

**STAFF REPORT FOR CALENDAR ITEM NO.: 8
FOR THE MEETING OF: January 11, 2018**

TRANSBAY JOINT POWERS AUTHORITY

BRIEF DESCRIPTION:

Authorize the Executive Director to execute a Professional Services Agreement with Universal Protection Service, LP (Allied) for unarmed security guard and ambassador services (Services) for the Transbay Program (Program) for a three and one-half year term and a not to exceed amount of \$18,191,100, with an option to extend the term by up to two one-year extensions.

EXPLANATION:

On opening day of the transit center this year, the TJPA plans to have an experienced security team in place to staff, monitor, control, and manage the Phase 1 components of the building and to promote the safety and security of transit riders, employees, visitors, and other users of the facility. The TJPA's safety and security program will rely on the concept of layered security, using an on-site security team of roving ambassadors, private unarmed security guards, and law enforcement officers. The security team is expected to work cooperatively to, among other things, deter and detect crime, disseminate facility rules and regulations, provide general information and assistance to the public, and direct the homeless and others to resources.

Following the competitive procurement process described below, staff has negotiated the attached agreement (Agreement) with Allied to provide private unarmed security guard and ambassador services.

Security Guard Services

As part of the security guard services, Allied will provide a 24/7/365 unarmed security guard presence, including stationary and roving security guards, guards trained in vehicle and cargo screening, Security Operations Center (SOC) staff, a shift supervisor, and management staff. Services will include monitoring the physical security components of the building and site, monitoring and controlling the building's security technologies in a command center environment, inspecting vehicles and cargo, enforcing trusted access programs, participating in training and exercise programs simulating real world day-to-day operations, and managing exceptional conditions.

Ambassador Services

During contract negotiations, TJPA staff determined that using Allied security guards with additional training in social services and customer service as roving ambassadors at the transit center was in the best interest of the TJPA and visitors to the transit center. The ambassadors will act in a combined safety and hospitality role, providing a friendly and helpful resource for the public at the facility, in coordination with the TJPA's on-site Asset Manager's staff, the security guard force, and the local law enforcement unit assigned to the transit center. The ambassadors' role will include, but not be limited to, informing users of rules and regulations, defusing potentially volatile situations, deescalating conflicts, connecting those in need with

appropriate social support services, reporting maintenance issues or hazards to the Asset Manager, and providing information and giving directions to visitors.

Staffing Plan

The initial staffing plan was developed in consultation with local law enforcement and security experts as part of the TJPA's Safety and Security Concept of Operations (ConOps).

A comparative analysis was conducted with major metropolitan transit agencies including the Metropolitan Atlanta Regional Transit Agency, Port Authority of New York and New Jersey, and the Los Angeles County Metropolitan Transportation Authority. Additional benchmarking and vetting of the staffing plan was conducted, including outreach to transit agencies operating metropolitan transit stations. Staff met with representatives of Los Angeles Union Station, LA Metro, Washington Metropolitan Transit Authority Union Station, Anaheim Regional Transportation Intermodal Center, and Denver Union Station—all of which use on-site private security forces to supplement law enforcement. Staff gathered information on how security staffing is handled at each facility, and refined the staffing plan.

The staffing plan was peer reviewed by the American Public Transportation Association (APTA), which assembled a panel of senior and executive level industry leaders from within the public transit sector. The five APTA peer reviewers spent three days on-site reviewing TJPA's security documentation and familiarizing themselves with the facility. The panel concluded that the staffing plan represented an appropriate level of staffing and reporting structure and that the proposed staffing numbers were adequate as the minimum staffing level.

The staffing plan is attached to the proposed Agreement as Appendix A-1, but because it is Sensitive Security Information, confidential, and not subject to public disclosure, it is not described in detail here. The staffing plan has been provided to the TJPA Board on a confidential basis.

Term

The Agreement is for a 3 ½ year term. It assumes that Allied will bring on management staff in early 2018 and begin training and ramp-up exercises in March. The Agreement provides TJPA two one-year options to extend the term.

Budget

The not-to-exceed budget amount for the 3 ½ year term of the Agreement is \$18,191,100, broken out by fiscal year as follows:

Fiscal Year	Not-to-Exceed Budget
17/18 (6 months)	\$ 1,571,499.74
18/19	\$ 5,275,328.24
19/20	\$ 5,428,385.97
20/21	\$ 5,565,886.45
<i>Subtotal</i>	<i>\$ 17,841,100.40</i>
Additional Services	\$ 350,000.00
Total	\$ 18,191,100.40

The Agreement at Appendix B (Budget) breaks out the budget for each fiscal year in detail based on the categories of (1) Base Hours and Labor for each position, (2) Other Labor, and (3) Direct Costs. In the category of Base Hours and Labor, the TJPA will compensate Allied at fixed labor wage rates and percentages for payroll costs (13.2%), overhead rates (15.5%), and profit rates (3%). In the categories of Other Labor and Direct Costs, the TJPA will compensate Allied based on Allied's actual incurred costs up to the not-to-exceed amount specified in each Budget category. Allied is required to appropriately document its claimed actual costs.

To the extent Allied's actual costs in any category exceed the not-to-exceed amount specified in the Budget, Allied generally bears the extraordinary cost. In certain limited circumstances, such as where changes in federal, state, or local law increase the minimum wage rate in excess of what is assumed in the Budget, Allied is permitted to pass that cost through to the TJPA. The Agreement allows the TJPA, in its discretion, to approve adjustments in a Budget category of up to 10% of the original amount of the category, so long as the total amount of the aggregate Budget remains unchanged.

The Budget specifies not-to-exceed amounts for the two one-year option periods, should TJPA elect to exercise the options.

The Budget includes a not-to-exceed amount of \$350,000 for Additional Services over the term of the Agreement. TJPA staff anticipate that such additional services will be required in the case of emergencies or special events at the transit center. Staff anticipate, however, that in some cases the TJPA will be able to recover such additional costs from the event sponsor.

Requests for Qualifications & Proposals

Allied was selected to provide the Services following a multi-step competitive procurement process. On July 5, 2017, the TJPA advertised a Request for Qualifications (RFQ) for Unarmed Security Guard Services. The RFQ was posted on the TJPA website and sent to parties registered for notification of security and operations-related contracting opportunities and the firms listed as SAFETY Act-Certified or Designated by the U.S. Department of Homeland Security (DHS). SAFETY Act Certification or Designation was a qualification criterion as gaining SAFETY Act Certification or Designation demonstrates that firms have completed a rigorous evaluation process by DHS to ensure that their product or service, in this case, unarmed security guards, is effective. The SAFETY Act also provides important legal liability protections for organizations contracting with SAFETY Act Certified or Designated companies. Six firms submitted qualifications packages on August 1, 2017, in response to the RFQ. Three firms met all of the qualification criteria and were invited to submit proposals:

- Universal Protection Service LP (Allied)
- G4S Secure Solutions (USA), Inc. (G4S)
- Securitas Security Services USA, Inc. (Securitas)

On September 5, 2017, the TJPA sent the Request for Proposals (RFP) to Allied, G4S, and Securitas. All three firms submitted proposals on October 3, 2017. A selection committee composed of TJPA Chief Security Officer Sidonie Sansom; TJPA Facility Manager Martha Velez; Robert Ducibella of Risk and Protection Consulting Services, LLC, the TJPA's security consultant; and Anne Ording, design manager with the Program Management/Program

Controls team evaluated the proposals, then interviewed each firm on October 18. In addition to the scoring members of the panel, Commander Teresa Ewins of the San Francisco Police Department also reviewed proposals, discussed them with the other committee members, and participated in a portion of the interviews. Due to an offsite emergency, she was unable to attend all of the interviews and thus did not score the proposers. Following the interviews, Allied received the highest score. The committee’s final scoring is shown below:

Firm	Panelist A	Panelist B	Panelist C	Panelist D	Total Score
Allied	90	85	78	89	342
G4S	69	56.5	62.5	74.5	262.5
Securitas	60.5	57	62	79	258.5

The firms were asked to provide a first-year cost proposal to the TJPA based on the initial staffing plan in the RFP (base bid). The base bid includes labor costs and other direct costs, such as training, uniforms, and equipment. Each firm’s base bid is summarized below:

	Allied	G4S	Securitas
BASE BID (Day 1–365)	\$4,466,814	\$5,109,252	\$4,760,615
Wage rate - security guard	\$19.50	\$20.00	\$20.00
Payroll costs/union benefits	13.20%	14.80%	49.67%
Company overhead	15.50%	10.68%	6.00%
Profit margin	3.00%	2.69%	5.00%

Allied’s base bid was lower than the other two firms due to the structure of its proposal. Allied included certain costs - such as healthcare, sick pay and holiday pay – as not-to-exceed Direct Costs rather than including them in hourly labor costs. Allied’s contract amount is higher than their first-year price proposal because Ambassador services were added during negotiations. The selection committee concluded that Allied’s proposed services will provide the greatest benefit to the Program. The selection committee’s report is attached.

Allied is a national contract security services company that currently provides a wide range of security services to forty transit systems and major metropolitan transit centers including Union Station in Denver, Fulton Center and the PATH transportation hub in New York City, several transit centers for the San Diego Metropolitan Transit System (MTS), and Union Station in Los Angeles. Their services for transit agencies include staffing fixed posts and roving patrols, SOC staffing and monitoring, cargo and employee screening, passenger assistance, security for special events, pedestrian management, and homeless services.

There are several aspects of Allied’s experience that the committee found particularly pertinent to the security needs of the Program:

- In addition to their transit experience, Allied oversees the security program for Battery Park City, which is a mixed-use planned community in New York City with over 30 acres of parklands. In partnership with the authority that oversees the development, Allied manages a team of unarmed security staff and special patrols with the authority to detain and issue citations for violations of park rules.

- Allied manages and operates 15 global and national SOCs, including SOCs for the Santa Clara Valley Transportation Authority, Phoenix Valley Metro, and San Diego MTS. This experience includes CCTV monitoring, alarm response, virtual patrols, intelligence analysis, and remote monitoring and response. Their “SOC Project,” as described to the committee, is a company-wide resource offering internal training, best practices, and training materials to standardize their approach to SOC operations.
- Locally, Allied works with commercial property management companies Boston Properties, CBRE, Jones Lang LaSalle, and Kilroy, among others, providing security services that are integrated with on-site building staff. They currently provide on-site security for the Salesforce Tower.

RECOMMENDATION:

Staff recommends that the Board of Directors authorize the Executive Director to execute a Professional Services Agreement with Allied to provide unarmed security guard and ambassador services for a three and one-half year term, for a not-to-exceed amount of \$18,191,100, with an option to extend the term by up to two one-year extensions.

ENCLOSURES:

1. Resolution
2. Agreement
3. Selection Committee Report

**TRANSBAY JOINT POWERS AUTHORITY
BOARD OF DIRECTORS**

Resolution No. _____

WHEREAS, The Transbay Joint Powers Authority (TJPA) is a joint powers agency organized and existing under the laws of the State of California; and

WHEREAS, Pursuant to the Joint Powers Agreement creating the TJPA, dated April 4, 2001, the TJPA has the authority to, among other things, make and enter into contracts and exercise all powers necessary and proper to carry out the provisions of the Joint Powers Agreement; and

WHEREAS, The TJPA has developed a robust safety and security program for the transit center and related facilities under the TJPA's control (TJPA Property); and

WHEREAS, The TJPA's safety and security program is planned to include a multi-layered security team consisting of roving ambassadors, private unarmed security guards, and law enforcement officers; and

WHEREAS, Security guard duties will include monitoring the physical security components of the building and site, monitoring and controlling the building's security technologies in a command center environment, inspecting vehicles and cargo, enforcing trusted access programs, participating in training and exercise programs simulating real world day-to-day operations, and managing exceptional conditions; and

WHEREAS, On July 5, 2017, the TJPA advertised a Request for Qualifications (RFQ) for unarmed security guard services; and

WHEREAS, On September 5, 2017, the TJPA sent the Request for Proposals (RFP) to three pre-qualified firms; and

WHEREAS, On October 3, 2017, the TJPA received proposals from three pre-qualified firms in response to the RFP, and a selection committee evaluated the proposals for technical merit and invited all three firms to interview; and

WHEREAS, Following interviews, the proposal submitted by Universal Protection Service, LP (Allied) received the highest score, and staff has determined that the firm is well qualified to perform the scope of services in a cost-effective manner; and

WHEREAS, Including ambassador services in the scope of services is expected to be cost effective, and will integrate and streamline security management; and

WHEREAS, TJPA staff has negotiated an agreement with Allied for a term of three and one-half (3-1/2) years, and for a not-to-exceed amount of \$18,191,100, with an option to extend the term by up to two (2) one-year extensions; now, therefore, be it

RESOLVED, That the TIPA Board of Directors authorizes the Executive Director to execute an agreement for unarmed security guard and ambassador services with Allied, in substantially the form attached, for a three and one-half year term and a not to exceed amount of \$18,191,100, with the option to extend the term by up to two (2) one-year extensions; and be it

FURTHER RESOLVED, That the TIPA Board authorizes the Executive Director to take all actions and execute all documents as he deems reasonably necessary to implement and effectuate the above approval.

