO 10032



October 5th, 2009

Humboldt County Board of Supervisors
825 Fifth Street
Eureka, California 95501

Subject: **RFP Security Guard and Transportation – 2009**

Dear Sir or Madam

American Star Private Security proposes to the County of Humboldt, to provide security officers at the Department of Social Services and at Mental Health at the rate \$14.30 per hour, and overtime at the rate of \$21.45 per hour.

That we will provide in county transport of mental patients or others at the rate of \$23.10 per hour for a car and **one** security officer; and at the rate of \$37.40 per hour for a car and **two** security officers.

Out of county transport shall be at the agreed upon listing on Attachment C, schedule 1-A

Finally, we accept without revision the proposed Security/Transport contract.

Yours truly,



Mark Boyd

Owner

American Star Private Security

922 E Street, Suite 209 • P.O. Box 349 • Eureka, CA 95502
(707) 476-9262 • (707) 442-8122 • (707) 445-9020 • FAX: (707) 445-9308 • FAX: (707) 443-4541
E-mail: mark@humboldt1.com

"The Legend Continues"

EXPERIENCE

American Star Private Security has a Private Patrol Operators contractor's license issued by the State of California, Department of Consumer Affairs, Bureau of Security and Investigative Services. Our license number is PPO10032 and we have held it continuously since 1987.

American Star Private Security started operations on December 31st, 1987. In December of 1989, we received our first security contract with DSS. American Star Private Security has maintained the contract since then. A few years later we started working for Mental Health. Later this was formalized by a separate contract. Eventually we started providing transports services for Humboldt County. In 2002 all contracts were condensed into one master contract.

We have almost twenty years of experience. American Star Private Security officers have become very familiar with the problems that some of the clients and patients have.

ORGANIZATIONAL STRENGTH

Our employees are trained locally by Consumer Affairs Qualified Instructors and by written courses of instruction. Courses include: Mace, Pepper Spray, Side Handle and Straight Baton, and Firearms Qualification, First Aid, CPR, and other courses required by the state mandated AB 2880 training requirements. We have many employees who have graduated from the Police Academy at College of the Redwoods. Locally, our former employees include Kevin Miller and Jason Daniels of the Humboldt County Sheriff's Department and, Bill Dennison and Terry Lyles of the Eureka Police Department.

ADEQUACY OF INSURANCE

American Star Private Security carries all the insurance policies that are required. Hansen Insurance Company of Eureka handles all of our insurance needs. We have enclosed copies of our insurance certificates.

ABILITY TO MANAGE THE PROPOSED PROGRAM

We are local company. Our office is in the Simpson Building at 922 E Street, Suite 209, Eureka, CA. Our management team includes Doris Boyd, Katherine Prueher and myself. I have been involved with the management over the last twenty-two years and have been the sole owner of American Star Private Security for the last seven years. I will guarantee a very close working relationship with County Management. If there are any problems a single call to us and we will take care of the problem immediately.

ABILITY TO START UP THE CONTRACT AS SCHEDULED

Since we are the current contactor, we have the trained people (**MAB, Tear Gas, Baton**), equipment (**Car, Radios, Uniforms**), insurance, and clearances in place and can continue service without missing a day.

PROFESSIONAL MERIT

American Star Private Security, through our training programs, has security officers who hold firearms permits (20), Concealed Weapons Permits (4), MAB Training (8), Tear Gas/Pepper Spray Training (17), Baton Training (14), CPR and First Aid (14)

Attachment A-General Requirements

1. *Provide a brief company history. Explain ownership and include brief biographical information regarding personnel who would be directly responsible for the management and supervision of this project.*

In 1987 Mark Boyd and two other investors founded American Star Security Corporation and American Star Private Security operating under a contractor's license, issued in October of 1987, by the State of California, Department of Consumer Affairs, Bureau of Security and Investigative Services. In 1989 we signed our first Humboldt County contract. Over the years we have taken on more security work for the county by providing security officers to: Mental Health, Children, Youth and Family Services, the Court House, Library, Sheriffs Department, and transported both food stamps and patients. Other contracts we have or had include: CDF, The U.S Forest Service, TSA, Palco, Bear River Casino, Haskell Construction, Mad River Hospital, Arkley Center for the Performing Arts, McCrea Nissan, Redwood Coast Regional Center, Redwood Acres Fair, Redwood Acres Raceway, Eureka City Schools, NASA, and the Wiyot Tribe on Table Bluff.

In February of 2002 Mark Boyd became the sole owner when his partner decided to leave American Star Private Security and form his own company. My wife and I have managed the company since then. We joined CALSAGA, in 2001 so that we have better access to training and management resources.

My wife and I will be directly responsible for the management and supervision of this project. We are available for consultations, job assignments or changes in details twenty-four hours a day, seven days a week by calling our business number (476-9262). Day or night you will always reach a live person. We have a full time secretary to maintain the office, help co-ordinate day-to-day operations and to be a point of contact for employees to get schedules, paperwork, and equipment.

Doris Boyd

Doris handles almost all the scheduling and directing of our employees to their job sites. This is a job she in which she excels and has been performing for the last seven years. Doris has lived in Eureka since 1965. She was a business owner, and later manager of the bar at Harbor Lanes.

Mark Boyd

Mark Boyd is the sole stockholder of the American Star Security Corporation, which is and has always been the sole owner of American Star Private Security. Mark was born and educated in Humboldt County. Mark graduated from Eureka High School and later Humboldt State University with a degree in Business Administration. Mark first started working in security in June of 1985. In October of 1986 Mark started working for

Brinks, Eureka. The following year Mark helped found American Star Private Security. He continued on as a full time Brinks employee and part time at American Star Private Security until August 2001, when he went part time at Brinks and full time at American Star Private Security. Mark left Brinks in 2004 and now works exclusively for American Star Private Security.

2 *California State License Number*

PPO 10032

3. *Please provide a list of employee names and the training/certifications that each has had.*

	Grd Crd	Gun Card	MAB	PC-832	Baton	Driver	Job	Exp
Mark Boyd	Yes	Yes	Yes	Yes	Yes	Yes	All	22
Carl Brandt	Yes	Yes	Yes		Yes	Yes	All	7
Beverly Coleman	Yes		Yes			Yes	All	5
Gary Coleman	Yes					Yes	All	5
Glen Furber	Yes	Yes	Yes		Yes		M/H	4
Frank Gaethle	Yes					Yes	Driver	2
Marvin Jackson	Yes					Yes	All	2
Dan Kistler	Yes	Yes		Yes	Yes	Yes	Driver	3
Bernice Kistler	Yes	Yes				Yes	Driver	2
Gary Klinetobe	Yes					Yes	DSS	15
Richard McKinze	Yes		Yes				M/H	7
James O'Neill	Yes	Yes					Driver	3
James Nickols	Yes						dss/dvr	1
Tom Patterson	Yes	Yes		Yes	Yes	Yes	Driver	5
A.V. Powell	Yes						dss/dvr	1
Patty Wheeler	Yes				Yes	Yes	dss/dvr	6

4. *Do all employees who will be assigned to the Department of Health and Human Services live in close proximity to Eureka, California? Please indicate in miles the farthest distance an employee will travel from to Eureka, California?*

10 miles

5. *Provide a Federal Tax Identification number.*

68-01-40556

6. *Provide a Dun and Bradstreet number.*

834711590

7. *Provide at least three (3) references with current contact and phone number whose scope of services are similar to those requested in this proposal.*

Below is a list of current clients. Permission is given to contact them.

Clients	Contact	Phone Num
Arkley Center	Amber Vogel	442-1956
Del Norte Mental Health	Patty Alston	464-7224
Eureka City Schools	Dan Piers	441-2503
Haskell Construction	Ray Peif	(360) 303-8716
Humboldt Department of Social Services	Pat Quin	476-4700
Humboldt Mental Health	Amy Laraum	445-7710
Redwood Acers Fair	Larry Ford	445-3037

Below is a list former clients. Permission is given to contact them.

Client	Service	Contact	Phone Num
St. Joseph Hospital	09-01 to 12-05	Rebecca Simone	445-8121
Palco	07-02 to 07-08	John Broadstock	767-4322
Chevron Marine Terminal	04-03 to 04-04	Scott Parsons	444-7851
College of the Redwood, CC	03-08 to 06-09	Carol Mathews	465-2310
Renner Petroleum	03-09 to 05-09	Mike Renner	443-1645

8. *Describe your ability to provide services during a disaster.*

After contacting our employees, we would organize a coordinated effort to secure the area or goals we have been given. We have 35 UHF radios and would be able to stay in contact with our people even without any electrical, pager, cell, or regular phone service. We have electrical generators and we would be able to recharge radios and continue our efforts into the foreseeable future.

9. *Are all employees equipped with cell phones?*

No, but most of our employees have their own cell phones.

10. *Are employees equipped with mobile two-way radios?*

At the DSS office each security officer is issued a UHF radio. At other sites it depends if there is more than one officer present and the need for radios.

11. *If so, what are the requirements for charging, storage, ect.*

At DSS we would need a small lockable cabinet with power access so we can charge our radios. For short time events radios are issued from our office. In longer-term usages we would issue the radios to the work site where they would be charged over night.

12. *Will employees require access to copiers, fax machines, ect, to perform their duties.*

Yes, in order to issue reports and other county required documents, security would need access to copiers and fax machines.

13. *Will employees require storage for personal belongings? Please Describe.*

Yes, we will require storage space for uniform jackets, lunches and other small personal items.

14 *Do any of your employees speak a language or languages other than English?*

Yes, we currently have employees who speak Spanish and Pakistani.

15 *Will the County be required to verify the hours worked for each of your employees?*

Not necessary, but is done under the current contract.

16. *What is your company policy on breaks? Do you permit employees to smoke on their breaks?*

On **paid breaks** our employees must stay at the job site. While on break they may smoke in a designated smoking area.

On **Lunch break** (off the clock) they may leave the work site. They may smoke in a designated smoking area on site or elsewhere off the work site.

17. *Please provide you company's policy/ requirement for employee drug testing?*

Our drug policy is "Employees of American Star Private Security do not use illegal drugs. If you are under 21 this includes alcohol." Some job sites require a "pre-assignment" drugs test. If we have questions about our employee we may require a drug test, our insurance company reserves the right to require a drug test, and if there is an accident we require a drug test.

SIGNED BY OFFEROR'S AGENT(S) (Two signatures required for corporations.)

Signature: Mark Boyd

Name (Please Print): Mark Boyd

Title (Please Print): President

Signature: Gladys Boyd

Name (Please Print): Gladys Boyd AKA Doris Boyd

Title (Please Print): Secretary

FULL NAME OF CONTRACTOR (OFFEROR):

American Star Security Corporation DBA American Star Private Security

AND STATUS (i.e., corporation, non-profit agency, etc.):

Corporation

AND ADDRESS/PHONE NUMBER: 922 E Street Suite 209, Eureka, CA 95501

(707) 476-9262

**ATTACHMENT B-FEES TO BE CHARGED BY CONTRACTOR
(OFFEROR) IN RESPONSE TO RFP-DHHS-SECURITY AND TRANSPORT
OFFEROR MUST FILL IN ALL BLANKS AND SUBMIT WITH PROPOSAL**

**(EXHIBIT B-1 OF THE AGREEMENT BETWEEN COUNTY OF HUMBOLDT
AND American Star Private Security)**

PAYMENT SCHEDULE FOR SECURITY GUARD SERVICES

1. For the services herein agreed to be performed, COUNTY shall pay CONTRACTOR at the rate of \$14.30 per hour per Guard [three (3) hour minimum per call].
2. The overtime rate of \$21.45 per hour shall be charged if COUNTY requests specific Guard work more than forty (40) hours in any one (1) work week or whenever required by law.
3. COUNTY shall pay CONTRACTOR at the aforementioned hourly rates for all time spent by any Guard employed by CONTRACTOR in performance of this Agreement in connection with any criminal or civil action involving COUNTY.
4. COUNTY may renegotiate rates for services to be performed under this Agreement should unexpected changes in expenses, such as unexpected increases in minimum wages, occur or should COUNTY require additional services which entail increased costs to CONTRACTOR. Any changes in hourly rates shall be set forth in writing and signed by both parties.
5. Time spent by Guards in training authorized or provided by COUNTY for any branch shall be paid at the hourly rates in sections 1 and 2 above. Training of Guards provided by CONTRACTOR or to meet contractual requirements shall be at CONTRACTOR'S expense.

ATTACHMENT B-FEES TO BE CHARGED BY CONTRACTOR
(OFFEROR) IN RESPONSE TO RFP-DHHS-SECURITY AND TRANSPORT
OFFEROR MUST FILL IN ALL BLANKS AND SUBMIT WITH PROPOSAL

**(EXHIBIT B-2 OF THE AGREEMENT BETWEEN COUNTY OF HUMBOLDT
AND American Star Private Security**

PAYMENT SCHEDULE FOR TRANSPORTATION SERVICES)

1. For in-County secure transport services of one (1) client or patient, the amount paid to CONTRACTOR shall be \$23.10 per hour, for Guard and vehicle, including mileage. Transport fee includes vehicle charge, including mileage and one (1) security Guard. If COUNTY finds that a second Guard is necessary for the transport, the amount paid to CONTRACTOR shall be \$14.30 per hour for the second Guard. [three (3) hour minimum per call]
2. For in-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to CONTRACTOR for the first client or patient shall be \$23.10 per hour, for Guard and vehicle, including mileage. Transport fee includes vehicle charge, including mileage and one (1) security Guard. The amount paid to CONTRACTOR for the first client or patient shall be \$14.30 per hour for the second Guard. [three (3) hour minimum per call] The amount paid to CONTRACTOR for the second client or patient shall be \$10.00 per hour. [three (3) hour minimum per call]
3. For in-County secure transport services of two (2) clients or patients to two (2) different locations on the SAME route, at the same time, the amount paid to CONTRACTOR for the first client or patient shall be \$23.10 per hour, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage and one (1) Security Guards. [three (3) hour minimum per call] The amount paid to CONTRACTOR for the first client or patient shall be \$14.30 per hour for the second Guard. The amount paid to CONTRACTOR for the second client or patient shall be \$10.00 per hour. [three (3) hour minimum per call]
4. For in-County secure transport services of two (2) clients to different locations, on DIFFERENT routes, at the SAME time, the amount paid to CONTRACTOR for the first client or patient shall be \$23.10 per hour, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage and two (2) security Guards. [three (3) hour minimum per call] The amount paid to CONTRACTOR for the first client or patient shall be \$14.30 per hour for the second Guard. The amount paid to

CONTRACTOR for the second client or patient shall be \$10.00 per hour.
[three (3) hour minimum per call]

5. The overtime rate of time and one-half hour the hourly rate for the first Guard only shall be charged for in-County secure transport services for any hour(s) over eight (8) hours in any one day.
6. For out-of-County secure transport services of one (1) client or patient, the amount paid to CONTRACTOR shall be in accordance with attached Transport Fees, Schedule 1-A, consisting of four (4) pages, rather than at a per hour rate. The fees on Schedule 1-A are for round trip, including vehicle and mileage and two (2) Guards. Transport fee includes vehicle charge, including mileage and two (2) security Guards.
7. For out-of-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to CONTRACTOR shall be in accordance with attached Transport Fees, Schedule 1- A, consisting of six (6) pages, rather than at a per hour rate for the first client or patient. The amount paid to CONTRACTOR shall be at half this rate for the second client or patient. *WC*
8. In-County is defined as any location within the Humboldt County lines. Out-of-County is defined as any location outside of the Humboldt County lines.
9. CONTRACTOR will itemize charges on their invoice to COUNTY so detailed charges are easily identified by Department of Health and Human Services Accounts Payable staff.
10. Overnight out-of-county trips require authorization from the Mental Health Branch administration. Receipts for approved meals and lodging must accompany all invoices. Reimbursements shall be made only for actual and receipted expenses.
11. The maximum daily meal allowance of Forty-Four Dollars (\$44.00) shall not be exceeded. Motel expenses shall be paid for room and taxes and are not to exceed Seventy-Five Dollars (\$75.00) per night.
12. Any time the Guard(s) arrive on the premises, there shall be a three (3) hour minimum charge, so any cancellations need to be done before the Guard(s) arrive. A cancellation after arrival shall result in the three (3) hour minimum charge.

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Acampo	\$ 1,164
Acton	\$ 2,244
Adelanto	\$ 2,208
Adin	\$ 780
Afton	\$ 768
Agoura Hills	\$ 2,136
Agua Caliente Springs	\$ 2,532
Ahwahnee	\$ 1,524
Alameda	\$ 924
Alamo	\$ 936
Alhambra	\$ 2,244
Alpine	\$ 2,640
Alta	\$ 1,056
Altadena	\$ 2,184
Alta Loma	\$ 2,280
Altaville	\$ 1,152
Alturas	\$ 924
Anaheim	\$ 2,148
Anderson	\$ 516
Angels Camp	\$ 1,128
Angwin	\$ 768
Annapolis	\$ 696
Antioch	\$ 948
Anza	\$ 2,412
Apple Valley	\$ 2,148
Arcadia	\$ 2,064
Arroyo Grande	\$ 1,644
Atascadero	\$ 1,644
Atherton	\$ 972
Atwater	\$ 1,272
Auberry	\$ 1,572
Auburn	\$ 972

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Baker	\$ 2,302
Bakersfield	\$ 1,716
Balboa	\$ 2,172
Banning	\$ 2,280
Barstow	\$ 2,112
Bellflower	\$ 2,100
Belmont	\$ 924
Belvedere (L.A.)	\$ 2,052
Belvedere (Marin)	\$ 828
Benicia	\$ 924
Berkeley	\$ 924
Beverly Hills	\$ 2,016
Big Sur	\$ 1,308
Bishop	\$ 1,704
Blythe	\$ 2,688
Brawley	\$ 2,640
Brea	\$ 2,148
Burney	\$ 768
Calabasas	\$ 2,028
Camarillo	\$ 1,992
Campo	\$ 2,568
Capistrano Beach	\$ 2,220
Capitola	\$ 1,104
Carlsbad	\$ 2,316
Carmel	\$ 1,272
Castorville	\$ 1,212
Chico	\$ 810
Chino	\$ 2,112
Chula Vista	\$ 2,460
Clearlake	\$ 636
Cloverdale	\$ 624
Colton	\$ 2,184

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Compton	\$ 2,064
Concord	\$ 924
Corning	\$ 696
Crescent City	\$ 312
Daly City	\$ 876
Dana Point	\$ 2,220
Davis	\$ 918
Del Mar	\$ 2,364
Downey	\$ 2,052
Edison	\$ 1,728
El Cajon	\$ 2,460
El Centro	\$ 2,688
Fairfield	\$ 888
Fillmore	\$ 1,968
Folsom	\$ 996
Fort Ord	\$ 1,092
Fresno	\$ 1,434
Gardena	\$ 2,076
Garden Grove	\$ 2,148
Gilroy	\$ 1,128
Granada Hills	\$ 1,992
Grass Valley	\$ 948
Guerneville	\$ 804
Hawthorne	\$ 2,040
Hayward	\$ 960
Healdsburg	\$ 648
Hollister	\$ 1,284
Hollywood	\$ 2,004
Irvine	\$ 2,160
Kentfield	\$ 852
King City	\$ 1,368
La Jolla	\$ 2,460

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Lakeport	\$ 612
Lakeside	\$ 2,460
Lancaster	\$ 1,992
Lodi	\$ 972
Long Beach	\$ 2,052
Los Altos	\$ 972
Los Gatos	\$ 1,080
Madera	\$ 1,344
Malibu	\$ 2,040
Marina	\$ 1,188
Martinez	\$ 876
Marysville	\$ 852
Menlo Park	\$ 1,090
Merced	\$ 1,236
Mill Valley	\$ 840
Milpitas	\$ 996
Mission Viejo	\$ 2,196
Modesto	\$ 972
Monterey	\$ 1,248
Morro Bay	\$ 1,572
Mt. Shasta	\$ 660
Napa	\$ 816
North Ridge	\$ 2,136
Novato	\$ 792
Oakland	\$ 944
Oceanside	\$ 2,328
Oroville	\$ 756
Pacifica	\$ 924
Pacific Grove	\$ 1,260
Palmdale	\$ 1,992
Palm Springs	\$ 2,376
Palo Alto	\$ 948

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Paso Robles	\$ 1,536
Pescadero	\$ 996
Petaluma	\$ 756
Placerville	\$ 1,044
Pleasanton	\$ 1,020
Pomona	\$ 2,136
Rancho Cordova	\$ 960
Red Bluff	\$ 576
Redding	\$ 468
Redwood City	\$ 936
Reedley	\$ 1,536
Richmond	\$ 852
Riverside	\$ 2,196
Rohnert Park	\$ 708
Roseville	\$ 948
Sacramento	\$ 948
Salinas	\$ 1,066
San Ardo	\$ 1,416
San Bruno	\$ 924
San Carlos	\$ 924
San Clemente	\$ 2,244
San Diego	\$ 2,460
San Francisco	\$ 924
San Jose	\$ 1,020
San Juan Capistrano	\$ 2,304
San Luis Obispo	\$ 1,596
San Mateo	\$ 918
San Rafael	\$ 852
Santa Barbara	\$ 1,920
Santa Clara	\$ 996
Santa Cruz	\$ 1,116
Santa Rosa	\$ 696

ATTACHMENT C
Schedule 1-A
Transport Fees (Including Vehicle, Mileage and Two (2) Guards)

City	Rate
Soledad	\$ 1,296
Solvang	\$ 1,692
Sonoma	\$ 768
Sonora	\$ 1,272
Stockton	\$ 1,092
Sunnyvale	\$ 1,140
Susanville	\$ 816
Tehachapi	\$ 1,836
Temecula	\$ 2,304
Truckee	\$ 1,128
Ukiah	\$ 516
Vacaville	\$ 924
Vallejo	\$ 852
Walnut Creek	\$ 924
Watsonville	\$ 1,156
Weaverville	\$ 384
Willits	\$ 324
Willows	\$ 468
Woodland	\$ 852
Yreka	720
Yuba City	852
Signature: <i>Mark Bayl</i>	Date: <i>10-5-09</i>
Signature: <i>Blodwyn Bayl</i>	Date: <i>10-5-09</i>

Attachment D

SCHEDULE 2

HOLIDAY SCHEDULE

July

Independence Day

September

Labor Day

October

Columbus Day

November

Veteran's Day
Thanksgiving Holiday

December

Christmas Holiday

January

New Year's Holiday
Martin Luther King Day

February

Lincoln's Birthday
President's Day

May

Memorial Day

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-1 OF THE SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security)

GENERAL SECURITY GUARD REQUIREMENTS AND STANDARDS

FOR ALL BRANCHES OF THE HUMBOLDT COUNTY

DEPARTMENT OF HEALTH AND HUMAN SERVICES

1. The exact number, principal posts and hours of duty of Guards shall be as directed from time to time by COUNTY.
2. COUNTY reserves the absolute right to reject any Guard for any reason by informing CONTRACTOR and CONTRACTOR agrees to replace such Guard no later than the next workday. Such right of rejection shall not be construed as establishing an employer-employee relationship.
3. COUNTY may use whatever screening methods, including fingerprinting, that it deems appropriate in screening Guards.
4. CONTRACTOR's supervising personnel shall be available at all times to report to and confer with designated employees of COUNTY.
5. CONTRACTOR shall, on request by COUNTY, furnish COUNTY with daily time sheets covering all of the hours spent by Guards in carrying out the terms of this Agreement.
6. Guards shall be available for training provided by COUNTY at COUNTY's expense in addition to any training provided by CONTRACTOR. Time spent at such training provided by COUNTY will be considered paid time for which CONTRACTOR will be reimbursed according to the rates in Exhibits B-1 and B-2. Time spent at training provided by CONTRACTOR, either directly or indirectly, shall be at the expense of CONTRACTOR.
7. Guards shall perform their duties in a polite, courteous and businesslike manner and shall maintain self-control in stressful situations, such as when subjected to verbal abuse.
8. COUNTY may, at its option, require Guards to complete an hourly operating log, incident reports and similar documents.
9. Guards shall not smoke while on duty. There shall be no reading unauthorized materials, listening to music, wearing headphones, grooming, playing cards or other recreational activities while on duty.
10. Guards shall not drink alcohol and/or use illegal or controlled substances on duty nor report for duty under the influence of alcohol or illegal or controlled substances.