I hereby certify that the foregoing resolution was adopted by the Transbay Joint Powers Authority Board of Directors at its meeting of January 11, 2018.

Secretary, Transbay Joint Powers Authority

PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT ("Agreement") is entered into as of the _____ day of _____ 2018, by and between the TRANSBAY JOINT POWERS AUTHORITY ("TJPA") and Universal Protection Service, LP, dba Allied Universal Security Services ("Contractor").

Recitals

A. The TJPA requires Unarmed Security Guard Services and Roving Ambassador Services ("Services") for the Transbay Program ("Program").

B. The Contractor submitted a written proposal ("Proposal") in response to the TJPA's Request for Proposals ("RFP"). Based on that Proposal, the TJPA's selection committee determined the Contractor to be the highest-ranked respondent to the RFP, and the TJPA invited the Contractor for exclusive negotiations. This Agreement is the product of those negotiations.

C. The Contractor represents and warrants that it is qualified to perform the Services required by this Agreement as set forth in Appendix A-1 and Appendix A-2 (collectively, "Scope of Services").

D. The TJPA and the Contractor intend that this Agreement comply with the regulations of the United States Department of Transportation ("USDOT") as set forth in Appendix D and certain contracting requirements of the City and County of San Francisco (the "City").

E. On _____, 2018, the TJPA Board of Directors adopted Resolution No. _____ authorizing the TJPA's Executive Director to execute this Agreement with the Contractor for the Services.

Now, THEREFORE, the parties agree as follows:

1. Certification of Funds; Budget and Fiscal Provisions; Termination in the Event of Non-Appropriation

Charges under this Agreement will accrue only after prior written authorization certified by the TJPA's Chief Financial Officer. The amount of the TJPA's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization.

This Agreement will terminate without penalty, liability or expense of any kind to the TJPA at the end of any fiscal year if funds are not appropriated for the next succeeding fiscal year. If funds are appropriated for a portion of the fiscal year, this Agreement will terminate, without penalty, liability or expense of any kind at the end of the fiscal year for which funds are appropriated.

The TJPA has no obligation to make appropriations for this Agreement in lieu of appropriations for new or other agreements or Program costs. The TJPA's budget decisions are subject to the discretion of the TJPA Board of Directors. The Contractor's assumption of risk of possible non-appropriation is part of the consideration for this Agreement.

THIS SECTION CONTROLS AGAINST ANY AND ALL OTHER PROVISIONS OF THIS AGREEMENT.

2. Term of the Agreement

Subject to Section 1, the term of this Agreement shall be for three years and six months from the Effective Date of the Agreement, as described in Section 3 below, provided that (i) the TJPA shall have the right to extend this Agreement for two additional one-year terms by providing to the Contractor written notice of such extension on or before the expiration of this Agreement, and (ii) any such extension shall be subject to and conditioned upon the written agreement of the Contractor and the approval of such

extension by resolution adopted by the TJPA Board of Directors.

3. Effective Date of Agreement

This Agreement shall become effective when the Chief Financial Officer has certified to the availability of funds for the first notice to proceed ("NTP") and the Contractor has been notified in writing via an NTP.

4. Services Contractor Agrees to Perform

The Contractor agrees to perform the Services listed in Appendix A-1 and Appendix A-2, Scope of Services, attached hereto and incorporated by reference as though fully set forth within. Each NTP shall relate to a specified part of the Services and a not-to-exceed maximum price under that NTP. No NTP can be amended, except in writing and signed by an authorized representative of the TJPA.

To minimize the potential for a conflict of interest or unfair competitive advantage, the Contractor agrees that it shall not enter into a contract with any property owner with respect to any property that is within the Transit Center District without the TJPA's prior written consent, which the TJPA can grant or withhold at its sole discretion.

5. Compensation

In no event shall the total compensation under this Agreement for the Services exceed eighteen million one hundred ninety one thousand one hundred dollars and 40/100, (\$18,191,100.40)("Budget").

The breakdown of the Contractor's Budget for the Services over the term of the Agreement appears in Appendix B. In no event shall the TJPA's obligation to compensate Contractor under any category reflected in the Budget exceed the budgeted amount for that category; notwithstanding the foregoing, Contractor shall have the right to request, and TJPA shall have the right to approve or decline in its sole discretion, adjustments in a Budget category of up to ten percent (10%) of the original amount of the category, so long as the total amount of the aggregate Budget remains unchanged. In the category of Base Hours and Labor, the TJPA shall compensate Contractor at the labor wage rates and percentage (31.7%, consisting of payroll costs (13.2%), overhead rates (15.5%), and profit rates (3%)) specified in the Budget. In the categories of Other Labor and Direct Costs, the TJPA shall compensate Contractor based on Contractor's actual incurred costs up to the amount specified in each Budget category. Contractor shall provide TJPA such documentation as TJPA reasonably requests to support Contractor's claimed actual costs. To the extent Contractor's actual costs of Base Hours and Labor, Other Labor, or Direct Costs exceed the amount specified in a particular Budget category, Contractor shall be obligated to provide the Service and Contractor shall bear the extraordinary cost.

Notwithstanding the foregoing, in the event that Contractor experiences an increase in its actual costs resulting from any increase, whether or not anticipated, in or resulting from:

(1) Changes in federal, state or local taxes, levies, or required withholdings imposed or assessed on amounts payable to and/or by Contractor hereunder or by or in respect of Contractor to its personnel providing services under the Agreement after the effective date of this Agreement; and/or

(2) Changes in federal, state or local minimum wage rates after the effective date of this Agreement that require Contractor to pay wage rates to personnel providing services under this Agreement in excess of the wage rates specified in the San Francisco Bay Area Master Collective Bargaining Agreement between Allied Universal Security and other security companies, and Service Employees International Union, United Service Workers West (effective August 5, 2017 through June 30, 2021) ("CBA") at Section 12.1; and/or

(3) Changes in federal, state, or local law mandated paid time off and/or sick leave after the effective date of this Agreement that result in the obligation for Contractor to provide such benefits to personnel providing services under this Agreement in excess of what is contemplated in the existing CBA or a new or renegotiated CBA after termination of the existing CBA; and/or

(4) Changes in federal, state, or local overtime wage regulations after the effective date of this Agreement that require Contractor to pay wage rates to personnel providing services under this Agreement in excess of what is contemplated in the existing CBA or a new or renegotiated CBA after termination of the existing CBA; and/or

(5) Increases in the uniform maintenance allowance or other employee allowances under the existing CBA or a new or renegotiated CBA after termination of the existing CBA that Contractor is required to provide to personnel providing services under this Agreement; and/or

(6) Changes in federal, state, or local licensing fees after the effective date of this Agreement that require Contractor to pay more for licensing mandated by this Agreement for personnel providing services under this Agreement; and/or

(7) Changes in the cost, scope or type of wage, medical, welfare and other benefits required to be provided by Contractor to personnel providing services under the Agreement under a new or renegotiated CBA after the termination of the existing CBA,

the amounts specified in the Budget shall be increased by an amount equal to the TJPA's share of the actual increase in Contractor's costs resulting from the items set forth in this paragraph. Contractor will provide the TJPA notice of such change in the Budget and provide documentation supporting the change.

Moreover, to the extent that the TJPA requests Services, equipment or staffing that are in excess of the scope described in Appendix A-1 and A-2, and the Budget described in Appendix B, the parties shall negotiate a corresponding adjustment to the Budget. Specifically, but without limitation of the foregoing, the Summary Tab of the Budget described in Appendix B includes amounts for Additional Services, such as additional staffing required for Emergency Response and Special Events described in Section III.h through Section III.k of Appendix A-1. Those amounts are estimates only. To the extent TJPA requests additional staffing for the aforementioned functions or any other function and the negotiated costs for such staffing exceed the budgeted amounts for Additional Services, TJPA will be obligated to pay the excess cost.

Contractor represents that it is not aware that Contractor's Services require the payment of any sales, use, excise or similar taxes, duties and levies. To the extent that such sales, use, or excise taxes are imposed on Contractor's Services, TJPA is responsible for paying all such taxes or providing appropriate documents of exemption from such taxes. Upon receipt of notice from Contractor about the imposition of such taxes, TJPA shall either (a) promptly reimburse the appropriate amount to Contractor, or (b) provide Contractor with a valid and current tax exemption certificate, or (c) arrange for direct payment of the appropriate amount to the taxing authority.

No charges shall be incurred under this Agreement nor shall any payments become due to the Contractor until the Services required under this Agreement are received from Contractor and approved by the Executive Director as being in accordance with this Agreement. The TJPA may withhold payment to the Contractor in any instance in which the Contractor has failed or refused to satisfy any material obligation provided for under this Agreement.

In no event shall the TJPA be liable for interest or late charges for any late payments.

6. Guaranteed Maximum Costs

a. The TJPA's obligation hereunder shall not at any time exceed the amount certified by the Chief Financial Officer for the purpose and period stated in such certification, or the maximum price set forth in an NTP with respect to the work covered under that NTP.

b. Except as may be provided by laws governing emergency procedures, officers and employees of the TJPA are not authorized to request, and the TJPA is not required to reimburse the Contractor for, commodities or services in excess of the price set forth in an NTP and in excess of the total compensation under this Agreement as stated in Section 5, unless the changed scope is authorized by written amendment and approved as required by law.

c. Officers and employees of the TJPA are not authorized to offer or promise, nor is the TJPA required to honor, any offered or promised additional funding in excess of the maximum amount of funding for which the contract or NTP is certified without certification of the additional amount by the Chief Financial Officer.

d. The Chief Financial Officer is not authorized to make payments on any contract or NTP for which funds have not been certified as available in the budget or by supplemental appropriation.

7. Payment

Invoices furnished by the Contractor under this Agreement must be in a form acceptable to the TJPA and must include a unique invoice number. Invoices shall include the first and last day of a calendar month and be submitted within thirty (30) days of the end of said calendar month. Contractor must submit required DBE Progress Payment Reports with every invoice. All amounts paid to the Contractor shall be subject to audit by the TJPA.

The TJPA shall make payment to the Contractor at the address specified in the Section entitled "Notices to the Parties". TJPA will make best efforts to pay in full the amount of all undisputed invoices within thirty (30) days after receipt.

8. Submitting False Claims; Monetary Penalties

Pursuant to San Francisco Administrative Code Chapter 6, Article V, any Contractor, subcontractor, or consultant who submits a false claim shall be liable to the TJPA for three times the amount of damages which the TJPA sustains because of the false claim, plus a civil penalty of up to \$10,000, and other damages as provided by statute. A Contractor, subcontractor or consultant will be deemed to have submitted a false claim to the TJPA if the Contractor, subcontractor or consultant (a) knowingly presents or causes to be presented to an officer or employee of the TJPA a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the TJPA; (c) conspires to defraud the TJPA by getting a false claim allowed or paid by the TJPA; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the TJPA; or (e) is a beneficiary of an inadvertent submission of a false claim to the TJPA, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the TJPA within a reasonable time after discovery of the false claim.