11. Guards shall not have visitors or be accompanied by pets while on duty. Guards shall avoid casual conversation with COUNTY clients and staff except as pertains to COUNTY business. Guards shall not fraternize with, or become overly friendly with, COUNTY staff or clients. Use of telephone shall be restricted to business and emergencies.
12. Guards shall not leave their posts until relieved by CONTRACTOR.
13. Guards shall not use COUNTY equipment including, but not limited to, copiers, faxes, computers, etc. without prior approval.
14. Guards shall not use any COUNTY telephone, except as specifically needed to perform assigned duties.
15. Guards shall not bring any type of electronic equipment, device, machine or appliance for personal use onto COUNTY property without prior approval.
16. Guards shall not remove any property belonging to COUNTY from COUNTY premises.
17. Guards shall not accept any gratuities.
18. The Guard services provided for by this Agreement shall be performed by qualified, efficient, and discreet employees in strict accordance with the recognized best practices, including client and patient confidentiality, and with the standard and special instructions provided by COUNTY.
19. The conduct of the Guards is to be determined by written standard rules to be agreed upon between COUNTY and CONTRACTOR and by any other special instructions, oral or written that may be issued from time to time by designated employees of COUNTY. Guards must show a visible presence in area assigned to patrol, must have a friendly attitude, have minimal social interactions with patients and clients, follow directions of staff, assist staff as requested, leave assignment with permission only and notify staff of concerns and allow staff to plan action.
20. If for any reason, COUNTY believes that any employee of CONTRACTOR is not properly carrying out his or her duties, CONTRACTOR will immediately remove that employee from the performance of the services to be provided under this Agreement and simultaneously substitute another employee, if requested to so.
21. All Guards furnished by CONTRACTOR shall be employees of CONTRACTOR and shall at all times be subject to the direct supervision and control of CONTRACTOR. CONTRACTOR will have the sole responsibility of paying the salaries, taxes and all other expenses relating to each employee of CONTRACTOR. CONTRACTOR is operating in an independent contractor status and not an agent or employee of COUNTY.

22. COUNTY will provide necessary keys at COUNTY's expense, such keys to be returned to COUNTY on termination of this Agreement. CONTRACTOR shall not make copies of any keys issued. COUNTY will provide Mental Health Branch name badges at COUNTY's expense.
23. COUNTY will develop a list of protocols and procedures to be followed by Guard [see attached protocols (Exhibits A-3, A-4 and A-5) for Crisis Unit and Sempervirens].
24. The supervisory personnel of CONTRACTOR who are responsible for the direct supervision of the Guards shall be available at all times to report to and confer with the designated employees of COUNTY.
25. While on duty, other than at the Mental Health Branch Crisis Unit or Sempervirens, each Guard furnished by CONTRACTOR shall be completely outfitted with a uniform, a badge bearing the name of the CONTRACTOR and an employee name or number by which the Guard may be identified and all necessary equipment and shall be trained in their use or as otherwise specified.
26. All Department of Health and Human Services (DHHS) records and activities are confidential. CONTRACTOR and/or its employees shall not reveal information on DHHS clients to any person nor discuss DHHS activities and records with any person either on or off premises when related to DHHS business. Neither CONTRACTOR nor its employees shall provide a list of names to DHHS staff or clients to any person or organization when unrelated to the conduct of DHHS business.
27. All Guards assigned to the Department of Health and Human Services and all of its branches performing Guard or transport services will sign an "Oath of Confidentiality" to assure confidential treatment of all DHHS clients and patients.
28. Guards will summon law enforcement when necessary.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-2 OF THE SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security)

I. PERFORMANCE OF SERVICES

AT COUNTY SOCIAL SERVICES BRANCH FACILITIES

1. CONTRACTOR shall furnish an adequate number of uniformed security guards, hereinafter referred to as "Guards" to protect property leased by COUNTY located at 929 Koster Street, Eureka, CA; 537 W. Washington Street, Eureka, CA; 445 W. Washington Street, Eureka, CA; 600 W. Clark Street, Eureka, CA; 638 W. Clark Street, Eureka, CA and such other sites as COUNTY shall determine, hereinafter referred to as "Protected Property".
2. While on duty at the Protected Property, each Guard shall be completely outfitted with a uniform, a badge bearing the name of CONTRACTOR and an employee name or number by which Guard may be identified, and all necessary equipment including two-way radio and cell phone. Handcuffs, baton, and chemical mace or pepper spray at the discretion of CONTRACTOR. Guards shall be fully trained in the use of such equipment.
3. CONTRACTOR agrees, insofar as possible, to provide the same Guards at the same location each day. When a Guard is unavailable, CONTRACTOR shall immediately supply a substitute Guard.
4. Guards shall be on duty from 8:00 a.m. to 6:00 p.m., Monday through Friday (County holidays excepted) or such other schedule as COUNTY may approve. Guards may take up to one (1) hour lunch and up to two (2) 15-minute breaks per day. COUNTY shall not pay for time spent at lunch. Breaks and lunch shall be taken away from duty station.
5. Guards shall be responsible for locking doors and gates of protected property, checking that windows are closed, that designated computer equipment, kitchen stoves, coffee machines, fans, building exhaust systems, and other equipment is turned off, and for ensuring that only COUNTY employees, and other persons approved by COUNTY are in the building at lock-up. COUNTY will provide necessary keys at COUNTY's expense; CONTRACTOR shall not make copies of any keys issued.
6. Guards may, at COUNTY's request, be responsible for setting the building alarm system.
7. Guards shall refer all questions of eligibility for COUNTY programs to appropriate COUNTY staff. Guards shall not assist clients in filling out COUNTY forms.

8. CONTRACTOR shall provide transportation services on an as needed basis. Transportation services shall be performed according to the standards set forth in Exhibits A-1, A-3, A-4 and A-5.

II. PERFORMANCE OF SERVICES

AT COUNTY DHHS ADMINISTRATION OFFICES

1. CONTRACTOR shall provide security guard services as needed in a manner as described in Section I above.
2. CONTRACTOR shall provide security guard services on an as-needed basis, with a minimum twenty four (24) hours notice, at the DHHS Administration Offices.

III. PERFORMANCE OF SERVICES

AT COUNTY PUBLIC HEALTH BRANCH FACILITIES

1. CONTRACTOR shall provide security guard services as needed in a manner as described in Section I above.
2. CONTRACTOR shall provide security guard services on an as-needed basis, with a minimum of twenty four (24) hours notice, at Public Health Branch facilities.

IV. PERFORMANCE OF SERVICES

AT COUNTY MENTAL HEALTH BRANCH FACILITIES

1. CONTRACTOR shall provide security services on an as needed basis.
CONTRACTOR shall provide transportation services on an as needed basis. Services shall be performed according to the standards set forth in Exhibits A-1, A-3, A-4, and A-5.

2. Uniforms

While on duty at the Crisis Unit or Sempervirens, each Guard furnished by CONTRACTOR shall wear plain clothes suitable to the performance of the duties.

3. Equipment

Uniforms, handcuffs, mace/pepper spray and baton or other articles of control are not allowed while on duty at the Crisis Unit or Sempervirens. Only Guards who have completed the Humboldt County Mental Health Management of Assaultive Behavior

(MAB) training will be allowed to put "hands on" a patient. The Guard may put "hands on" only as part of the MAB team and the Guard will not be the team leader.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-3 OF SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security)

CRISIS SERVICES UNIT and SEMPERVIRENS TRANSPORTATION

CONTRACTOR shall provide secure transport services as needed in a manner as described in the below protocol.

CRISIS SERVICES UNIT and SEMPERVIRENS

TRANSPORTATION PROTOCOL: SECURITY GUARD

- Policy: Security guards may be utilized to securely transport patients to non emergent medical evaluations and to out of county psychiatric facilities if the patient is determined appropriate for transfer and to return patients to COUNTY from out-of-County hospitalization or other placement.
- Procedure:
1. The Physician ordering the hospitalization or other placement will determine if the patient to be transported is behaviorally and medically stable enough to be safely transported by security guard staff or requires transport by ambulance.
 2. If it is determined that a patient may be safely transported by a security guard, the Charge Nurse and/or Clinician will contact the appropriate administrator for approval.
 3. The "Transport" form will be completed.
 4. The Charge Nurse or designee will contact the following security company and request their services.
 - a. If a female patient (adult or minor) is being transported at least one female guard shall be in attendance and in direct contact at all times.
 - b. If two (2) same sex patients are being transported, the treating physician(s) will determine if they can safely be transported together in one vehicle. No more than two (2) patients will be transported in the same vehicle at the same time. Under no circumstances may:
 - i. A minor patient be transported with an adult patient.
 - ii. A female patient be transported with a male patient.

- c. If the security guard needs assistance during the transport, they will contact the appropriate party for assistance.
 - i. Medical emergency- call 911 to request an ambulance.
 - ii. Behavioral including AWOL- call 911 to request law enforcement.
 - iii. If a patient is being transported to an out-of-County inpatient facility, the Charge Nurse or Treating -Physician(s) should review the need for medical clearance by a local ER prior to the transport. It should be taken into consideration that non-medical staff will transporting the patient and that the duration of the trip may be several hours.
5. The security guard is not to use force or items of control- i.e. handcuffs on the patient.
6. The security guard will contact the Crisis Unit if an emergency occurs- The Charge Nurse and/or Clinician will immediately contact the appropriate administration about the incident AND complete an incident report.
7. Whenever a female patient is transported, the security company shall always be responsible for having at one (1) female guard present and in direct contact at all times.
8. Patients shall not be left unattended in vehicles.
9. Patients will normally be provided with food as authorized by the Physician for the transport. If food is not provided, the security guards will ensure the patient receives three meals per day and snacks. Receipts will be required to reimburse for the actual cost of food purchased for patient during transport.
10. In warm and hot weather:
 - a. Windows shall be lowered 3-4 inches to provide ventilation in vehicles without air-conditioning or when the vehicle is stopped/parked.
 - b. Vehicles with patients shall be parked in the shade during waiting times over five (5) minutes.
 - c. Unless medically ordered otherwise, patients shall be given eight (8) ounces of water hourly.
11. Two (2) security guards are required for all out-of-county transportation.
12. Two (2) security guards are required for all transportation for two (2) patients.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-4 OF SECURITY GUARD AGREEMENT BETWEEN COUNTY OF HUMBOLDT AND American Star Private Security)

HUMBOLDT COUNTY MENTAL HEALTH CRISIS UNIT

SECURITY GUARD SERVICE PROTOCOL

Security guard service may be used when there is a high risk behavioral acuity on the Crisis Unit. High risk behavioral acuity is defined as one or more patients who are displaying severe acting out behavior which puts staff or other patients at risk. The combination of high behavioral acuity and low staff response capability would dictate the possible need for a security guard service.