9. Disallowance

If Contractor claims or receives payment from the TJPA for a service, reimbursement for which is later disallowed by the State of California or United States Government, the Contractor shall promptly refund the disallowed amount to the TJPA upon the TJPA's request. At its option, the TJPA may offset the amount disallowed from any payment due or to become due to Contractor under this Agreement or any other Agreement.

By executing this Agreement, the Contractor certifies that the Contractor is not suspended, debarred or otherwise excluded from participation in federal assistance programs. The Contractor acknowledges that this certification of eligibility to receive federal funds is a material term of the Agreement.

10. Taxes

Except as expressly provided in Section 5, payment of any taxes, including possessory interest taxes and California sales and use taxes, levied upon this Agreement, the transaction, or the Services delivered pursuant hereto, shall be the obligation of the Contractor.

11. Payment Does Not Imply Acceptance of Work

The granting of any payment by the TJPA, or the receipt thereof by the Contractor, shall in no way lessen the liability of the Contractor to correct or revise unsatisfactory work, even though the unsatisfactory character of such work may not have been apparent or detected at the time such payment was made.

12. Qualified Personnel

The Contractor represents and warrants to the TJPA that the Contractor is qualified to perform the Services as contemplated by this Agreement. The Contractor further represents and warrants to the TJPA that it has all required licenses and approvals to perform the work contemplated by this Agreement, and that all work performed under this Agreement shall be performed only by personnel under the supervision and in the employment of the Contractor. All personnel engaged in the work shall be fully qualified and shall be authorized, licensed and certified under state and local law to perform such work if authorization, licensing or certification is required. The persons performing professional services under this Agreement on behalf of the Contractor shall not be changed or substituted without the prior written consent of the TJPA, but all personnel, including those assigned at the TJPA's request, must be supervised by the Contractor. The Contractor shall commit adequate resources to complete the project within the project schedule specified in this Agreement.

13. Responsibility for Equipment

The TJPA shall not be responsible for any damage to persons or property as a result of the use, misuse or failure of any equipment used by Contractor, or by any of its employees, even though such equipment be furnished, rented or loaned to Contractor by the TJPA.

14. Independent Contractor, Payment of Taxes and Other Expenses

a. Independent Contractor

The Contractor or any agent or employee of Contractor shall be deemed at all times to be an independent contractor and is wholly responsible for the manner in which it performs the Services and work requested by the TJPA under this Agreement. The Contractor or any agent or employee of the Contractor shall not have employee status with the TJPA, nor be entitled to participate in any plans, arrangements, or distributions by the TJPA pertaining to or in connection with any retirement, health or other benefits that the TJPA may offer its employees. The Contractor or any agent or employee of the Contractor is liable for the acts and omissions of itself, its employees and its agents. The Contractor shall be responsible for all obligations and payments, whether imposed by federal, state or local law, including, but not limited to, Federal Insurance Contributions Act (FICA), income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to the Contractor's performing services and work, or any agent or employee of the Contractor providing same. Nothing in this Agreement shall be construed as creating an employment or joint venture relationship between the TJPA and the Contractor.

Any terms in this Agreement referring to direction from the TJPA shall be construed as providing for direction as to policy and the result of the Contractor's work only, and not as to the means by which such a result is obtained.

b. Payment of Taxes and Other Expenses

Should the TJPA, in its discretion, or a relevant taxing authority such as the Internal Revenue Service or the State Employment Development Division, or both, determine that the Contractor is an employee for purposes of collection of any employment taxes, the amounts payable under this Agreement shall be reduced by amounts equal to both the employee and employer portions of the tax due (and offsetting any credits for amounts already paid by the Contractor which can be applied against this liability). The TJPA shall then forward those amounts to the relevant taxing authority.

Should a relevant taxing authority determine a liability for past services performed by the Contractor for the TJPA, upon notification of such fact by the TJPA, the Contractor shall promptly remit such amount due or arrange with the TJPA to have the amount due withheld from future payments to the Contractor under this Agreement (again, offsetting any amounts already paid by the Contractor which can be applied as a credit against such liability).

A determination of employment status pursuant to the preceding two paragraphs shall be solely for the purposes of the particular tax in question, and for all other purposes of this Agreement, The Contractor shall not be considered an employee of the TJPA. Notwithstanding the foregoing, should any court, arbitrator, or administrative authority determine that the Contractor is an employee for any other purpose, then the Contractor agrees to a reduction in the TJPA's financial liability so that the TJPA's total expenses under this Agreement are not greater than they would have been had the court, arbitrator, or administrative authority determined that the Contractor was not an employee.

15. Insurance

a. Without in any way limiting the Contractor's other indemnification obligations under this Agreement, the Contractor must maintain in force, during the full term of the Agreement, insurance with coverages at least as broad as the following amounts and coverages.

(1) If required under California law, Worker's Compensation, in statutory amounts, with Employers' liability limits not less than \$1,000,000 each accident, injury, or illness; and

(2) Commercial General Liability Insurance on an occurrence basis, with limits not less than \$3,000,000 each occurrence for Bodily Injury, Property Damage, Contractual Liability, Personal and Advertising Injury, Products and Completed Operations; and

(3) Business Automobile Liability Insurance with limits not less than \$1,000,000 per accident for Bodily Injury (including death), Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable; and

(4) Professional Liability Insurance with limits not less than \$1,000,000 each claim, with respect to negligent acts, errors or omissions in connection with professional services to be provided under this Agreement.

(5) "Umbrella Liability Insurance with limits not less than \$10,000,000 each occurrence and \$10,000,000 aggregate, which coverage shall respond in excess of the coverage described in Section 15(a)(2) and Section 15(a)(3) above."

b. Commercial General Liability policies must provide the following:

(1) Include as Additional Insured the entities identified in Appendix C to the extent of the liability assumed by the Contractor under this Agreement and up to the required insurance coverage

amount.

(2) That such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought.

c. All policies shall be endorsed to provide thirty (30) days' advance written notice to the TJPA of material change in coverages, reduction or nonrenewal of coverages, or cancellation of coverages for any reason. Notices shall be sent to the address specified in the Section entitled "Notices to the Parties".

d. Should any of the required insurance be provided under a claims-made form, the Contractor shall maintain such coverage continuously throughout the term of this Agreement, and without lapse, for a period of five (5) years beyond the expiration of this Agreement, to the effect that, should occurrences during the agreement term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.

e. Omitted.

f. Should any required insurance lapse during the term of this Agreement, requests for payment originating after such lapse shall not be processed until the TJPA receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the TJPA may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

g. Before commencing any operations under this Agreement, the Contractor shall do the following: (a) furnish to the TJPA certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A.M. Best A-, VII or higher, that are authorized to do business in the State of California, and that are satisfactory to the TJPA, in form evidencing all coverages set forth above, and (b) furnish copies of policy declaration pages and all endorsements required by this Section 15 promptly upon TJPA request. Failure to maintain insurance shall constitute a material breach of this Agreement.

h. Approval of the insurance by the TJPA shall not relieve or decrease the liability of the Contractor under this Agreement.

16. Indemnification

Contractor shall indemnify and save harmless the TJPA and its officers, directors, agents and employees from, and shall defend them against, any and all loss, cost, damage, injury, liability, and claims thereof for injury to or death of a person, including employees of the Contractor or loss of or damage to property, arising directly or indirectly from the Contractor's performance of this Agreement, including, but not limited to, the Contractor's use of facilities or equipment provided by the TJPA or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on the TJPA, except to the extent that such indemnity is void or otherwise unenforceable under applicable law in effect on or validly retroactive to the date of this Agreement, and except to the extent such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of the TJPA. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and the TJPA's costs of investigating any claims against the TJPA.

In addition to the Contractor's obligation to indemnify the TJPA, the Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend the TJPA from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to the Contractor by the TJPA and continues at all times thereafter. The Contractor shall have the exclusive right to select and retain attorneys to defend against such indemnified claims (subject to the reasonable

approval of the TJPA) and the TJPA shall cooperate with the Contractor and its attorneys, at no cost to the TJPA.

The Contractor shall indemnify and hold the TJPA harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons in consequence of the use by the TJPA, or any of its officers or agents, of articles or services to be supplied in the performance of this Agreement.

17. Incidental and Consequential Damages

Contractor shall be responsible for incidental and consequential damages to the TJPA resulting in whole or in part from Contractor's acts or omissions. Nothing in this Agreement shall constitute a waiver or limitation of any rights that the TJPA may have under applicable law to seek a defense, indemnity, or damages for such acts or omissions.

18. Liability of TJPA

The TJPA's monetary obligations under this agreement shall be limited to the payment of the compensation provided for in the Section of this Agreement entitled "Compensation". Notwithstanding any other provision of this Agreement, in no event shall the TJPA be liable, regardless of whether any claim is based on contract or tort, for any special, consequential, indirect or incidental damages, including, but not limited to, lost profits, arising out of or in connection with this Agreement or the Services performed in connection with this Agreement.

19. Reserved

20. Default; Remedies

a. Each of the following shall constitute an event of default ("Event of Default") under this Agreement.

(1) Contractor fails or refuses to perform or observe any term, covenant or condition contained in any of the following Sections of this Agreement: Payment; Submitting False Claims, Monetary Penalties; Taxes; Insurance; Proprietary or Confidential Information of TJPA; Protection of Private Information; Assignment; Drug-Free Workplace; Compliance with Laws; USDOT Requirements.

(2) Contractor fails or refuses to perform or observe any other term, covenant or condition contained in this Agreement, and such default continues for a period of ten (10) days after written notice thereof from TJPA to Contractor.

(3) The Contractor (a) is generally not paying its debts as they become due, (b) files, or consents by answer or otherwise to the filing against it of, a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction, (c) makes an assignment for the benefit of its creditors, (d) consents to the appointment of a custodian, receiver, trustee or other officer with similar powers of the Contractor or of any substantial part of the Contractor's property, or (e) takes action for the purpose of any of the foregoing.

(4) A court or government authority enters an order (a) appointing a custodian, receiver, trustee or other officer with similar powers with respect to Contractor or with respect to any substantial part of the Contractor's property, (b) constituting an order for relief or approving a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction, or (c) ordering the dissolution, winding-up or liquidation of the Contractor.

b. On and after any Event of Default, the TJPA shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate this Agreement or to seek specific performance of all or any part of this Agreement. In addition, the TJPA shall have the right (but no obligation) to cure (or cause to be cured) on behalf of the Contractor any Event of Default; the Contractor shall pay to the TJPA on demand all costs and expenses incurred by the TJPA in effecting such cure, with interest thereon from the date of incurrence at the maximum rate then permitted by law. The TJPA shall have the right to offset from any amounts due to Contractor under this Agreement or any other agreement between the TJPA and the Contractor all damages, losses, costs or expenses incurred by the TJPA as a result of such Event of Default and any liquidated damages due from the Contractor pursuant to the terms of this Agreement or any other agreement.

c. All remedies provided for in this Agreement may be exercised individually or in combination with any other remedy available hereunder or under applicable laws, rules and regulations. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy.

21. Termination for Convenience

a. The TJPA shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience when it is in the TJPA's best interest, which best interest shall be determined at the TJPA's sole discretion. The TJPA shall exercise this option by giving the Contractor written notice of termination. The notice shall specify the date on which termination shall become effective.

b. Upon receipt of the notice, the Contractor shall commence and perform, with diligence, all actions necessary on the part of the Contractor to effect the termination of this Agreement on the date specified by the TJPA and to minimize the liability of the Contractor and the TJPA to third parties as a result of termination. All such actions shall be subject to the prior approval of the TJPA. Such actions shall include, without limitation:

(1) Halting the performance of all services and other work under this Agreement on the date(s) and in the manner specified by the TJPA.

(2) Not placing any further orders or subcontracts for materials, services, equipment or other items.

(3) Terminating all existing orders and subcontracts.

(4) At the TJPA's direction, assigning to the TJPA any or all of the Contractor's right, title and interest under the orders and subcontracts terminated. Upon such assignment, the TJPA shall have the right, in its sole discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.

(5) Subject to the TJPA's approval, settling all outstanding liabilities and all claims arising out of the termination of orders and subcontracts.