If the above criteria are met, the Charge Nurse should contact administration for authorization to utilize the security guard service.

1. Those who may give authorization include:

Mental Health Branch Director- or designee
Deputy Mental Health Director(s)
24 Hour Services Program Manager
Director of Nursing
Assistant Director of Nursing

2. One of the above will contact [security company] or instruct the Charge Nurse to make arrangements.
3. The Charge Nurse shall reassess the need to continue the security guard service by the end of each shift.

ROLE OF THE SECURITY GUARD ON THE UNIT. SECURITY GUARDS ARE NOT ALLOWED TO CARRY WEAPONS OF ANY KIND IN THE CRISIS UNIT.

1. The Security Guard is to report to the Charge Nurse and take direction from the Charge Nurse or staff designated by the Charge Nurse.
2. Duties may include one-on-one supervision, transporting patients to hospital for non-emergency medical examinations, monitoring visitors, assisting patients with phone calls, transporting patients to out-of-County inpatient treatment facilities. (See transfer policy.)
3. Security Guards will not have access to the patient's medical record. The Security Guard will discuss pertinent information obtained while on duty (i.e. patient discussions regarding suicidality or plans to harm others) with assigned staff member who will make the appropriate entries in the medical record.

4. Each Security Guard will sign in/sign out (see attached sign in sheet) and each Guard will sign on a separate line.
5. All Security Guards assigned to the Mental Health Branch will sign an "Oath of Confidentiality" to assure confidential treatment for all Mental Health patients.

Security Guards will not routinely be a part of the Management of Assaultive Behavioral Team, but serve as backup to that Team at the Team's discretion only if the security guard has completed the Humboldt County Mental Health Management of Assaultive Behavioral Training.

ATTACHMENT E- SCOPE OF SERVICES

(EXHIBIT A-5 OF SECURITY GUARD AGREEMENT BETWEEN COUNTY OF
HUMBOLDT AND American Star Private Security

HUMBOLDT COUNTY MENTAL HEALTH SEMPERVIRENS

SECURITY GUARD SERVICE PROTOCOL

Security guard service may be used when there is a high risk behavioral acuity on the Unit. High risk behavioral acuity is defined as one or more patients who are displaying severe acting out behavior which puts staff or other patients at risk. The combination of high behavioral acuity and low staff response capability would dictate the possible need for a security guard service.

If the above criteria are met, the Charge Nurse should contact administration for authorization to utilize the security guard service.

1. Those who may give authorization include:

Mental Health Branch Director- or designee
Deputy Mental Health Director
24 Hour Services Program Manager
Director of Nursing
Assistant Director of Nursing

2. One of the above will contact the contractor or instruct the Charge Nurse to make arrangements.
3. The Charge Nurse shall reassess the need to continue the security guard service by the end of each shift.

ROLE OF THE SECURITY GUARD ON THE UNIT. SECURITY GUARDS ARE NOT ALLOWED TO CARRY WEAPONS OF ANY KIND IN THE INPATIENT UNIT.

1. Security Guards will be in plain clothes and have a Mental Health badge indicating they are employed by Mental Health as a Contractor.
2. The Security Guard is to report to the Charge Nurse and take direction from the Charge Nurse or staff designated by the Charge Nurse.
3. Duties may include assigned rounds, one-on-one supervision, transporting patients to hospital for non-emergency medical examinations, monitoring visitors, assisting patients with phone calls, etc. (See transfer policy.)
4. Security Guards will not routinely be a part of the Management of Assaultive Behavioral Team, but serve as backup to that Team at the Team's discretion. Security Guards, at

law enforcement's discretion, may assist with patient hold downs, only if the Security Guard has completed the Humboldt County Mental Health Management of Assaultive Behavioral Training. Security Guards may assist law enforcement in situations requiring intervention.

5. Security Guards will not have access to the patient's medical record. The Security Guard will discuss pertinent information obtained while on duty (i.e. patient discussions regarding suicidality or plans to harm others) with assigned staff member who will make the appropriate entries in the medical record.
6. Each Security Guard will sign in/sign out (see attached sign in sheet) and each Guard will sign on a separate line.
7. All Security Guards assigned to the Mental Health Branch will sign an "Oath of Confidentiality" to assure confidential treatment for all Mental Health patients.

**Department of Consumer Affairs
Bureau of Security and Investigative Services**

**BUREAU OF SECURITY AND INVESTIGATIVE
SERVICES**

Licensee Name:	AMERICAN STAR PRIVATE SECURITY
License Type:	Private Patrol Operator
License Number:	10032
License Status:	CLEAR <u>Definition</u>
Expiration Date:	October 31, 2011
Issue Date:	October 19, 1987
City:	EUREKA
County:	HUMBOLDT
Actions:	No

Business Owners

No records returned

Related Licenses/Registrations/Permits

No records returned

Disciplinary Actions

No information available from this agency

Disciplinary Documentation

This information is updated Monday through Friday - Last updated: OCT-04-2009

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[Back](#)

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TL
AMERS-1

DATE (MM/DD/YYYY)
03/24/09

PRODUCER

Craig C. Hansen Insurance
2103 3rd Street
Eureka, CA 95501
Phone: 707-445-9691 Fax: 707-445-9102

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A: Everest Indemnity Insurance Co
INSURER B: Scottsdale Insurance Company
INSURER C:
INSURER D:
INSURER E:

10851

INSURED

American Star Security Corp
P.O. Box 349
Eureka CA 95502

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L TR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY	51GL001599-091	02/01/09	02/01/10	EACH OCCURRENCE	\$ 1000000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 50000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person)	\$ 5000
					PERSONAL & ADV INJURY	\$ 1000000
					GENERAL AGGREGATE	\$ 2000000
					PRODUCTS - COMP/OP AGG	\$ 1000000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					
B	AUTOMOBILE LIABILITY	CAS0086425	03/22/09	03/22/10	COMBINED SINGLE LIMIT (Ea accident)	\$ 1000000
	<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person)	\$
	<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident)	\$
	<input checked="" type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident)	\$
	<input checked="" type="checkbox"/> HIRED AUTOS					
	<input checked="" type="checkbox"/> NON-OWNED AUTOS					
	GARAGE LIABILITY					
	<input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$	
					OTHER THAN EA ACC \$	
					AUTO ONLY: AGG \$	
	EXCESS/UMBRELLA LIABILITY				EACH OCCURRENCE \$	
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE \$	
					\$	
	<input type="checkbox"/> DEDUCTIBLE				\$	
	<input type="checkbox"/> RETENTION \$				\$	
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY				WC STATUTORY LIMITS	OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?				E.L. EACH ACCIDENT \$	
	If yes, describe under SPECIAL PROVISIONS below				E.L. DISEASE - EA EMPLOYEE \$	
	OTHER				E.L. DISEASE - POLICY LIMIT \$	

REVISED
CERTIFICATE OF INSURANCE
This Certificate Supercedes
All Others Dated Previously

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Evidence of Insurance.

*Ten day notice applies to cancellation for non-payment of premium.

CERTIFICATE HOLDER

CANCELLATION

CTYHUM1

County of Humboldt
Attn: Purchasing
825 5th St. Room 131
Eureka CA 95501

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30* DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Craig C. Hansen

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TL
AMERS-1

DATE (MM/DD/YYYY)
02/02/09

PRODUCER
 aig C. Hansen Insurance
 .03 3rd Street
 irf CA 95501
 tel. 707-445-9691 Fax: 707-445-9102
 SURETY
 American Star Security Corp
 P.O. Box 349
 Eureka CA 95502

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A Everest Indemnity Insurance Co
 INSURER B
 INSURER C
 INSURER D
 INSURER E

10851

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSURED	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
R ADDL R INSUR	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR	51GL001599-091	02/01/09	02/01/10	EACH OCCURRENCE	\$ 1000000
	DAMAGE TO RENTED PREMISES (Ea occurrence)				\$ 50000	
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC				MED EXP (Any one person)	\$ 5000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				PERSONAL & ADV INJURY	\$ 1000000
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				GENERAL AGGREGATE	\$ 2000000
	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$				PRODUCTS - COMP/OP AGG	\$ 1000000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				EBL	1000000
	OTHER				COMBINED SINGLE LIMIT (Ea accident)	\$
					BODILY INJURY (Per person)	\$
					BODILY INJURY (Per accident)	\$
					PROPERTY DAMAGE (Per accident)	\$
					AUTO ONLY - EA ACCIDENT	\$
					OTHER THAN EA ACC	\$
					AUTO ONLY AGG	\$
					EACH OCCURRENCE	\$
					AGGREGATE	\$
						\$
						\$
						\$
					WC STATUTORY LIMITS	
					OTHER	
					E L. EACH ACCIDENT	\$
					E L. DISEASE - EA EMPLOYEE	\$
					E L. DISEASE - POLICY LIMIT	\$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 Evidence of Insurance. 10 days notice applies to cancellation for non payment of premium.

CERTIFICATE HOLDER

CANCELLATION

CTYHUM3

County of Humboldt
 Dept of Health & Human Services
 929 Koster Street
 Eureka CA 95501

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Craig Hansen

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TL
AMERS-1

DATE (MM/DD/YYYY)
03/23/09

PRODUCER

 Craig C. Hansen Insurance
 2103 3rd Street
 Eureka CA 95501
 Phone: 707-445-9691 Fax: 707-445-9102

INSURED

 American Star Security Corp
 P.O. Box 349
 Eureka CA 95502

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Scottsdale Insurance Company	
INSURER B: Everest National Insurance	
INSURER C:	
INSURER D:	
INSURER E:	

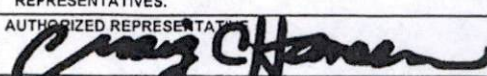
COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR	INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
B		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	51GL001599-091	02/01/09	02/01/10	EACH OCCURRENCE	\$ 1000000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 50000
						MED EXP (Any one person)	\$ 5000
						PERSONAL & ADV INJURY	\$ 1000000
						GENERAL AGGREGATE	\$ 2000000
						PRODUCTS - COMP/OP AGG	\$ 1000000
						EBL	1000000
A		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	CAS0086425	03/22/09	03/22/10	COMBINED SINGLE LIMIT (Ea accident)	\$ 1000000
						BODILY INJURY (Per person)	\$
						BODILY INJURY (Per accident)	\$
						PROPERTY DAMAGE (Per accident)	\$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT	\$
						OTHER THAN AUTO ONLY: EA ACC	\$
						AGG	\$
		EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE	\$
						AGGREGATE	\$
							\$
							\$
		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				WC STATUTORY LIMITS	OTHER
						E.L. EACH ACCIDENT	\$
						E.L. DISEASE - EA EMPLOYEE	\$
						E.L. DISEASE - POLICY LIMIT	\$
		OTHER					

REVISED
CERTIFICATE OF INSURANCE
 This Certificate Supercedes
 All Others Dated Previously

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
Evidence of Insurance. *Ten days notice applies to cancellation for non payment of premium. Faxed 441-2096

CERTIFICATE HOLDER	CANCELLATION
COUNTY OF HUMBOLDT Social Services Mark Magladry 929 Koster Street Eureka CA 95501	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30*</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE 

**County's Responses to Questions for RFP No. DHHS2016-01
from Proposer #02**

Question 1: Page 27 #6 requires a time sheet sign/sign out for transport officers?