(6) Completing performance of any services or work that the TJPA designates to be completed prior to the date of termination specified by the TJPA.

(7) Taking such action as may be necessary, or as the TJPA may direct, for the protection and preservation of any property related to this Agreement which is in the possession of the Contractor and in which the TJPA has or may acquire an interest.

c. Within thirty (30) days after the specified termination date, the Contractor shall submit to the TJPA an invoice, which shall set forth the reasonable cost to the Contractor for all services and other work the TJPA directed the Contractor to perform prior to the specified termination date, for which

services or work the TJPA has not already tendered payment. The costs shall be determined as provided in Section 5, and shall be invoiced as provided in Section 7. The Contractor may also recover the reasonable cost of preparing the invoice.

d. In no event shall the TJPA be liable for costs incurred by the Contractor or any of its subcontractors after the termination date specified by the TJPA, except for those costs specifically enumerated and described in the immediately preceding subsection (c). Such non-recoverable costs include, but are not limited to, anticipated profits on this Agreement, post-termination employee salaries, post-termination administrative expenses, post-termination overhead or unabsorbed overhead, attorneys' fees or other costs relating to the prosecution of a claim or lawsuit, prejudgment interest, or any other expense which is not reasonable or authorized under such subsection (c).

e. In arriving at the amount due to the Contractor under this Section, the TJPA may deduct (1) all payments previously made by the TJPA for work or other services covered by the Contractor's final invoice; (2) any claim which the TJPA may have against the Contractor in connection with this Agreement; (3) any invoiced costs or expenses excluded pursuant to the immediately preceding subsection (d); and (4) in instances in which, in the opinion of the TJPA, the cost of any service or other work performed under this Agreement is excessively high due to costs incurred to remedy or replace defective or rejected services or other work, the difference between the invoiced amount and the TJPA's estimate of the reasonable cost of performing the invoiced services or other work in compliance with the requirements of this Agreement.

f. The TJPA's payment obligation under this Section shall survive termination of this Agreement.

22. Rights and Duties upon Termination or Expiration

a. This Section and the following Sections of this Agreement shall survive termination or expiration of this Agreement: Submitting False Claims, Monetary Penalties; Disallowance; Taxes; Payment Does Not Imply Acceptance of Work; Responsibility for Equipment; Independent Contractor, Payment of Taxes and Other Expenses; Insurance; Indemnification; Incidental and Consequential Damages; Liability of TJPA; Proprietary or Confidential Information of TJPA; Protection of Private Information; Notices to the Parties; Ownership of Results; Works for Hire; Audit and Inspection of Records; Non-Waiver of Rights; Limitations on Contributions; Modification of Agreement; Administrative Remedy for Agreement Interpretation; Agreement Made in California, Venue; Construction; Entire Agreement; Severability; USDOT Requirements; Prompt Payment of Subcontractors.

b. Subject to the immediately preceding subsection (a), upon termination of this Agreement prior to expiration of the term specified in Section 2, this Agreement shall terminate and be of no further force or effect. The Contractor shall transfer title to the TJPA, and deliver in the manner, at the times, and to the extent, if any, directed by the TJPA, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to the TJPA. This subsection shall survive termination of this Agreement.

23. Notices to the Parties

Unless otherwise indicated elsewhere in this Agreement, all written communications sent by the parties may be by U.S. mail, email, or fax, and shall be addressed as follows:

To TJPA:	Mr. Mark Zabaneh, Executive Director Transbay Joint Powers Authority 201 Mission Street, Suite 2100 San Francisco, CA 94105 (415) 597-4615 fax MZabaneh@transbaycenter.org
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To Contractor:

Michael Smidt, President Northwest Region
Allied Universal Security Services
8950 Cal Center Drive #115
Sacramento, CA 95826
(714) 335-6657
mike.smidt@aus.com

With a copy to:
David I. Buckman, General Counsel
Allied Universal Security Services
Eight Tower Bridge, Suite 600
161 Washington Street
Conshohocken, PA 19428
(484) 351-1300
david.buckman@aus.com

Any notice of default must be sent by registered mail.

24. Proprietary or Confidential Information of the TJPA

The Contractor understands and agrees that, in the performance of the work or services under the Agreement or in contemplation thereof, the Contractor may have access to private or confidential information which may be owned or controlled by the TJPA and that such information may contain proprietary or confidential details, the disclosure of which to third parties may be damaging to the TJPA. The Contractor agrees that all information disclosed by the TJPA to the Contractor shall be held in confidence and used only in performance of this Agreement. The Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary data.

25. Protection of Private, Confidential, Sensitive Security, and Protected Critical Infrastructure Information

a. The Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12M of the San Francisco Administrative Code (the "Nondisclosure of Private Information Ordinance"), including the remedies provided. The provisions of the Nondisclosure of Private Information Ordinance are incorporated herein by reference and made a part of this Agreement as though fully set forth. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in the Nondisclosure of Private Information Ordinance. Consistent with the requirements of the Nondisclosure of Private Information Ordinance, the Contractor agrees to all of the following:

(1) Neither the Contractor nor any of its subcontractors shall disclose Private Information obtained from the TJPA or the City in the performance of this Agreement to any other subcontractor, person, or other entity, unless one of the following is true.

- (i) The disclosure is authorized by this Agreement;
- (ii) The Contractor received advance written approval from the TJPA to disclose the information; or

(iii) The disclosure is required by law or judicial order.

(2) Any disclosure or use of Private Information authorized by this Agreement shall be in accordance with any conditions or restrictions stated in this Agreement. Any disclosure or use of Private Information authorized by the TJPA shall be in accordance with any conditions or restrictions stated in the approval.

(3) Private Information shall mean any information that (1) could be used to identify an individual, including without limitation, name, address, social security number, medical information, financial information, date and location of birth, and names of relatives or (2) the law forbids any person from disclosing.

(4) Any failure of the Contractor to comply with the Nondisclosure of Private Information Ordinance shall be a material breach of this Agreement. In such an event, in addition to any other remedies available to it under equity or law, the TJPA may terminate this Agreement, debar Contractor, or bring a false claim action against the Contractor.

b. The TJPA recognizes the need to share certain Confidential Information, Sensitive Security Information (SSI), and/or Protected Critical Infrastructure Information (PCII) with the Contractor to allow the Contractor to perform work on the Program. Confidential Information, SSI, and PCII may appear in records in written or electronic form, including, but not limited to, drawings, photographs, schematics, plans, memorandums, reports, emails, videos, tape recordings, and presentations. The Contractor acknowledges that by granting access to certain Confidential Information, SSI, and/or PCII, the TJPA has placed a special confidence and trust in the Contractor. In accordance with the terms of the TJPA's Non-Disclosure Agreement (NDA) under which access to Confidential Information, SSI, or PCII would be granted, the Contractor agrees to

(1) Keep Confidential Information, SSI, and PCII confidential and treat it in a manner designed to prevent the unauthorized disclosure to third parties;

(2) Not disclose Confidential Information, SSI, and/or PCII to third parties without the express written permission of the Executive Director of the TJPA or designee; and

(3) If such permission is granted, then provide said information only upon the execution of an NDA by that third party.

26. News Releases/Interviews

All Contractor news releases, media interviews, testimony at hearings and public comment relating to the Transbay Program shall be prohibited unless expressly authorized by the TJPA.

27. Ownership of Results

Any interest of the Contractor or its subcontractors, in drawings, plans, specifications, blueprints, studies, reports, memoranda, computation sheets, computer files and media, or other documents prepared by the Contractor or its subcontractors in connection with services to be performed under this Agreement, shall become the property of and will be transmitted to the TJPA. However, the Contractor may retain and use copies for reference and as documentation of its experience and capabilities.

28. Works for Hire

If, in connection with services performed under this Agreement, the Contractor or its subcontractors create artwork, copy, posters, billboards, photographs, videotapes, audiotapes, systems design, software, reports, diagrams, surveys, source codes or any other original works of authorship, such works of authorship shall be works for hire as defined under Title 17 of the United States Code, and all copyrights

in such works are the property of the TJPA. If it is ever determined that any works created by the Contractor or its subcontractors under this Agreement are not works for hire under U.S. law, the Contractor hereby assigns all copyrights to such works to the TJPA, and agrees to provide any material and execute any documents necessary to effectuate such assignment. With the approval of the TJPA, the Contractor may retain and use copies of such works for reference and as documentation of its experience and capabilities.

29. Audit and Inspection of Records

The Contractor agrees to maintain and make available to the TJPA, during regular business hours, accurate books and accounting records relating to its work under this Agreement. The Contractor will permit the TJPA to audit, examine and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. The Contractor shall maintain such data and records in an accessible location and condition for a period of not less than five years after final payment under this Agreement or until after final audit has been resolved, whichever is later. The State of California or any governmental agency having an interest in the subject of this Agreement shall have the same rights conferred upon the TJPA by this Section.

30. San Francisco Sunshine Ordinance

In accordance with S.F. Administrative Code Section 67.24(e), the Contractors' bids, responses to solicitations and all other records of communications between the TJPA and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

31. Public Access to Meetings and Records

If the Contractor receives a cumulative total per year of at least \$250,000 in TJPA funds or TJPA-administered funds and is a nonprofit organization as defined in Chapter 12L of the S.F. Administrative Code, the Contractor shall comply with and be bound by all the applicable provisions of that Chapter. By executing this Agreement, the Contractor agrees to open its meetings and records to the public in the manner set forth in Sections 12L.4 and 12L.5 of the Administrative Code. The Contractor further agrees to make good faith efforts to promote community membership on its Board of Directors in the manner set forth in Section 12L.6 of the Administrative Code. The Contractor acknowledges that its material failure to comply with any of the provisions of this paragraph shall constitute a material breach of this Agreement. The Contractor further acknowledges that such material breach of the Agreement shall be grounds for the TJPA to terminate and/or not renew the Agreement, partially or in its entirety.

32. Subcontracting

The Contractor will be permitted to subcontract portions of the work under this Agreement subject to the prior written approval of the TJPA Executive Director. Subcontractors shall be solely responsible to the Contractor throughout the performance of their services under this Agreement. Assignment by the Contractor of work to subcontractors shall not relieve the Contractor of any obligation to the TJPA for the work performed.

33. Assignment

The Services to be performed by the Contractor are personal in character and neither this Agreement nor any duties or obligations hereunder may be assigned or delegated by the Contractor

unless first approved by the TJPA by written instrument executed and approved in the same manner as this Agreement.

34. Non-Waiver of Rights

The omission by either party at any time to enforce any default or right reserved to it, or to require performance of any of the terms, covenants, or provisions hereof by the other party at the time designated, shall not be a waiver of any such default or right to which the party is entitled, nor shall it in any way affect the right of the party to enforce such provisions thereafter. There shall be no waiver except in writing, signed by the party to be charged.

35. Services Provided by Attorneys

Any services to be provided by a law firm or attorney must be reviewed and approved in writing in advance by the TJPA. No invoices for such services provided by law firms or attorneys, including, without limitation, as subcontractors of the Contractor, will be paid unless the provider received advance written approval from the TJPA.

36. Conflict of Interest

Through its execution of this Agreement, the Contractor acknowledges that it is familiar with the provisions of the Conflict of Interest Code of the TJPA; Section 15.103 of the San Francisco City Charter; Article III, Chapter 2 of San Francisco's Campaign and Governmental Conduct Code; and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California, and certifies that it does not know of any facts which constitute a violation of said provisions.

37. Limitations on Contributions

Through execution of this Agreement, the Contractor acknowledges that it is familiar with Section 1.126 of the San Francisco Campaign and Governmental Conduct Code, which prohibits any person who contracts with the TJPA for the rendition of personal services, for the furnishing of any material, supplies or equipment, or for the sale or lease of any land or building, from making any campaign contribution to (1) a TJPA elective officer if the contract must be approved by the individual, a board on which that individual serves, or a board on which an appointee of that individual serves, (2) a candidate for the office held by such individual, or (3) a committee controlled by such individual, at any time from the commencement of negotiations for the contract until the later of either the termination of negotiations for such contract or six months after the date the contract is approved. The Contractor acknowledges that the foregoing restriction applies only if the contract or a combination or series of contracts approved by the same individual or board in a fiscal year have a total anticipated or actual value of \$50,000 or more. The Contractor further acknowledges that the prohibition on contributions applies to each prospective party to the contract; each member of the Contractor's board of directors; the Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 20 percent in the Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by the Contractor. Additionally, the Contractor acknowledges that the Contractor must inform each of the persons described in the preceding sentence of the prohibitions contained in Section 1.126.