Is this just the in-county (Charged Hourly) or all transport? Do we [contractors] supply the sign in/out sheet or is this supplied by the county on county premises?)

County's Response to Question 1: Upon county's request, contractor may need to complete sign in/out time sheets for in county and out of county transports. When county requires a sign in/out time sheet, county will provide said time sheets. Currently, DHHS-Mental Health Sempervirens and Crisis Stabilization Unit require sign in/out sheets for all out of county transports.

Question 2: Page 27 #7 requires lunch breaks are off duty? What about transports? Are they are paid for their lunch break if we cannot stop the car for an hour for lunch breaks?

County's Response to Question 2: Lunch breaks are considered off-duty time for all county employees and this would also apply to contractors. If contractor cannot flex or accommodate a lunch break due to the nature of a transport then the county will reimburse the contractor for the missed lunch break. Transports out of county are paid at a flat rate which would negate any concern about an unreimbursed lunch break.

Question 3: Page 27 #8 requires two radio and cell phone for all officers and transport officers?

Officers on transport are going to be talking who?

Who is the officer or officers working at SV or PES going to be talking to?

County's Response to Question 3: Contractor's security guards/transport officers should be outfitted with necessary equipment to allow for secure, reliable method of communication in the event of an emergency. It may be necessary for security guards/transport officers to contact emergency services and/or DHHS Administrative staff. It may also be necessary for guards/transport officers to receive work-related instructions from contractor. Additionally, cell phone service is not available in some areas of the county/state. In order to provide access to assistance and/or emergency services as needed for the safety of staff and clients, a two-way radio would be required in these areas.

Question 4: Page 27 #4 is the county requiring drug testing of employee's [contractors' employees] working for the county? **Page 97, Section 16, Sub sec A thru D** do not require mandatory drug test, only notification and certification.

County's Response to Question 4: No. Contractor(s) must provide proof that sufficient background checks have been performed to determine the fitness/appropriateness of contractor's security personnel for county's contract for services. The contractor(s) may use whatever screening methods, including, without limitation, fingerprinting, reference checks, criminal records checks and drug screening that it deems appropriate in screening Security Guards and Secure Transportation Personnel.

Question 5: Page 28 #2 verifying that the county is requiring First Aid and CPR of all employees [contractors' employees] working for the county?

County's Response to Question 5: Yes. This is the preferred standard. It is expected that the contractor will provide all CPR/First Aid training and certification needed by all Security Guards and Secure Transportation Personnel.

Question 6: Page 28 #3 Is the county requiring that ALL employees [contractors' employees] have a high school diploma or a GED? Does this include veterans?

County's Response to Question 6: Yes. This is the preferred standard. It is anticipated that most veterans would have required a minimum of a GED to participate in the armed forces. Experienced guards without a high school diploma can be vetted and potentially approved by the County on an individual basis.

Question 7: Page 29 #'s 9,10, 11 Is the county requiring total non physical contact when dealing with violent clients when they are attacked in the office, grounds, SV [DHHS-Mental Health Sempervirens (SV)], PES [this unit formerly known as Psychiatric Emergency Services, is now referred to as Crisis Stabilization Unit (CSU)] and on transport? What are the county's "emergency Response Protocols"?

County's Response to Question 7: No. Crisis Prevention Institute (CPI) training certification (see <http://www.wisegeek.com/what-is-cpi-certification.htm>) would be required for all guards. Total non-physical contact in all circumstances is neither realistic nor expected. CPI certification provides the training needed in order to utilize professional judgment in a crisis and how to respond appropriately. Contractor's security personnel who provide services at DHHS-Mental Sempervirens (SV) and Crisis Stabilization Unit (CSU) must be CPI certified and follow DHHS staff instructions.

Question 8: Page 30 #17 Lunches and lunches may not be taken in "service areas", where can breaks and lunches be taken?

County's Response to Question 8: While on site, Security Guards may take breaks and lunch periods in areas that are approved for other county staff members, such as staff lounge ("break room") and staff kitchen areas. Security Guards may also take their breaks and lunch periods outside. Secure transporting personnel are understood to be in a unique position as they are unable to leave the work site or leave the client unattended. Meals/snacks may be eaten in the vehicle or in another safe place as needed and appropriate.

Question 9: Page 30 #20 States that no non "approved electronic device" shall be brought onto county property. Would I be wrong to say this is all electronics items but a radio, cell phone, hearing aids, electronic keys, and medical devices?

County's Response to Question 9: the intent of this provision is to address the appropriate use issue of electronic devices, machines, and appliances while one is on duty. Security personnel may use cell phones, electronic car keys, hearing aids, medical devices, two-way radio, and other electronic device or appliance approved by county in an appropriate, professional manner related to their work duties rather than for personal entertainment purposes while on duty. For example, it would be inappropriate for security personnel to *surf the web*, play games, or make personal phone calls on their cell/smart phones while on duty.

Question 10: Page 46 #6 Currently SV and PES are requiring uniformed dress.

County's Response to Question 10: Yes. Contractor, unless directed otherwise by county, shall ensure that all Security Guards and Secure Transportation Personnel are completely outfitted with a uniform, a badge bearing the name of the contractor as well as the employee's name and identification number.

Question 11: Page 37 #4 Professional Liability Insurance – Error and Omission Coverage including coverage in an amount no less than Two Million Dollars (\$2,000,000.00) for each occurrence (Four Million Dollars (\$4,000,000.00) general aggregate). Said insurance shall be maintained for the statutory period during which CONTRACTOR may be exposed to liability. CONTRACTOR shall require that such coverage be incorporated into its professional services agreements with any other entities. Other than higher limits, how is this different than General Liability Insurance?

County's Response to Question 11: The county inadvertently included Professional Liability in the Insurance Requirement sections of the sample contracts attached to the RFP. Professional Liability insurance is not applicable to the requested services. The applicable insurance requirements are as follows:

- A. General Insurance Requirements. Without limiting CONTRACTOR's indemnification obligations provided for herein, CONTRACTOR shall, and shall require that all subcontractors hereunder, take out and maintain, throughout the entire period of this Agreement, and any extended term thereof, the following policies of insurance, placed with insurers authorized to do business in the State of California with a current A.M. Best's rating of no less than A: VII or its equivalent against personal

injury, death and property damage which may arise from, or in connection with, the activities of CONTRACTOR, its agents, officers, directors, employees, licensees, invitees, assignees or subcontractors:

1. Comprehensive or Commercial General Liability Insurance at least as broad as Insurance Services Office Commercial General Liability Coverage (occurrence form CG 0001), in an amount of Two Million Dollars (\$2,000,000.00) per occurrence for any one incident, including, but not limited to, personal injury, death and property damage. If a general aggregate limit is used, such limit shall apply separately hereto or shall be twice the required occurrence limit.
2. Automobile/Motor Liability Insurance with a limit of liability not less than One Million Dollars (\$1,000,000.00) combined single limit coverage. Such insurance shall include coverage of all owned, hired and non-owned vehicles. Said coverage shall be at least as broad as Insurance Service Offices Form Code 1 (any auto).
3. Workers' Compensation Insurance, as required by the Labor Code of the State of California, with statutory limits, and Employers Liability Insurance with a limit of no less than One Million Dollars (\$1,000,000.00) per accident for bodily injury or disease. Said policy shall contain, or be endorsed to contain, a waiver of subrogation against COUNTY, its agents, officers, officials, employees and volunteers.

B. Special Insurance Requirements. Said policies shall, unless otherwise specified herein, be endorsed with the following provisions:

1. The Comprehensive or Commercial General Liability Policy shall provide that COUNTY, its agents, officers, officials, employees and volunteers, are covered as additional insured for liability arising out of the operations performed by or on behalf of CONTRACTOR. The coverage shall contain no special limitations on the scope of protection afforded to COUNTY, its agents, officers, officials, employees and volunteers. Said policy shall also contain a provision stating that such coverage:
 - a. Includes contractual liability.
 - b. Does not contain exclusions as to loss or damage to property caused by explosion or resulting from collapse of buildings or structures or damage to property underground, commonly referred to as "XCU Hazards."
 - c. Is the primary insurance with regard to COUNTY.
 - d. Does not contain a pro-rata, excess only and/or escape clause.
 - e. Contains a cross liability, severability of interest or separation of insured's clause.
2. The above-referenced policies shall not be canceled, non-renewed or materially reduced in coverage without thirty (30) days prior written notice being provided to COUNTY in accordance with the notice provisions set forth herein. It is further understood that CONTRACTOR shall not terminate such coverage until COUNTY receives adequate proof that equal or better insurance has been secured.
3. The inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, and the coverage afforded shall apply as though separate policies had been issued to each insured, but the inclusion of more than one insured shall not operate to increase the limits of the insurer's liability.
4. For claims related to this Agreement, CONTRACTOR's insurance is the primary coverage to COUNTY, and any insurance or self-insurance programs maintained thereby are excess to CONTRACTOR's insurance and will not be used to contribute therewith.

5. Any failure to comply with the provisions of this Agreement, including breach of warranties, shall not affect coverage provided to COUNTY, its agents, officers, officials, employees and volunteers.
6. CONTRACTOR shall furnish COUNTY with certificates and original endorsements effecting the required coverage prior to execution of this Agreement. The endorsements shall be on forms approved by the Humboldt County Risk Manager or County Counsel. Any deductible or self-insured retention over One Hundred Thousand Dollars (\$100,000.00) shall be disclosed to, and approved by, COUNTY. If CONTRACTOR does not keep all required policies in full force and effect, COUNTY may, in addition to other remedies under this Agreement, take out the necessary insurance, and CONTRACTOR agrees to pay the cost thereof. COUNTY is also hereby authorized with the discretion to deduct the cost of said insurance from the monies owed to CONTRACTOR under this Agreement.
7. COUNTY is to be notified immediately if twenty-five percent (25%) or more of any required insurance aggregate limit is encumbered, and CONTRACTOR shall be required to purchase additional coverage to meet the above-referenced aggregate limits.

Question 12: Page 52 # "Daily Meal and Lodging Allowances" Are we suppose to fill that out, or is this something that the county will fill out?

County's Response to Question 12: Yes, each RFP Proposer should complete the meal allowance and lodging expense information.

Question 13: I [Mark Boyd/American Star] did not read anything about mental health live scans or TB tests being required for officers working in SV.

County's Response to Question 13: all contractors' staff and county employees that work at Sempervirens must successfully pass a LiveScan clearance and show proof of a negative TB test.

Question 14: The Schedule of out of County Transport is by county not by city. We are expected to put in bid for a transport with a destination of an entire county?

County's Response to Question 14: The sample Schedule for Out-of-County Transportation Rates that is attached as pages 52 and 109 of the RFP (sample contracts), inadvertently misidentified the rates as for "county" rather than for "city." The rates should be for city.