38. Prohibition on Political Activity with TJPA Funds

In accordance with San Francisco Administrative Code Chapter 12.G, the Contractor may not participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure (collectively, "Political Activity") in the performance of the Services provided under this Agreement. The Contractor agrees to comply with San Francisco Administrative Code Chapter 12.G and any implementing rules and regulations promulgated by the TJPA's Chief Financial Officer. The terms and provisions of Chapter 12.G are incorporated herein by this reference. In the event that the Contractor

violates the provisions of this Section, the TJPA may, in addition to any other rights or remedies available hereunder, (i) terminate this Agreement, and (ii) prohibit the Contractor from bidding on or receiving any new TJPA contract for a period of two (2) years. The TJPA will not consider the Contractor's use of profit as a violation of this Section.

39. Equal Employment Opportunity/Nondiscrimination; Penalties

a. Contractor Shall Not Discriminate

In the performance of this Agreement, the Contractor agrees not to discriminate against any TJPA or City employee working with such Contractor or subcontractor, applicant for employment with such Contractor or subcontractor, or against any person seeking accommodations, advantages, facilities, privileges, services, or membership in all business, social, or other establishments or organizations, on the basis of the fact or perception of a person's race, color, creed, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, domestic partner status, marital status, disability, weight, height, or Acquired Immune Deficiency Syndrome or Human Immunodeficiency Virus (AIDS/HIV) status, or association with members of such protected classes, or in retaliation for opposition to discrimination against such classes.

Such action shall include, but shall not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; lay-offs or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Contractor further agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. The Contractor is encouraged to actively recruit minorities and women for its workforce and take other steps, such as on-the-job training and education, to ensure nondiscrimination in the Contractor's employment practices.

b. Subcontracts

The Contractor shall incorporate by reference in all subcontracts the provisions of Chapters 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code (copies of which are available from the TJPA upon request) and shall require all subcontractors to comply with such provisions. Contractor's failure to comply with the obligations in this subsection shall constitute a material breach of this Agreement.

c. Nondiscrimination in Benefits

The Contractor does not as of the date of this Agreement and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where the work is being performed for the TJPA elsewhere within the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits, as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in Chapter 12B.2(b) of the San Francisco Administrative Code.

d. Condition to Contract

As a condition to this Agreement, the Contractor shall execute the appropriate "San Francisco Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Contracts and Benefits" form (Form HRC-12B-101, HRC-12B-102, or HRC-12B-103) with supporting documentation and file the form with the TJPA Contract Compliance Manager.

e. Incorporation of Administrative Code Provisions by Reference

The provisions of Chapters 12B and 12C of the San Francisco Administrative Code are incorporated in this Section by reference and made a part of this Agreement as though fully set forth herein. The Contractor shall comply fully with and be bound by all of the provisions that apply to this Agreement under such Chapters of the Administrative Code, including but not limited to the remedies provided in such Chapters. Without limiting the foregoing, the Contractor understands that pursuant to Section 12B.2(h) and 12C.3(g) of the San Francisco Administrative Code, a penalty of \$50 for each person for each calendar day during which such person was discriminated against in violation of the provisions of this Agreement may be assessed against the Contractor and/or deducted from any payments due the Contractor.

40. Disadvantaged Business Enterprise (DBE) Requirements

The Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as the TJPA deems appropriate.

Pursuant to the monitoring requirements outlined in Section XIII of the TJPA's DBE Program (49 CFR 26.37), the Contractor will be required to update and submit the TJPA's "Bidders/Proposers Information Request Form," regardless of DBE participation. Upon award of the contract, the Contractor shall submit the TJPA's "Progress Payment Report" with every invoice, the "Subcontractor Payment Declaration" within five days of each Contractor payment to a subcontractor, and a "Final Expenditure Report" with the completion of the contract.

41. Reserved

42. Prompt Payment to Subcontractors

a. Prompt Progress Payment to Subcontractors

A prime contractor or subcontractor shall pay a subcontractor not later than ten (10) days of receipt of each progress payment in accordance with the provision in Section 7108.5 of the California Business and Professions Code concerning prompt payment to subcontractors. The ten (10) days is applicable unless a longer period is agreed to in writing. Any violation of Section 7108.5 shall subject the violating contractor or subcontractor to the penalties, sanction and other remedies of that Section. Federal regulation (49 CFR 26.29) requires that any delay or postponement of payment over thirty (30) days of receipt of each payment may take place only for good cause and with the TJPA's prior written approval. These requirements shall not be construed to limit or impair any contractual, administrative, or judicial remedies otherwise, available to the prime contractor or subcontractor in the event of a dispute involving late payment, or nonpayment by the prime contractor, deficient subcontract performance, or noncompliance by a subcontractor. This provision applies to both DBE/SBE and non-DBE/SBE prime contractors and subcontractors.

b. Prompt Payment of Withheld Funds to Subcontractors

If the TJPA requires retainage from the prime contractor and prompt and regular incremental acceptances of portions, as determined by the TJPA of the contract work and retainage is paid to the prime contractor based on these acceptances, then the prime contractor or subcontractor shall return all monies withheld in retention from all subcontractors within thirty (30) days after receiving payment for work satisfactorily completed and accepted including incremental acceptances of portions of the contract work by the TJPA. Any delay or postponement of payment may take place only for good cause and with the TJPA's prior written approval. Any violation of these provisions shall subject the violating prime

contractor to the penalties, sanctions, and other remedies specified in Section 7108.5 of the California Business Professions Code. This requirement shall not be construed to limit or impair any contractual, administrative, or judicial remedies otherwise, available to the prime contractor or subcontractor in the event of a dispute involving late payment, or nonpayment by the contractor, or deficient subcontractor's performance, or noncompliance by a subcontractor. This clause applies to both DBE/SBE and non-DBE/SBE subcontractors.

43. Requiring Minimum Compensation for Covered Employees

The Contractor agrees to comply fully with and be bound by all of the provisions of the Minimum Compensation Ordinance (MCO), as set forth in San Francisco Administrative Code Chapter 12P (Chapter 12P), including the remedies provided, and implementing guidelines and rules. The provisions of Chapter 12P are incorporated herein by reference and made a part of this Agreement as though fully set forth. The text of the MCO is available on the Web at <http://www.sfgov.org/olse>. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12P. Consistent with the requirements of the MCO, Contractor agrees to all of the following:

a. For each hour worked by a Covered Employee during a Pay Period on work funded under the TJPA contract during the term of this Agreement, the Contractor shall provide to the Covered Employee no less than the Minimum Compensation, which includes a minimum hourly wage and compensated and uncompensated time off consistent with the requirements of the MCO. Note that the gross hourly compensation for covered employees (including employees of non-profits) working in San Francisco is \$14.00 as of July 1, 2017.

b. The Contractor shall not discharge, reduce in compensation, or otherwise discriminate against any employee for complaining to the TJPA with regard to the Contractor's compliance or anticipated compliance with the requirements of the MCO, for opposing any practice proscribed by the MCO, for participating in proceedings related to the MCO, or for seeking to assert or enforce any rights under the MCO by any lawful means.

c. The Contractor understands and agrees that the failure to comply with the requirements of the MCO shall constitute a material breach by the Contractor of the terms of this Agreement. The TJPA shall determine whether such a breach has occurred.

d. If, within thirty (30) days after receiving written notice of a breach of this Agreement for violating the MCO, the Contractor fails to cure such breach or, if such breach cannot reasonably be cured within such period of thirty (30) days, the Contractor fails to commence efforts to cure within such period, or thereafter fails diligently to pursue such cure to completion, the TJPA shall have the right to pursue the following rights or remedies and any rights or remedies available under applicable law:

(1) The right to charge the Contractor an amount equal to the difference between the Minimum Compensation and any compensation actually provided to a Covered Employee, together with interest on such amount from the date payment was due at the maximum rate then permitted by law;

(2) The right to set off all or any portion of the amount described in Subsection (d)(1) of this Section against amounts due to the Contractor under this Agreement;

(3) The right to terminate this Agreement in whole or in part;

(4) In the event of a breach by the Contractor of the covenant referred to in Subsection (b) of this Section, the right to seek reinstatement of the employee or to obtain other appropriate equitable relief; and

(5) The right to bar the Contractor from entering into future contracts with the TJPA for three (3) years.

Each of the rights provided in this Subsection (d) shall be exercisable individually or in combination with any other rights or remedies available to the TJPA. Any amounts realized by the TJPA pursuant to this subsection shall be paid to the Covered Employee who failed to receive the required Minimum Compensation.

e. The Contractor represents and warrants that it is not an entity that was set up, or is being used, for the purpose of evading the intent of the MCO.

f. The Contractor shall keep itself informed of the current requirements of the MCO, including increases to the hourly gross compensation due Covered Employees under the MCO, and shall provide prompt written notice to all Covered Employees of any increases in compensation, as well as any written communications received by the Contractor from the TJPA, which communications are marked to indicate that they are to be distributed to Covered Employees.

g. The Contractor shall provide reports to the TJPA in accordance with any reporting standards promulgated by the TJPA under the MCO, including reports on subcontractors.

h. The Contractor shall provide the TJPA with access to pertinent records after receiving a written request from the TJPA to do so and being provided at least five (5) business days to respond.

i. The TJPA may conduct random audits of the Contractor. Random audits shall be (1) noticed in advance in writing; (2) limited to ascertaining whether Covered Employees are paid at least the minimum compensation required by the MCO; (3) accomplished through an examination of pertinent records at a mutually agreed upon time and location within ten (10) days of the written notice; and (4) limited to one audit of Contractor every two years for the duration of this Agreement. Nothing in this Agreement is intended to preclude the TJPA from investigating any report of an alleged violation of the MCO.

j. Any subcontract entered into by the Contractor shall require the subcontractor to comply with the requirements of the MCO and shall contain contractual obligations substantially the same as those set forth in this Section. A subcontract means an agreement between the Contractor and a third party which requires the third party to perform all or a portion of the Services covered by this Agreement. The Contractor shall notify the TJPA when it enters into such a subcontract and shall certify to the TJPA that it has notified the subcontractor of the obligations under the MCO and has imposed the requirements of the MCO on the subcontractor through the provisions of the subcontract. It is the Contractor's obligation to ensure that any subcontractors of any tier under this Agreement comply with the requirements of the MCO. If any subcontractor under this Agreement fails to comply, the TJPA may pursue any of the remedies set forth in this Section against the Contractor.

k. Each Covered Employee is a third-party beneficiary with respect to the requirements of subsections (a) and (b) of this Section, and may pursue the following remedies in the event of a breach by the Contractor of subsections (a) and (b), but only after the Covered Employee has provided the notice, participated in the administrative review hearing, and waited the 21-day period required by the MCO. The Contractor understands and agrees that if the Covered Employee prevails in such action, the Covered Employee may be awarded (1) an amount equal to the difference between the Minimum Compensation and any compensation actually provided to the Covered Employee, together with interest on such amount from the date payment was due at the maximum rate then permitted by law; (2) in the event of a breach by the Contractor of subsections (a) or (b), the right to seek reinstatement or to obtain other appropriate equitable relief; and (3) in the event that the Covered Employee is the prevailing party in any legal action or proceeding against the Contractor arising from this Agreement, the right to obtain all costs and expenses, including reasonable attorney's fees and disbursements, incurred by the Covered Employee. The Contractor also understands that the MCO provides that if the Contractor prevails in any such action, the Contractor may be awarded costs and expenses, including reasonable attorney's fees and disbursements, from the Covered Employee if the court determines that the Covered Employee's action was frivolous, vexatious or otherwise an act of bad faith.