CITY	RATE	CITY	RATE	CITY	RATE	CITY	RATE
Alameda	\$.	Kings	\$.	Plumas	\$.	Sutter	\$.
Alpine	\$.	Lake	\$.	Riverside	\$.	Tehama	\$.
Amador	\$.	Lassen	\$.	Sacramento	\$.	Trinity	\$.
Butte	\$__.	Los Angeles	\$__.	San Benito	\$__.	Tulare	\$__.
Calaveras	\$__.	Madera	\$__.	San Bernardino	\$__.	Tuolumne	\$__.
Colusa	\$.	Marin	\$.	San Diego	\$.	Ventura	\$.
Contra Costa	\$__.	Mariposa	\$__.	San Francisco	\$__.	Yolo	\$__.
Del Norte	\$__.	Mendocino	\$__.	San Joaquin	\$__.	Yuba	\$__.

El Dorado	\$ ___ . __	Merced	\$ ___ . __	San Luis Obispo	\$ ___ . __		
Fresno	\$.	Modoc	\$.	San Mateo	\$.		
Glenn	\$ ___ . __	Mono	\$ ___ . __	Santa Barbara	\$ ___ . __		
Imperial	\$.	Monterey	\$.	Santa Clara	\$.		
Inyo	\$.	Napa	\$.	Santa Cruz	\$.		
Kern	\$.	Nevada	\$.	Siskiyou	\$.		
Orange	\$.	Shasta	\$.	Solano	\$.		
Placer	\$.	Sierra	\$.	Stanislaus	\$.		

Question 15: On the "ATTACHMENT C - REFERENCE DATA SHEET" [RFP packet page 24], it states "Previous business with the County does not qualify." Does this mean that we cannot use anyone from the County government, or that we not use any references from anyone in the county of Humboldt?

County's Response to Question 15: Proposers should provide references other than those from County of Humboldt (government departments); Proposers may provide references from all other sources.

Question 16: On "ATTACHMENT B – COST PROPOSAL" [RFP packet page 23], there are places for security regular rate and overtime rate, in county transport regular rate and overtime, two listing for other costs, and then at the bottom Total Cost. Is TOTAL COST the total of the "Other Cost"? If not how is it calculated since the other figures dollars per hour with no fixed hours given?

County's Response to Question 16: "Total Cost" represents the total sum amount of all other costs.

**County's Responses to Questions to RFP No. DHHS2016-16
From Proposer #03**

Question 1: Who is the current security provider?

Response to Question 1: American Star Private Security Corporation.

Question 2: How long has the current security provider held this contract?

Response to Question 2: the contractor was awarded the contract as the result of RFPs in 2009 to provide security guard services and secure transport services. The contract has been automatically renewed with this same security provider thereafter.

Question 3: What is the current annual budget for posted security services?

Response to Question 3: under the current agreement for combined services (security guards/secure transport services) the maximum amount payable per fiscal year is \$450,000. For FY 2014-15, DHHS was billed \$285,192.38 for security guard services.

Question 4: What is the current annual budget for transportation services?

Response to Question 4: under the current agreement for combined services (security guards/secure transport services) the maximum amount payable per fiscal year is \$450,000. For FY 2014-15, DHHS was billed \$21,030.16 for secure transport services. In-county transports currently are paid on a flat-fee basis. For FY 2014-15, DHHS was not billed for in-county transports. The number of in county and out of county transports may vary each year.

Question 5: What are the current pay rates and bill rates for each position/service?

Response to Question 5:

Under the current agreement for security guard services, DHHS pays Contractor at the rate of Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour per Guard [three (3) hour minimum per call] Current contractor may charge DHHS an overtime rate of Twenty-Six Dollars and Ninety-Nine Cents (\$26.99) per hour if DHHS requests specific Guard work more than forty (40) hours in any one (1) work week or whenever required by law. DHHS currently pays the above rates for security guard services for all DHHS locations.

DHHS currently pays the following rates for secure transport services:

- a) For in-County secure transport services of one (1) client or patient, the amount paid to current contractor is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour for Guard and vehicle, including mileage**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard. If COUNTY finds that a second Guard is necessary for the transport, the amount paid to the contractor is Seventeen Dollars and Ninety-Nine Cents (\$17.99) **per hour for the second Guard**. [Three (3) hour minimum per call]
- b) For in-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour, for Guard and vehicle, including mileage**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard. The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) **per hour for the second Guard**. [Three (3) hour minimum per call] The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) **per hour**. [Three (3) hour minimum per call]

- c) For in-County secure transport services of two (2) clients or patients to two (2) different locations on the SAME route, at the same time, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour**, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage, and one (1) security Guard [Three (3) hour minimum per call]. The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour for the second Guard. The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) per hour. [Three (3) hour minimum per call]
- d) For in-County secure transport services of two (2) clients to different locations, on DIFFERENT routes, at the SAME time, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) per hour, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage, and two (2) security Guards. [Three (3) hour minimum per call] The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour for the second Guard. The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) per hour. [Three (3) hour minimum per call]
- e) The overtime rate of time and one-half hour the hourly rate for the first Guard only shall be charged for in-County secure transport services for any hour(s) over eight (8) hours in any one day.
- f) For out-of-County secure transport services of one (1) client or patient, the amount paid to current contractor is in accordance with the Transport Fees, Schedule 1-A, consisting of four (4) pages [attached to sample contracts in RFP], rather than at a per hour rate**[see below]. The fees on Schedule 1-A are for round trip, including vehicle and mileage and two (2) Guards. Transport fee includes vehicle charge, including mileage and two (2) security Guards.
- g) For out-of-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to current contractor is in accordance with the attached Transport Fees, Schedule 1-A, rather than at a per hour rate for the first client or patient, the amount paid to the contractor is at half this rate for the second client or patient.
- h) In-County is defined as any location within the Humboldt County lines. Out-of-County is defined as any location outside of the Humboldt County lines.

**** Schedule 1-A**

Transport Fees (Including Vehicle, Mileage, and Two (2) Guards)

City	Rate
Acampo	\$1,283.31
Acton	\$2,474.01

City	Rate
Adelanto	\$2,434.32
Adin	\$859.95
Afton	\$846.72
Agoura Hills	\$2,354.94
Agua Caliente Springs	\$2,791.53
Ahwahnee	\$1,680.21
Alameda	\$1,018.71
Alamo	\$1,031.94
Alhambra	\$2,474.01
Alpine	\$2,910.60
Alta	\$1,164.24
Altadena	\$2,407.86
Alta Loma	\$2,513.70
Altaville	\$1,270.08
Alturas	\$1,018.71
Anaheim	\$2,368.17
Anderson	\$568.89
Angels Camp	\$1,243.62
Angwin	\$846.72
Annapolis	\$767.34
Antioch	\$1,045.17
Anza	\$2,659.23
Apple Valley	\$2,368.17
Arcadia	\$2,275.56
Arroyo Grande	\$1,812.51

City	Rate
Atascadero	\$1,812.51
Atherton	\$1,071.63
Atwater	\$1,402.38
Auberry	\$1,733.13
Auburn	\$1,071.63
Baker	\$2,537.96
Bakersfield	\$1,891.89
Balboa	\$2,394.63
Banning	\$2,513.70
Barstow	\$2,328.48
Bellflower	\$2,315.25
Belmont	\$1,018.71
Belvedere (L.A.)	\$2,262.33
Belvedere (Marin)	\$912.87
Benicia	\$1,018.71
Berkeley	\$1,018.71
Beverly Hills	\$2,222.64
Big Sur	\$1,442.07
Bishop	\$1,878.66
Blythe	\$2,963.52
Brawley	\$2,910.60
Brea	\$2,368.17
Burney	\$846.72
Calabasas	\$2,235.87
Camarillo	\$2,196.18

City	Rate
Campo	\$2,831.22
Capistrano Beach	\$2,447.55
Capitola	\$1,217.16
Carlsbad	\$2,553.39
Carmel	\$1,402.38
Castorville	\$1,336.23
Chico	\$893.03
Chino	\$2,328.48
Chula Vista	\$2,712.15
Clearlake	\$701.19
Cloverdale	\$687.96
Colton	\$2,407.86
Compton	\$2,275.56
Concord	\$1,018.71
Corning	\$767.34
Crescent City	\$343.98
Daly City	\$965.79
Dana Point	\$2,447.55
Davis	\$1,012.10
Del Mar	\$2,606.31
Downey	\$2,264.54
Edison	\$1,905.12
El Cajon	\$2,712.15
El Centro	\$2,963.52
Fairfield	\$979.02

City	Rate
Fillmore	\$2,169.72
Folsom	\$1,098.09
Fort Ord	\$1,203.93
Fresno	\$1,580.99
Gardena	\$2,288.79
Garden Grove	\$2,368.17
Gilroy	\$1,243.62
Granada Hills	\$2,196.18
Grass Valley	\$1,045.17
Guerneville	\$886.41
Hawthorne	\$2,249.10
Hayward	\$1,058.40
Healdsburg	\$714.42
Hollister	\$1,415.61
Hollywood	\$2,209.41
Irvine	\$2,381.40
Kentfield	\$939.33
King City	\$1,508.22
La Jolla	\$2,712.15
Lakeport	\$674.73
Lakeside	\$2,712.15
Lancaster	\$2,196.18
Lodi	\$1,071.63
Long Beach	\$2,262.33
Los Altos	\$1,071.63

City	Rate
Los Gatos	\$1,190.70
Madera	\$1,481.76
Malibu	\$2,249.10
Marina	\$1,309.77
Martinez	\$965.79
Marysville	\$939.33
Menlo Park	\$1,201.73
Merced	\$1,362.69
Mill Valley	\$926.10
Milpitas	\$1,098.09
Mission Viejo	\$2,421.09
Modesto	\$1,071.63
Monterey	\$1,375.92
Morro Bay	\$1,733.13
Mt. Shasta	\$727.65
Napa	\$899.64
North Ridge	\$2,354.94
Novato	\$873.18
Oakland	\$1,040.76
Oceanside	\$2,566.62
Oroville	\$833.49
Pacifica	\$1,018.71
Pacific Grove	\$1,389.15
Palmdale	\$2,196.18
Palm Springs	\$2,619.54

City	Rate
Palo Alto	\$1,045.17
Paso Robles	\$1,693.44
Pescadero	\$1,098.09
Petaluma	\$833.49
Placerville	\$1,151.01
Pleasanton	\$1,124.55
Pomona	\$2,354.94
Rancho Cordova	\$1,058.40
Red Bluff	\$635.04
Redding	\$515.97
Redwood City	\$1,031.94
Reedley	\$1,693.44
Richmond	\$939.33
Riverside	\$2,421.09
Rohnert Park	\$780.57
Roseville	\$1,045.17
Sacramento	\$1,045.17
Salinas	\$1,175.27
San Ardo	\$1,561.14
San Bruno	\$1,018.71
San Carlos	\$1,018.71
San Clemente	\$2,474.01
San Diego	\$2,712.15
San Francisco	\$1,018.71
San Jose	\$1,124.55

City	Rate
San Juan Capistrano	\$2,540.16
San Luis Obispo	\$1,759.59
San Mateo	\$1,012.10
San Rafael	\$939.33
Santa Barbara	\$2,116.80
Santa Clara	\$1,098.09
Santa Cruz	\$1,230.39
Santa Rosa	\$767.34
Soledad	\$1,428.84
Solvang	\$1,865.43
Sonoma	\$846.72
Sonora	\$1,402.38
Stockton	\$1,203.93
Sunnyvale	\$1,256.85
Susanville	\$899.64
Tehachapi	\$2,024.19
Temecula	\$2,540.16
Truckee	\$1,243.62
Ukiah	\$568.89
Vacaville	\$1,018.71
Vallejo	\$939.33
Walnut Creek	\$1,018.71
Watsonville	\$1,274.49
Weaverville	\$423.36
Willits	\$357.21

City	Rate
Willows	\$515.97
Woodland	\$939.33
Yreka	\$793.80
Yuba City	\$939.33

Question 6: On average, how many transports are preformed weekly/monthly?