I. If the Contractor is exempt from the MCO when this Agreement is executed because the cumulative amount of agreements with this department for the fiscal year is less than \$25,000 (\$50,000 for nonprofits), but the Contractor later enters into an agreement or agreements that cause the Contractor to exceed that amount in a fiscal year, the Contractor shall thereafter be required to comply with the MCO under this Agreement. This obligation arises on the effective date of the agreement that causes the cumulative amount of agreements between the Contractor and the TJPA to exceed \$25,000 (\$50,000 for nonprofits) in the fiscal year.

44. Requiring Health Benefits for Covered Employees

Unless exempt, the Contractor agrees to comply fully with and be bound by all of the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in San Francisco Administrative Code Chapter 12Q, including the remedies provided, and implementing regulations, as the same may be amended from time to time. The provisions of Chapter 12Q are incorporated herein by reference and made a part of this agreement as though fully set forth. The text of the HCAO is available on the Web at <http://www.sfgov.org/olse>. Capitalized terms used in this Section and not defined in this agreement shall have the meanings assigned to such terms in Chapter 12Q.

a. For each Covered Employee, the Contractor shall provide the appropriate health benefit set forth in Section 12Q.3 of the HCAO. If the Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission.

b. Notwithstanding the above, if the Contractor is a small business as defined in Section 12Q.3(e) of the HCAO, it shall have no obligation to comply with part (a) above.

c. The Contractor's failure to comply with the HCAO shall constitute a material breach of this agreement. The TJPA shall notify the Contractor if such a breach has occurred. If, within thirty (30) days after receiving the TJPA's written notice of a breach of this Agreement for violating the HCAO, the Contractor fails to cure such breach or, if such breach cannot reasonably be cured within such period of thirty (30) days, the Contractor fails to commence efforts to cure within such period, or thereafter fails diligently to pursue such cure to completion, the TJPA shall have the right to pursue the remedies set forth in 12Q.5(f)(1-6). Each of these remedies shall be exercisable individually or in combination with any other rights or remedies available to the TJPA.

d. Any Subcontract entered into by the Contractor shall require the subcontractors to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section. The Contractor shall notify the TJPA when it enters into such a subcontract and shall certify to the TJPA that it has notified the subcontractor of the obligations under the HCAO and has imposed the requirements of the HCAO on subcontractor through the Subcontract. Each Contractor shall be responsible for its subcontractors' compliance with this Chapter. If a subcontractor fails to comply, the TJPA may pursue the remedies set forth in this Section against Contractor based on the subcontractor's failure to comply, provided that TJPA has first provided Contractor with notice and an opportunity to obtain a cure of the violation.

e. The Contractor shall not discharge, reduce in compensation, or otherwise discriminate against any employee for notifying the TJPA with regard to Contractor's compliance or anticipated compliance with the requirements of the HCAO, for opposing any practice proscribed by the HCAO, for participating in proceedings related to the HCAO, or for seeking to assert or enforce any rights under the HCAO by any lawful means.

f. The Contractor represents and warrants that it is not an entity that was set up, or is being used, for the purpose of evading the intent of the HCAO.

g. The Contractor shall maintain employee and payroll records in compliance with the California

Labor Code and Industrial Welfare Commission orders, including the number of hours each employee has worked on the TJPA agreement.

h. The Contractor shall keep itself informed of the current requirements of the HCAO.

i. The Contractor shall provide reports to the TJPA in accordance with any reporting standards promulgated by the TJPA under the HCAO, including reports on subcontractors and subtenants, as applicable.

j. The Contractor shall provide the TJPA with access to records pertaining to compliance with HCAO after receiving a written request from the TJPA to do so and being provided at least five (5) business days to respond.

k. The Contractor shall allow the TJPA to inspect the Contractor's job sites and have access to the Contractor's employees in order to monitor and determine compliance with HCAO.

l. The TJPA may conduct random audits of the Contractor to ascertain its compliance with HCAO. The Contractor agrees to cooperate with the TJPA when it conducts such audits.

m. If the Contractor is exempt from the HCAO when this Agreement is executed because its amount is less than \$25,000 (\$50,000 for nonprofits), but the Contractor later enters into an agreement or agreements that cause the Contractor's aggregate amount of all agreements with TJPA to reach \$75,000, all the agreements shall be thereafter subject to the HCAO. This obligation arises on the effective date of the agreement that causes the cumulative amount of agreements between the Contractor and the TJPA to be equal to or greater than \$75,000 in the fiscal year.

45. First Source Hiring Program

a. Incorporation of Administrative Code Provisions by Reference

The provisions of Chapter 83 of the San Francisco Administrative Code are incorporated in this Section by reference and made a part of this Agreement as though fully set forth herein. The Contractor shall comply fully with, and be bound by, all of the provisions that apply to this Agreement under such Chapter, including but not limited to the remedies provided therein. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 83.

b. First Source Hiring Agreement

(1) The Contractor will comply with First Source interviewing, recruitment and hiring requirements, which will provide the San Francisco Workforce Development System with the exclusive opportunity to initially provide Qualified Economically Disadvantaged Individuals for consideration for employment for Entry Level Positions. The duration of the First Source interviewing requirement shall be ten (10) days, unless business necessity requires a shorter period of time.

(2) The Contractor will comply with requirements for providing timely, appropriate notification of available Entry Level Positions to the San Francisco Workforce Development System so that the System may train and refer an adequate pool of Qualified Economically Disadvantaged Individuals to participating Employers.

(3) The Contractor agrees to use good faith efforts to comply with the First Source hiring requirements. A Contractor may establish its good faith efforts by filling (i) its first available Entry Level Position with a job applicant referred through the First Source Program; and (ii) fifty percent (50%) of its subsequent available Entry Level Positions with job applicants referred through the San Francisco Workforce Development System. Failure to meet this target, while not imputing bad faith, may result in a review of the Contractor's employment records.

c. Hiring Decisions

The Contractor shall make the final determination of whether an Economically Disadvantaged Individual referred by the System is "qualified" for the position.

d. Exceptions

Upon application by Employer, the First Source Hiring Administration ("FSHA") may grant an exception to any or all of the requirements of Chapter 83 in any situation where it concludes that compliance with this Chapter would cause economic hardship.

e. Liquidated Damages

Violation of the requirements of Chapter 83 is subject to an assessment of liquidated damages in the amount of \$2,070 for every new hire for an Entry Level Position improperly withheld from the First Source hiring process. The assessment of liquidated damages and the evaluation of any defenses or mitigating factors shall be made by the FSHA.

f. Subcontracts

Any subcontract entered into by the Contractor shall require the subcontractor to comply with the requirements of Chapter 83 and shall contain contractual obligations substantially the same as those set forth in this Section.

46. Reserved

47. MacBride Principles – Northern Ireland

Pursuant to San Francisco Administrative Code Section 12F.5, the TJPA urges companies doing business in Northern Ireland to move towards resolving employment inequities, and encourages such companies to abide by the MacBride Principles. The TJPA urges San Francisco companies to do business with corporations that abide by the MacBride Principles. By signing below, the person executing this agreement on behalf of the Contractor acknowledges and agrees that he or she has read and understood this Section.

48. Drug-Free Workplace Policy

The Contractor acknowledges that pursuant to the Federal Drug-Free Workplace Act of 1989, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited on TJPA premises. The Contractor agrees that any violation of this prohibition by the Contractor, its employees, agents or assigns will be deemed a material breach of this Agreement.

49. Resource Conservation

Chapter 5 of the San Francisco Environment Code ("Resource Conservation") is incorporated herein by reference. Failure by the Contractor to comply with any of the applicable requirements of Chapter 5 will be deemed a material breach of contract.

50. Tropical Hardwood/Virgin Redwood Ban

Pursuant to Section 804(b) of the San Francisco Environment Code, the TJPA urges Contractors not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood or virgin redwood wood product.

51. Preservative-treated Wood Containing Arsenic

The Contractor may not purchase preservative-treated wood products containing arsenic in the performance of this Agreement unless an exemption from the requirements of Chapter 13 of the San Francisco Environment Code is obtained from the Department of the Environment under Section 1304 of the Code. The term "preservative-treated wood containing arsenic" shall mean wood treated with a preservative that contains arsenic, elemental arsenic, or an arsenic copper combination, including, but not limited to, chromated copper arsenate preservative, ammoniacal copper zinc arsenate preservative, or ammoniacal copper arsenate preservative. Contractor may purchase preservative-treated wood products on the list of environmentally preferable alternatives prepared and adopted by the Department of the Environment. This provision does not preclude the Contractor from purchasing preservative-treated wood containing arsenic for saltwater immersion. The term "saltwater immersion" shall mean a pressure-treated wood that is used for construction purposes or facilities that are partially or totally immersed in saltwater.

52. Food Service Waste Reduction Requirements

Contractor agrees to comply fully with and be bound by all of the provisions of the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including the remedies provided, and implementing guidelines and rules. The provisions of Chapter 16 are incorporated herein by reference and made a part of this agreement as though fully set forth. This provision is a material term of this agreement. By entering into this agreement, contractor agrees that if it breaches this provision, the TJPA will suffer actual damages that will be impractical or extremely difficult to determine; further, Contractor agrees that the sum of one hundred dollars (\$100.00) liquidated damages for the first breach, two hundred dollars (\$200.00) liquidated damages for the second breach in the same year, and five hundred dollars (\$500.00) liquidated damages for subsequent breaches in the same year is a reasonable estimate of the damage that the TJPA will incur based on the violation, established in light of the circumstances existing at the time this agreement was made. Such amounts shall not be considered a penalty, but rather agreed monetary damages sustained by the TJPA because of Contractor's failure to comply with this provision.

53. Graffiti Removal

Graffiti is detrimental to the health, safety and welfare of the community in that it promotes a perception in the community that the laws protecting public and private property can be disregarded with impunity. This perception fosters a sense of disrespect of the law that results in an increase in crime; degrades the community and leads to urban blight; is detrimental to property values, business opportunities and the enjoyment of life; is inconsistent with the City and County of San Francisco's property maintenance goals and aesthetic standards; and results in additional graffiti and in other properties becoming the target of graffiti unless it is quickly removed from public and private property. Graffiti results in visual pollution and is a public nuisance. Graffiti must be abated as quickly as possible to avoid detrimental impacts on the City and County and its residents, and to prevent the further spread of graffiti.

The Contractor shall remove all graffiti from any real property owned or leased by the Contractor in the City and County of San Francisco within forty-eight (48) hours of the earlier of the Contractor's (a) discovery or notification of the graffiti or (b) receipt of notification of the graffiti from the City's Department of Public Works or the TJPA. This Article is not intended to require the Contractor to breach any lease or other agreement that it may have concerning its use of the real property. The term "graffiti" means any inscription, word, figure, marking or design that is affixed, marked, etched, scratched, drawn or painted on any building, structure, fixture or other improvement, whether permanent or temporary, including by way of example only and without limitation, signs, banners, billboards and fencing surrounding construction sites, whether public or private, without the consent of the owner of the property or the owner's authorized agent, and which is visible from the public right-of-way. "Graffiti" shall not include (a) any sign or banner that is authorized by, and in compliance with, the applicable requirements of the San Francisco Public Works Code, the San Francisco Planning Code or the San Francisco Building Code; or (b) any mural or

other painting or marking on the property that is protected as a work of fine art under the California Art Preservation Act (California Civil Code Sections 987 et seq.) or as a work of visual art under the Federal Visual Artists Rights Act of 1990 (17 U.S.C. Sections 101 et seq.).

54. Modification of Agreement

This Agreement may not be modified, nor may compliance with any of its terms be waived, except by written instrument executed and approved according to TJPA requirements.

55. Administrative Remedy for Agreement Interpretation

Should any question arise as to the meaning and intent of this Agreement, the question shall, prior to any other action or resort to any other legal remedy, be referred to the TJPA who shall decide the true meaning and intent of the Agreement. Nothing in this Section shall be interpreted as the Contractor waiving any legal rights or remedies to which it is entitled.

56. Agreement Made in California; Venue

The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco.

57. Construction

All Section captions are for reference only and shall not be considered in construing this Agreement.

58. Entire Agreement

This Agreement sets forth the entire Agreement between the parties, and supersedes all other oral or written provisions. This Agreement may be modified only as provided in the Section entitled "Modification of Agreement".

59. Severability

Should the application of any provision of this Agreement to any particular facts or circumstances be found by a court of competent jurisdiction to be invalid or unenforceable, then (a) the validity of other provisions of this Agreement shall not be affected or impaired thereby, and (b) such provision shall be enforced to the maximum extent possible so as to effect the intent of the parties and shall be reformed without further action by the parties to the extent necessary to make such provision valid and enforceable.

60. USDOT Requirements

The provisions contained in "USDOT Requirements for Professional Services Contracts," attached as Appendix D, are incorporated into this Agreement, and the Contractor agrees to abide by such provisions. Such provisions supplement the provisions in this Agreement, and shall be interpreted in the broadest possible manner to avoid any conflicts. If there is an unavoidable conflict between the USDOT terms and conditions and any other terms and conditions of this Agreement, in the TJPA's sole determination, the USDOT terms and conditions shall take precedence.

61. Compliance with Laws

The Contractor shall keep itself fully informed of the Charter of the City and County of San Francisco, of codes, ordinances and regulations of the City, and of all state and federal laws and regulations in any manner affecting the performance of this Agreement, and must at all times comply with such codes, ordinances, regulations, and all applicable laws as they may be amended from time to time.

62. Compliance with Americans with Disabilities Act

The Contractor acknowledges that, pursuant to the Americans with Disabilities Act (ADA), programs, services and other activities provided by a public entity to the public, whether directly or through a contractor, must be accessible to the disabled public. The Contractor shall provide the Services specified in this Agreement in a manner that complies with the ADA and any and all other applicable federal, state and local disability rights legislation. The Contractor agrees not to discriminate against disabled persons in the provision of services, benefits or activities provided under this Agreement and further agree that any violation of this prohibition on the part of the Contractor, its employees, agents or assigns will constitute a material breach of this Agreement.

63. Authority to Execute Agreement

Each individual executing this Agreement, on behalf of one of the parties, represents that he or she is duly authorized to sign and deliver the Agreement on behalf of such party and that this Agreement is binding on such party in accordance with its terms. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which taken together shall constitute one and the same instrument.

64. Compliance with Naming Rights Agreement

The TJPA has executed an agreement with salesforce.com providing salesforce the right to name the new transit center the "Salesforce Transit Center" and the right to receive certain other benefits. The Naming Rights Agreement imposes requirements and obligations relative to the name of, references to, and logos associated with the transit center. The Contractor will comply with the procedures, restrictions, and requirements developed by the TJPA related to implementation of its obligations under the Naming Rights Agreement, and the terms for the Contractor's use of the name and logos associated with the transit center.

65. Force Majeure

If either party fails to fulfill its obligations hereunder (other than an obligation for the payment of money and Contractor's obligation to provide the Services, for which force majeure shall not provide relief), when such failure is due to an act of God, or other circumstances beyond its reasonable control, including but not limited to fire, flood, civil commotion, riot, war (declared and undeclared), revolution, or embargoes, then said failure shall be excused for the duration of such event and for such a time thereafter as is reasonable to enable such party to resume performance under this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day first mentioned above.

TRANSBAY JOINT POWERS AUTHORITY

Approved as to Form by:

Mark Zabaneh, Executive Director

TJPA Legal Counsel

Transbay Joint Powers Authority
Board of Directors
Resolution No. _____
Adopted: _____
Attest:

Secretary, TJPA Board

CONTRACTOR

By signing this Agreement, I certify that I comply with the requirements of the Minimum Compensation Ordinance, which entitles Covered Employees to certain minimum hourly wages and compensated and uncompensated time off.

I have read and understood the Section entitled “MacBride Principles—Northern Ireland”, San Francisco’s statement urging companies doing business in Northern Ireland to move towards resolving employment inequities, encouraging compliance with the MacBride Principles, and urging San Francisco companies to do business with corporations that abide by the MacBride Principles.

Authorized Signature

Company Name

Printed Name

Address

Title

City, State, Zip Code

Phone Number

Federal Employer ID Number

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day first mentioned above.

TRANSBAY JOINT POWERS AUTHORITY

Approved as to Form by:

Mark Zabaneh, Executive Director

TJPA Legal Counsel

Transbay Joint Powers Authority
Board of Directors
Resolution No. _____
Adopted: _____
Attest: _____

Secretary, TJPA Board

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I have read and understood the Section entitled "MacBride Principles—Northern Ireland", San Francisco's statement urging companies doing business in Northern Ireland to move towards resolving employment inequities, encouraging compliance with the MacBride Principles, and urging San Francisco companies to do business with corporations that abide by the MacBride Principles.

Authorized Signature

Company Name

Printed Name

Address

Title

City, State, Zip Code

Phone Number

Federal Employer ID Number

PROFESSIONAL SERVICES AGREEMENT

APPENDIX A-1

[redacted]

PROFESSIONAL SERVICES AGREEMENT

APPENDIX A-2

SCOPE OF AMBASSADOR SERVICES

As an open mixed-use transportation facility, the Salesforce Transit Center (referred to herein as the transit center) will be frequented by a diverse population that includes commuters, area workers, tenants, retail and transit agency staff, tourists as well as the local homeless population. The ambassadors will act in a combined safety and hospitality role, providing a friendly and helpful resource for the public at the facility, in coordination with the Asset Manager's staff, the contract security guard force, and the local law enforcement unit assigned to the transit center. The Ambassadors' role will include, but not be limited to, informing users of rules and regulations, defusing potentially volatile situations, deescalating conflicts, connecting those in need with appropriate social supporting services (Services), reporting maintenance issues or hazards to the TJPA's on-site Asset Manager, and providing information and giving directions. The ideal ambassador will be able to interact in a friendly and respectful manner with the range of users expected at the transit center and people from all backgrounds. Additionally, ambassadors are expected to be present in the Salesforce Park (also referred to as the rooftop park) during programmed events and should be familiar with various types of event activities and how to treat dignitaries and event artists, staff, and attendees.

The Contractor will be an integral part of a team composed of the TJPA Chief Security Officer (CSO), Deputy Chief Security Officer (DCSO), law enforcement officers assigned to the transit center, unarmed security guards, and security operations center (SOC) operators and supervisors (together, the TJPA Security Team). The TJPA Security Team will work cooperatively with the Asset Manager, transit agency staff, personnel from SFPD's Southern Station, and other first responders.

I. STAFFING AND HOURS OF SERVICE

The TJPA's staffing requirements for ambassadors are listed in the Confidential Scope of Security Services, Appendix A-1, Section II. Oversight of the ambassadors will be provided by Contractor's management and supervisory staff.

II. GENERAL DUTIES

The Contractor will be primarily responsible for providing and managing the team of roving ambassadors for the facility and surrounding sidewalks, including interior spaces, transit areas, public areas of the building, and the rooftop park (Ambassador Program). The Contractor will:

- a. Follow best practices for public space and event management, including best practices for the selection, training, and supervision of employees
- b. Ensure that ambassadors understand and are trained in TJPA's safety and security plan and standard operating procedures, including procedures for requesting assistance from security staff and law enforcement
- c. Provide the training program described in Section III.
- d. Provide verification of qualifications and training of all ambassadors, including on-site training, prior to their assignment to the transit center
- e. Ensure that all ambassadors are properly registered and licensed with the State of California, following all applicable regulations
- f. Coordinate ambassador activities with special event security activities
- g. Inform TJPA of any events that may require additional security
- h. Coordinate with the TJPA, who will communicate with law enforcement assigned to the transit center, as necessary
- i. Supervise and monitor ambassadors to ensure that they:

- i. provide users with accurate information and maintain a helpful and courteous manner at all times
- ii. inform violators of transit center rules and regulations and request assistance from security staff or law enforcement as needed
- iii. offer to refer those in need to appropriate social service agencies and coordinate with TJPA security staff to assist with obtaining the needed services
- iv. report immediately any security issues to the TJPA and/or the TJPA's security personnel
- v. inform the Asset Manager staff of needed maintenance or cleaning

III. TRAINING

Training will be important to the success of the Ambassador Program. The Contractor's training program will be provided at the Contractor's expense and will include extensive initial training, in-service training, as well as ongoing training to refresh basic knowledge. Initial training will consist of classroom and field instruction prior to the ambassadors' working in assigned areas of the site. The Contractor will be required to submit detailed training practices and manuals for approval to the TJPA and the Asset Manager prior to providing any training.

The TJPA expects the Contractor to provide training in topics that include but are not limited to:

Administration

- Employee code of conduct/rules and regulations
- Legal responsibilities
- Chain of command
- Policies regarding personal conduct, attitude, and etiquette
- Scheduling, assignments, procedures
- Daily procedures
- Data collection, report writing, emergency reporting procedures
- Program activity reporting
- Uniform maintenance, appearance
- Equipment use and maintenance

Interacting with the Public

- Public relations and customer service
- Hospitality training
- Radio/Communications device use and etiquette, including appropriate radio codes for clear, succinct communication
- Special Events, and ability for public and private crowd control
- Dealing with emotional behavior, mental health issues, aggressive behavior, etc.
- De-escalation training
- Community sensitivity/cultural diversity
- Dealing with youth/gangs; cultural competency

Safety & Emergency Procedures

- Personal safety policies and procedures and emergency procedures for:
 - Bomb threats

- Medical emergencies
- Fire response
- Lost children
- Active shooter alert
- CPR/First Aid
- Bicycle and Segway safety, as applicable
- Disaster readiness, including natural disaster, where appropriate

Transit Center & The Neighborhood

- Classroom and field training: downtown geography, points of interest, businesses, and services
- Docent training that includes history and organization of the transit center and its attractions
- Philosophy and mission of transit center and surrounding neighborhood, and the Ambassador Program
- Transit center and park rules, regulations, and hours
- Lost and found procedures, in coordination with the Asset Manager

The Contractor will require its partners to provide this training to their personnel, and will submit annually to the TJPA documentation showing that it has complied with the training requirements.

IV. REPORTING

The Contractor will produce a daily activity and incident report that summarizes the services provided, including all activities and any shortfalls in delivery of the Services. The report should describe major incidents and special activities and identify hazardous conditions, matters of concern, real or potential, and items in need of repair, if any. Reports should also summarize any on-site training conducted.

V. UNIFORMS & EQUIPMENT

The Contractor will provide and maintain uniforms acceptable to the TJPA that are designed consistent with the requirements of the Naming Rights Agreement, which all ambassadors will wear at all times on the job.

The Contractor will purchase communication equipment for use by the ambassadors, and will maintain the equipment in good working order throughout the contract period. The Contractor will coordinate with TJPA's security guard contractor to ensure communications equipment provided to the Ambassadors is interoperable. The Contractor will be responsible for damage to communications equipment above normal wear and tear and will replace, at Contractor's expense, any equipment that is lost, stolen, or destroyed.

All information about the transit center, the transit center security team, or security operations belongs to the TJPA and must be returned to the TJPA at the TJPA's request, an obligation that will survive contract termination.