Response to Question 6: for FY 2014-15 there were fifteen (15) out of county transports total. For FY 2014-15 DHHS was not billed for any in-county transports. The number of in county and out of county transports may vary each year.

Question 7: Does any city within Humboldt County have a living wage requirement? If so, what are the cities? And what are the rates within each?

Response to Question 7: No. Humboldt County does not have a living wage requirement.

**County's Responses to Questions to RFP No. DHHS2016-01
from Proposer #04**

Question 1: Why is the County of Humboldt initiating this bid process?

County's response to Question 1: the Department of Health and Human Services (DHHS) is complying with the County's Purchasing Policy that was approved by the Board of Supervisors on March 18, 2014. The Purchasing Policy sets forth that the solicitation process for contracts valued in excess of \$50,000 should solicit requests for proposals/bids. Costs for services is also a consideration. After a contract has been awarded as the result of an RFP, the contract may be renewed approximately 3-5 years without having to complete an RFP process.

Question 2: How many vehicles are needed to provide Secure Transportation Services?

County's response to Question 2: A minimum of one (1), preferably two (2).

Question 3: What equipment is required for the vehicles?

County's response to Question 3: Any and all vehicles used to transport DHHS patients and/or clients shall be partitioned and meet any and all applicable safety standards issued by the Occupational Safety and Health Administration. Such vehicles shall also be regularly maintained and in good operational condition prior to the transportation of any DHHS patients and/or clients. Vehicle must have standard safety features: seat belts, operating system must be in good operating order/condition.

Question 4: What are the average annual miles driven by each vehicle for Secure Transportation Services?

County's response to Question 4: In FY 2014-15 the number of "miles" driven is unknown to DHHS at this time; Out of county transports currently are billed as a flat-fee item. The DHHS was billed for fifteen (15) out of county transports in the amount of \$21,030.16. For FY 2014-15 DHHS was not billed for any in-county transports. The number of in county and out of county transports may vary each year.

Question 5: What are the wage structures for security officers at each location?

County's response to Question 5: Please see Response to Question 10 below.

Question 6: What are the wage structures for security officers assigned to Secure Transportation Services?

County's response to Question 6: Please Response to Question 11 below.

Question 7: What companies have been invited to participate in the bid process?

County's response to Question 7: County's Request for Proposal No. DHHS201601 for Provision of Security and/or Secure Transportation Services was posted to the Humboldt County website on March 1, 2016. Additionally, letters of invitation were sent to three local vendors that appear to offer security guard services: American Star Private Security Corporation, Pacific Coast Security, and Securitas.

Question 8: Who is the existing security provider for each location?

County's response to Question 8: American Star Private Security Corporation currently provides all security guard services for all eight (8) DHHS facility location.

Question 9: Who is the existing security provider for Secure Transportation Services?

County's response to Question 9: American Star Private Security Corporation currently provides all secure transportation services for DHHS.

Question 10: What are the current billing rates for each location?

County's response to Question 10: Under the current agreement for security guard services, DHHS pays Contractor at the rate of Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour per Guard [three (3) hour minimum per call] Current contractor may charge DHHS an overtime rate of Twenty-Six Dollars and Ninety-Nine

Cents (\$26.99) per hour if DHHS requests specific Guard work more than forty (40) hours in any one (1) work week or whenever required by law. DHHS currently pays the above rates for security guard services for all DHHS locations.

Question 11: What are the current billing rates for Secure Transportation Services?

County's response to Question 11: DHHS currently pays the following rates for secure transport services:

- a) For in-County secure transport services of one (1) client or patient, the amount paid to current contractor is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour for Guard and vehicle, including mileage**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard. If COUNTY finds that a second Guard is necessary for the transport, the amount paid to the contractor is Seventeen Dollars and Ninety-Nine Cents (\$17.99) **per hour for the second Guard**. [Three (3) hour minimum per call]
- b) For in-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour, for Guard and vehicle, including mileage**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard. The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) **per hour for the second Guard**. [Three (3) hour minimum per call] The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) **per hour**. [Three (3) hour minimum per call]
- c) For in-County secure transport services of two (2) clients or patients to two (2) different locations on the SAME route, at the same time, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) **per hour, for Guard and vehicle, including mileage, to the furthest location**. Transport fee includes vehicle charge, including mileage, and one (1) security Guard [Three (3) hour minimum per call]. The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour for the second Guard. The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) per hour. [Three (3) hour minimum per call]
- d) For in-County secure transport services of two (2) clients to different locations, on DIFFERENT routes, at the SAME time, the amount paid to current contractor for the first client or patient is Twenty-Six Dollars and Eighty Cents (\$26.80) per hour, for Guard and vehicle, including mileage, to the furthest location. Transport fee includes vehicle charge, including mileage, and two (2) security Guards. [Three (3) hour minimum per call] The amount paid to the contractor for the first client or patient is Seventeen Dollars and Ninety-Nine Cents (\$17.99) per hour for the second Guard. The amount paid to the contractor for the second client or patient is Ten Dollars (\$10.00) per hour. [Three (3) hour minimum per call]
- e) The overtime rate of time and one-half hour the hourly rate for the first Guard only shall be charged for in-County secure transport services for any hour(s) over eight (8) hours in any one day.
- f) For out-of-County secure transport services of one (1) client or patient, the amount paid to current contractor is in accordance with the attached Transport Fees, Schedule 1-A, rather than at a per hour rate. ****[see below]** The fees on Schedule 1-A are for round trip, including vehicle and mileage and two (2) Guards. Transport fee includes vehicle charge, including mileage and two (2) security Guards.
- g) For out-of-County secure transport services of two (2) clients or patients to the same location, at the same time, in the same vehicle, the amount paid to current contractor is in accordance with the attached Transport Fees, Schedule 1-A, rather than at a per hour rate for the first client or patient, the amount paid to the contractor is at half this rate for the second client or patient.
- h) In-County is defined as any location within the Humboldt County lines. Out-of-County is defined as any location outside of the Humboldt County lines.

- i) Overnight out-of-county trips require authorization from the Mental Health administration. Receipts for approved meals and lodging must accompany all invoices. Reimbursements shall be made only for actual and receipted expenses.
- j) The maximum daily meal allowance for current contractor is Forty-Four Dollars (\$44.00). Motel expenses paid for room and taxes cannot exceed Seventy-Five Dollars (\$75.00) per night.

**** Schedule 1-A
Transport Fees (Including Vehicle, Mileage, and Two (2) Guards)**

City	Rate
Acampo	\$1,283.31
Acton	\$2,474.01
Adelanto	\$2,434.32
Adin	\$859.95
Afton	\$846.72
Agoura Hills	\$2,354.94
Agua Caliente Springs	\$2,791.53
Ahwahnee	\$1,680.21
Alameda	\$1,018.71
Alamo	\$1,031.94
Alhambra	\$2,474.01
Alpine	\$2,910.60
Alta	\$1,164.24
Altadena	\$2,407.86
Alta Loma	\$2,513.70
Altaville	\$1,270.08
Alturas	\$1,018.71
Anaheim	\$2,368.17
Anderson	\$568.89
Angels Camp	\$1,243.62
Angwin	\$846.72
Annapolis	\$767.34
Antioch	\$1,045.17
Anza	\$2,659.23

City	Rate
Apple Valley	\$2,368.17
Arcadia	\$2,275.56
Arroyo Grande	\$1,812.51
Atascadero	\$1,812.51
Atherton	\$1,071.63
Atwater	\$1,402.38
Auberry	\$1,733.13
Auburn	\$1,071.63
Baker	\$2,537.96
Bakersfield	\$1,891.89
Balboa	\$2,394.63
Banning	\$2,513.70
Barstow	\$2,328.48
Bellflower	\$2,315.25
Belmont	\$1,018.71
Belvedere (L.A.)	\$2,262.33
Belvedere (Marin)	\$912.87
Benicia	\$1,018.71
Berkeley	\$1,018.71
Beverly Hills	\$2,222.64
Big Sur	\$1,442.07
Bishop	\$1,878.66
Blythe	\$2,963.52
Brawley	\$2,910.60
Brea	\$2,368.17
Burney	\$846.72
Calabasas	\$2,235.87
Camarillo	\$2,196.18
Campo	\$2,831.22
Capistrano Beach	\$2,447.55
Capitola	\$1,217.16
Carlsbad	\$2,553.39

City	Rate
Carmel	\$1,402.38
Castorville	\$1,336.23
Chico	\$893.03
Chino	\$2,328.48
Chula Vista	\$2,712.15
Clearlake	\$701.19
Cloverdale	\$687.96
Colton	\$2,407.86
Compton	\$2,275.56
Concord	\$1,018.71
Corning	\$767.34
Crescent City	\$343.98
Daly City	\$965.79
Dana Point	\$2,447.55
Davis	\$1,012.10
Del Mar	\$2,606.31
Downey	\$2,264.54
Edison	\$1,905.12
El Cajon	\$2,712.15
El Centro	\$2,963.52
Fairfield	\$979.02
Fillmore	\$2,169.72
Folsom	\$1,098.09
Fort Ord	\$1,203.93
Fresno	\$1,580.99
Gardena	\$2,288.79
Garden Grove	\$2,368.17
Gilroy	\$1,243.62
Granada Hills	\$2,196.18
Grass Valley	\$1,045.17
Guerneville	\$886.41
Hawthorne	\$2,249.10

City	Rate
Hayward	\$1,058.40
Healdsburg	\$714.42
Hollister	\$1,415.61
Hollywood	\$2,209.41
Irvine	\$2,381.40
Kentfield	\$939.33
King City	\$1,508.22
La Jolla	\$2,712.15
Lakeport	\$674.73
Lakeside	\$2,712.15
Lancaster	\$2,196.18
Lodi	\$1,071.63
Long Beach	\$2,262.33
Los Altos	\$1,071.63
Los Gatos	\$1,190.70
Madera	\$1,481.76
Malibu	\$2,249.10
Marina	\$1,309.77
Martinez	\$965.79
Marysville	\$939.33
Menlo Park	\$1,201.73
Merced	\$1,362.69
Mill Valley	\$926.10
Milpitas	\$1,098.09
Mission Viejo	\$2,421.09
Modesto	\$1,071.63
Monterey	\$1,375.92
Morro Bay	\$1,733.13
Mt. Shasta	\$727.65
Napa	\$899.64
North Ridge	\$2,354.94
Novato	\$873.18

City	Rate
Oakland	\$1,040.76
Oceanside	\$2,566.62
Oroville	\$833.49
Pacifica	\$1,018.71
Pacific Grove	\$1,389.15
Palmdale	\$2,196.18
Palm Springs	\$2,619.54
Palo Alto	\$1,045.17
Paso Robles	\$1,693.44
Pescadero	\$1,098.09
Petaluma	\$833.49
Placerville	\$1,151.01
Pleasanton	\$1,124.55
Pomona	\$2,354.94
Rancho Cordova	\$1,058.40
Red Bluff	\$635.04
Redding	\$515.97
Redwood City	\$1,031.94
Reedley	\$1,693.44
Richmond	\$939.33
Riverside	\$2,421.09
Rohnert Park	\$780.57
Roseville	\$1,045.17
Sacramento	\$1,045.17
Salinas	\$1,175.27
San Ardo	\$1,561.14
San Bruno	\$1,018.71
San Carlos	\$1,018.71
San Clemente	\$2,474.01
San Diego	\$2,712.15
San Francisco	\$1,018.71
San Jose	\$1,124.55

City	Rate
San Juan Capistrano	\$2,540.16
San Luis Obispo	\$1,759.59
San Mateo	\$1,012.10
San Rafael	\$939.33
Santa Barbara	\$2,116.80
Santa Clara	\$1,098.09
Santa Cruz	\$1,230.39
Santa Rosa	\$767.34
Soledad	\$1,428.84
Solvang	\$1,865.43
Sonoma	\$846.72
Sonora	\$1,402.38
Stockton	\$1,203.93
Sunnyvale	\$1,256.85
Susanville	\$899.64
Tehachapi	\$2,024.19
Temecula	\$2,540.16
Truckee	\$1,243.62
Ukiah	\$568.89
Vacaville	\$1,018.71
Vallejo	\$939.33
Walnut Creek	\$1,018.71
Watsonville	\$1,274.49
Weaverville	\$423.36
Willits	\$357.21
Willows	\$515.97
Woodland	\$939.33
Yreka	\$793.80
Yuba City	\$939.33

Question 12: Is a vehicle included in the hourly billing rate for Secure Transportation Services?

County's response to Question 12: Yes. Under the current contract for secure transportation services, the transport fee includes vehicle charge, including mileage.

Question 13: How many hours of post order training are required at each location? By post order training we mean site specific duties the officers would need to be trained on that are unique to the requirement of the job site.

County's response to Question 13: Training hours may vary. Based on billings for FY 2014-15, DHHS was billed for 124.50 hours for contractor's security personnel to attend Management of Assaultive Behavior (MAB) training provided by county.

Question 14: What is the specific schedule for each location listed in the RFP?

County's response to Question 14: DHHS' service locations and schedules for services are as follows:

The Successful Proposer shall furnish an adequate number of uniformed Security Guards to provide security services at the following DHHS facilities identified under the schedule information below. Additionally, the Successful Proposer shall provide security services on a scheduled and as-needed basis, with a minimum of twenty four (24) hours notice, in a manner consistent with the requirements and standards set forth in this RFP and the sample Professional Services Agreements attached hereto. The exact number, principal posts and hours of duty of Security Guards shall be as directed from time to time by County. The successful Proposer shall also provide emergency security services on an on-call basis.

Schedule of Security Services

The Successful Proposer shall provide security services at designated DHHS – Social Services facilities Monday through Friday from 7:00 a.m. to 8:00 p.m., Saturday 8:00 a.m. to 5:00 p.m., Pacific Standard Time ("PST") with on-call coverage during after-hours, weekends, emergencies, or such other schedule as County may approve. The Successful Proposer may be required to provide security services at DHHS – Social Services facilities on county holidays.

Social Services' service sites:

DHHS – Social Services main office and adjacent buildings located at:

- 929 Koster Street, Eureka, California;
- 537 W. Washington Street, Eureka, California;
- 445 W. Washington Street, Eureka, California;
- 600 W. Clark Street, Eureka, California;
- 638 W. Clark Street, Eureka, California;
- 2440 Sixth Street, Eureka, California; and
- Such other DHHS – Social Services facilities as county shall determine.

The Successful Proposer shall provide security services at designated DHHS – Public Health facilities on an on an as-needed basis, with a minimum of twenty four (24) hours notice. The duration of security services to be provided, and the exact number of Security Guards needed at DHHS – Public Health facilities shall be as directed by County.

Public Health Service sites:

- DHSS – Public Health facilities located at 529 I Street, Eureka, CA.

The Successful Proposer shall provide security services at designated DHHS – Mental Health facilities from 7:00 p.m. to 7:00 a.m. (PST), Monday through Friday or such other schedule as County may approve. The Successful Proposer may be required to provide security services at DHHS – Mental Health offices on County holidays.

Mental Health service sites:

- DHSS – Mental Health main office and psychiatric facilities located at 720 Wood Street, Eureka, CA.

Question 15: How many hours of coverage was the County billed in 2015 for Secure Transportation Services?
County's response to Question 15: For FY 2014-15, DHSS was billed at a flat-fee rate for secure transportation services. During this time period, DHSS was billed \$21,030.16 for fifteen (15) out of count transports.

Question 16: Section 4.2 (a): Are officers required to carry handcuffs, batons, and chemical mace or pepper spray?

County's response to Question 16: No. See Section 4.2 Performance Standards Pertaining Specifically to Security Services, located at page 4 of the RFP.

- **Security Services Provided at DHSS – Social Services Facilities.** Security Guards assigned to DHSS – Social Services facilities **may** be armed with handcuffs, batons and chemical mace or pepper spray at the discretion of the Successful Proposer. Security Guards shall be fully trained in the use of such equipment, and the use of physical force, with or without these devices, must be kept to an absolute minimum.
- **Security Services Provided at DHSS – Mental Health Facilities.**
- Security Guards assigned to DHSS – Mental Health facilities must complete the Management of Assaultive Behavioral (“MAB”) training utilized by County prior to providing security services at such facilities. Security Guards will not routinely be a part of the Humboldt County MAB Team, but may serve as backup personnel at the discretion of the MAB Team or law enforcement. Only Security Guards who have been designated as backup personnel by the Humboldt County MAB Team or law enforcement may assist with patient hold downs.
- Security Guards shall comply with the policies, procedures and protocols for security services performed at the DHSS – Mental Health Crisis Unit and Sempervirens set forth in the sample Professional Services Agreements attached hereto, including, without limitation:
 - Security Guards assigned to DHSS – Mental Health facilities shall wear plain clothes suitable to the provision of the security services set forth in this RFP and sample Professional Services Agreements attached hereto, and **shall not be armed with handcuffs, batons, chemical mace, pepper spray or any other articles of control.**

Question: Will the County provide CPR and First Aid instruction?

County's response to Question 17: No. There are local fire stations that may provide such trainings.

Question 18: Will the County provide MAB instruction?

County's response to Question 18: Yes.

Question 19: Please define the calculation for the rates listed in Schedule 1-A of the current agreement for Secure Transportation Services?

County's response to Question 19: calculation for rates in Schedule a-A for current contract for secure transport services are for out-of-county transports (including vehicle, mileage, and cost for two guards. Also see response to Question 11 above):

**Schedule 1-A
 Transport Fees (Including Vehicle, Mileage, and Two (2) Guards)**

City	Rate
------	------

City	Rate
Acampo	\$1,283.31
Acton	\$2,474.01
Adelanto	\$2,434.32
Adin	\$859.95
Afton	\$846.72
Agoura Hills	\$2,354.94
Agua Caliente Springs	\$2,791.53
Ahwahnee	\$1,680.21
Alameda	\$1,018.71
Alamo	\$1,031.94
Alhambra	\$2,474.01
Alpine	\$2,910.60
Alta	\$1,164.24
Altadena	\$2,407.86
Alta Loma	\$2,513.70
Altaville	\$1,270.08
Alturas	\$1,018.71
Anaheim	\$2,368.17
Anderson	\$568.89
Angels Camp	\$1,243.62
Angwin	\$846.72
Annapolis	\$767.34
Antioch	\$1,045.17
Anza	\$2,659.23
Apple Valley	\$2,368.17
Arcadia	\$2,275.56
Arroyo Grande	\$1,812.51
Atascadero	\$1,812.51
Atherton	\$1,071.63
Atwater	\$1,402.38
Auberry	\$1,733.13
Auburn	\$1,071.63

City	Rate
Baker	\$2,537.96
Bakersfield	\$1,891.89
Balboa	\$2,394.63
Banning	\$2,513.70
Barstow	\$2,328.48
Bellflower	\$2,315.25
Belmont	\$1,018.71
Belvedere (L.A.)	\$2,262.33
Belvedere (Marin)	\$912.87
Benicia	\$1,018.71
Berkeley	\$1,018.71
Beverly Hills	\$2,222.64
Big Sur	\$1,442.07
Bishop	\$1,878.66
Blythe	\$2,963.52
Brawley	\$2,910.60
Brea	\$2,368.17
Burney	\$846.72
Calabasas	\$2,235.87
Camarillo	\$2,196.18
Campo	\$2,831.22
Capistrano Beach	\$2,447.55
Capitola	\$1,217.16
Carlsbad	\$2,553.39
Carmel	\$1,402.38
Castorville	\$1,336.23
Chico	\$893.03
Chino	\$2,328.48
Chula Vista	\$2,712.15
Clearlake	\$701.19
Cloverdale	\$687.96
Colton	\$2,407.86

City	Rate
Compton	\$2,275.56
Concord	\$1,018.71
Corning	\$767.34
Crescent City	\$343.98
Daly City	\$965.79
Dana Point	\$2,447.55
Davis	\$1,012.10
Del Mar	\$2,606.31
Downey	\$2,264.54
Edison	\$1,905.12
El Cajon	\$2,712.15
El Centro	\$2,963.52
Fairfield	\$979.02
Fillmore	\$2,169.72
Folsom	\$1,098.09
Fort Ord	\$1,203.93
Fresno	\$1,580.99
Gardena	\$2,288.79
Garden Grove	\$2,368.17
Gilroy	\$1,243.62
Granada Hills	\$2,196.18
Grass Valley	\$1,045.17
Guerneville	\$886.41
Hawthorne	\$2,249.10
Hayward	\$1,058.40
Healdsburg	\$714.42
Hollister	\$1,415.61
Hollywood	\$2,209.41
Irvine	\$2,381.40
Kentfield	\$939.33
King City	\$1,508.22
La Jolla	\$2,712.15

City	Rate
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Malibu	\$2,249.10
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Milpitas	\$1,098.09
Mission Viejo	\$2,421.09
Modesto	\$1,071.63
Monterey	\$1,375.92
Morro Bay	\$1,733.13
Mt. Shasta	\$727.65
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Novato	\$873.18
Oakland	\$1,040.76
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Oroville	\$833.49
Pacifica	\$1,018.71
Pacific Grove	\$1,389.15
Palmdale	\$2,196.18
Palm Springs	\$2,619.54
Palo Alto	\$1,045.17

City	Rate
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Petaluma	\$833.49
Placerville	\$1,151.01
Pleasanton	\$1,124.55
Pomona	\$2,354.94
Rancho Cordova	\$1,058.40
Red Bluff	\$635.04
Redding	\$515.97
Redwood City	\$1,031.94
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Richmond	\$939.33
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Rohnert Park	\$780.57
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Sacramento	\$1,045.17
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San Ardo	\$1,561.14
San Bruno	\$1,018.71
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San Diego	\$2,712.15
San Francisco	\$1,018.71
San Jose	\$1,124.55
San Juan Capistrano	\$2,540.16
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San Mateo	\$1,012.10
San Rafael	\$939.33
Santa Barbara	\$2,116.80
Santa Clara	\$1,098.09
Santa Cruz	\$1,230.39
Santa Rosa	\$767.34

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Sonoma	\$846.72
Sonora	\$1,402.38
Stockton	\$1,203.93
Sunnyvale	\$1,256.85
Susanville	\$899.64
Tehachapi	\$2,024.19
Temecula	\$2,540.16
Truckee	\$1,243.62
Ukiah	\$568.89
Vacaville	\$1,018.71
Vallejo	\$939.33
Walnut Creek	\$1,018.71
Watsonville	\$1,274.49
Weaverville	\$423.36
Willits	\$357.21
Willows	\$515.97
Woodland	\$939.33
Yreka	\$793.80
Yuba City	\$939.33