PROFESSIONAL SERVICES AGREEMENT

APPENDIX B

BUDGET

TJPA Budget - Summary

<u>FY</u>	<u>Date</u>	<u>Months</u>	<u>Total</u>
17/18	1/1/2018 - 6/30/2018	6	\$ 1,571,499.74
18/19	7/1/2018 - 6/30/2019	12	\$ 5,275,328.24
19/20	7/1/2019 - 6/30/2020	12	\$ 5,428,385.97
20/21	7/1/2020 - 6/30/2021	12	\$ 5,565,886.45
Subtotal		42	\$ 17,841,100.40
Additional Services			\$ 350,000.00
Total			\$ 18,191,100.40

Option Period *

<u>FY</u>	<u>Date</u>	<u>Months</u>	<u>Total</u>
21/22	7/1/2021 - 6/30/2022	12	\$ 5,783,738.64
22/23	7/1/2022 - 6/30/2023	12	\$ 5,944,839.84
SubTotal		24	\$ 11,728,578.48
Additional Services			\$ 235,000.00
Total			\$ 11,963,578.48

* If exercised by TJPA

TJPA Budget - Price for Additional Security Guard Positions *

	FY 17-18		FY 18-19		FY 19-20		FY 20-21		FY 21-22		FY 22-23	
	S/T Wage	S/T Bill	S/T Wage	S/T Bill	S/T Wage	S/T Bill	S/T Wage	S/T Bill	S/T Wage	S/T Bill	S/T Wage	S/T Bill
FIRE COMMAND CENTER-TRAINED GUARD	\$ 20.50	\$ 27.00	\$ 21.00	\$ 27.66	\$ 21.50	\$ 28.32	\$ 21.90	\$ 28.84	\$ 22.40	\$ 29.50	\$ 22.90	\$ 30.16
VEHICLE AND CARGO SCREENING-TRAINED GUARD	\$ 20.50	\$ 27.00	\$ 21.00	\$ 27.66	\$ 21.50	\$ 28.32	\$ 21.90	\$ 28.84	\$ 22.40	\$ 29.50	\$ 22.90	\$ 30.16
EMT-TRAINED GUARD	\$ 30.00	\$ 39.51	\$ 30.50	\$ 40.17	\$ 31.00	\$ 40.83	\$ 31.40	\$ 41.35	\$ 31.90	\$ 42.01	\$ 32.40	\$ 42.67
FEMA ICS LEVEL IS-700 AND ICS-100 TRAINED GUARD	\$ 20.50	\$ 27.00	\$ 21.00	\$ 27.66	\$ 21.50	\$ 28.32	\$ 21.90	\$ 28.84	\$ 22.40	\$ 29.50	\$ 22.90	\$ 30.16

* If exercised by TJPA

FY 17-18 Budget

1/1/18 - 6/30/18

Base Hours and Labor

Post	Start Date	Total Hours	S/T Wage	S/T Bill	Sub-Total
Security Guard - Roving and Stationary Post	3/1/2018	19,056.00	\$ 19.50	\$ 25.68	\$ 489,386.66
Security Guard - Ambassador	3/1/2018	8,160.00	\$ 19.50	\$ 25.68	\$ 209,561.04
Security Guard - Vehicle and Cargo Screening	3/1/2018	3,992.00	\$ 20.50	\$ 27.00	\$ 107,778.01
SOC Operator	3/1/2018	3,992.00	\$ 24.00	\$ 31.61	\$ 126,179.14
SOC Supervisor	3/1/2018	2,360.00	\$ 28.00	\$ 36.88	\$ 87,027.36
Shift Supervisor	3/1/2018	2,360.00	\$ 28.00	\$ 36.88	\$ 87,027.36
Account Manager	1/11/2018	971.43	\$ 43.27	\$ 56.99	\$ 55,361.71
Assistant Account Manager	2/2/2018	845.71	\$ 33.65	\$ 44.32	\$ 37,482.06
QA Manager	2/23/2018	725.71	\$ 30.00	\$ 39.51	\$ 28,672.97
Training Manager	2/9/2018	805.71	\$ 28.85	\$ 38.00	\$ 30,617.14
Sub-Total		43,268.57			\$ 1,259,093.46

Other Labor

Item	Notes	Sub-Total
Holiday Premium	1.00	\$ 5,549.84
Sick leave	3.00	\$ 36,898.65
Vacation	-	\$ -
Training (New-Hire)	40.00	\$ 77,697.73
Training (Refresher)	-	\$ -
Sub-Total		\$ 120,146.22

Direct Costs

Item	Notes	Sub-Total
Healthcare	Per CBA/HCSO mandate	\$ 122,450.06
Uniform	Initial Purchase	\$ 23,310.00
Laptop (4)	Initial Purchase	\$ 4,800.00
Smart phone (4)	\$60/month	\$ 1,200.00
Radio	Initial Purchase	\$ 15,000.00
Background/screening	100% new-hire	\$ 7,500.00
CyCop (20)	20 handheld devices at \$150/month	\$ 18,000.00
Sub-Total		\$ 192,260.06

Grand Total		\$ 1,571,499.74
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Notes:

- Holiday and overtime rates will be charged at 1.5 times the straight time (S/T) wage rate.
- Overtime requests with less than 48 hours' notice will be billed at 1.5 times the straight time (S/T) wage rate.

FY 18-19 Budget

7/1/18 - 06/30/19

Base Hours and Labor

			AVERAGE	AVERAGE	
Post	Start Date	Total Hours	S/T Wage*	S/T Bill*	Sub-Total
Security Guard - Roving and Stationary Post	3/1/2018	70,080.00	\$ 19.75	\$ 26.01	\$ 1,822,780.80
Security Guard - Ambassador	3/1/2018	29,200.00	\$ 19.75	\$ 26.01	\$ 759,492.00
Security Guard - Vehicle and Cargo Screening	3/1/2018	14,600.00	\$ 20.75	\$ 27.33	\$ 399,018.00
SOC Operator	3/1/2018	14,600.00	\$ 24.25	\$ 31.94	\$ 466,324.00
SOC Supervisor	3/1/2018	8,760.00	\$ 28.25	\$ 37.21	\$ 325,959.60
Shift supervisor	3/1/2018	8,760.00	\$ 28.25	\$ 37.21	\$ 325,959.60
Account Manager	1/5/2018	2,080.00	\$ 43.92	\$ 57.84	\$ 120,307.20
Assistant Account Manager	2/2/2018	2,080.00	\$ 34.15	\$ 44.98	\$ 93,558.40
QA Manager	2/23/2018	2,080.00	\$ 30.45	\$ 40.10	\$ 83,408.00
Training Manager	2/9/2018	2,080.00	\$ 29.28	\$ 38.57	\$ 80,225.60
Sub-Total		154,320.00			\$ 4,477,033.20

Other Labor

Item	Notes	Sub-Total
Holiday Premium	8.00	\$ 44,926.40
Sick leave	9.00	\$ 141,518.16
Vacation	5.00	\$ 78,621.20
Training (New-Hire)	40.00	\$ 15,724.24
Training (Refresher)	8.00	\$ 15,724.24
Sub-Total		\$ 296,514.24

Direct Costs

Item	Notes	Sub-Total
Healthcare	Per CBA/HCSO mandate	\$ 454,472.40
Uniform	Turnover and replacement	\$ 4,928.40
Laptop (4)	n/a	\$ -
Smart phone (4)	\$60/month	\$ 2,880.00
Radio	Replacement	\$ 2,000.00
Background/screening	Turnover and replacement	\$ 1,500.00
CyCop (20)	20 handheld devices at \$150/month	\$ 36,000.00
Sub-Total		\$ 501,780.80

Grand Total		\$ 5,275,328.24
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Notes:

- Holiday and overtime rates will be charged at 1.5 times the straight time (S/T) wage rate.
- Overtime requests with less than 48 hours' notice will be billed at 1.5 times the straight time (S/T) wage rate.
- S/T Bill Rates will be compensated at actual applicable rates

FY 19-20 Budget

7/1/19 - 06/30/20

Base Hours and Labor

Post	Start Date	Total Hours	AVERAGE S/T Wage*	AVERAGE S/T Bill*	Sub-Total
Security Guard - Roving and Stationary Post	3/1/2018	70,080.00	\$ 20.25	\$ 26.67	\$ 1,869,033.60
Security Guard - Ambassador	3/1/2018	29,200.00	\$ 20.25	\$ 26.67	\$ 778,764.00
Security Guard - Vehicle and Cargo Screening	3/1/2018	14,600.00	\$ 21.25	\$ 27.99	\$ 408,654.00
SOC Operator	3/1/2018	14,600.00	\$ 24.75	\$ 32.60	\$ 475,960.00
SOC Supervisor	3/1/2018	8,760.00	\$ 28.75	\$ 37.86	\$ 331,653.60
Shift supervisor	3/1/2018	8,760.00	\$ 28.75	\$ 37.86	\$ 331,653.60
Account Manager	1/5/2018	2,080.00	\$ 45.24	\$ 59.58	\$ 123,926.40
Assistant Account Manager	2/2/2018	2,080.00	\$ 35.18	\$ 46.33	\$ 96,366.40
QA Manager	2/23/2018	2,080.00	\$ 31.36	\$ 41.31	\$ 85,924.80
Training Manager	2/9/2018	2,080.00	\$ 30.16	\$ 39.72	\$ 82,617.60
Sub-Total		154,320.00			\$ 4,584,554.00

Other Labor

Item	Notes	Sub-Total
Holiday Premium	8.00	\$ 45,980.48
Sick leave	9.00	\$ 144,838.51
Vacation	5.00	\$ 80,465.84
Training (New-Hire)	40.00	\$ 16,093.17
Training (Refresher)	8.00	\$ 16,093.17
Sub-Total		\$ 303,471.17

Direct Costs

Item	Notes	Sub-Total
Healthcare	Per CBA/HCSO mandate	\$ 493,052.40
Uniform	Turnover and replacement	\$ 4,928.40
Laptop (4)	n/a	\$ -
Smart phone (4)	\$60/month	\$ 2,880.00
Radio	Replacement	\$ 2,000.00
Background/screening	Turnover and replacement	\$ 1,500.00
CyCop (20)	20 handheld devices at \$150/month	\$ 36,000.00
Sub-Total		\$ 540,360.80

Grand Total		\$ 5,428,385.97
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Notes:

- Holiday and overtime rates will be charged at 1.5 times the straight time (S/T) wage rate.
- Overtime requests with less than 48 hours' notice will be billed at 1.5 times the straight time (S/T) wage rate.
- S/T Bill Rates will be compensated at actual applicable rates

FY 20-21 Budget

7/1/20 - 06/30/21

Base Hours and Labor

Post	Start Date	Total Hours	AVERAGE		Sub-Total
			S/T Wage*	S/T Bill*	
Security Guard - Roving and Stationary Post	3/1/2018	70,080.00	\$ 20.65	\$ 27.20	\$ 1,906,176.00
Security Guard - Ambassador	3/1/2018	29,200.00	\$ 20.65	\$ 27.20	\$ 794,240.00
Security Guard - Vehicle and Cargo Screening	3/1/2018	14,600.00	\$ 21.65	\$ 28.51	\$ 416,246.00
SOC Operator	3/1/2018	14,600.00	\$ 25.15	\$ 33.12	\$ 483,552.00
SOC Supervisor	3/1/2018	8,760.00	\$ 29.15	\$ 38.39	\$ 336,296.40
Shift supervisor	3/1/2018	8,760.00	\$ 29.15	\$ 38.39	\$ 336,296.40
Account Manager	1/5/2018	2,080.00	\$ 46.59	\$ 61.36	\$ 127,628.80
Assistant Account Manager	2/2/2018	2,080.00	\$ 36.23	\$ 47.72	\$ 99,257.60
QA Manager	2/23/2018	2,080.00	\$ 32.30	\$ 42.54	\$ 88,483.20
Training Manager	2/9/2018	2,080.00	\$ 31.07	\$ 40.91	\$ 85,092.80
Sub-Total		154,320.00			\$ 4,673,269.20

Other Labor

Item	Notes	Sub-Total
Holiday Premium	8.00	\$ 46,825.28
Sick leave	9.00	\$ 147,499.63
Vacation	5.00	\$ 81,944.24
Training (New-Hire)	40.00	\$ 16,388.85
Training (Refresher)	8.00	\$ 16,388.85
Sub-Total		\$ 309,046.85

Direct Costs

Item	Notes	Sub-Total
Healthcare	Per CBA/HCSO mandate	\$ 536,262.00
Uniform	Turnover and replacement	\$ 4,928.40
Laptop (4)	n/a	\$ -
Smart phone (4)	\$60/month	\$ 2,880.00
Radio	Replacement	\$ 2,000.00
Background/screening	Turnover and replacement	\$ 1,500.00
CyCop (20)	20 handheld devices at \$150/month	\$ 36,000.00
Sub-Total		\$ 583,570.40

Grand Total		\$ 5,565,886.45
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Notes:

- Holiday and overtime rates will be charged at 1.5 times the straight time (S/T) wage rate.
- Overtime requests with less than 48 hours' notice will be billed at 1.5 times the straight time (S/T) wage rate.
- S/T Bill Rates will be compensated at actual applicable rates

FY 21-22 Budget - Option Period *

7/1/21 - 06/30/22

Base Hours and Labor

Post	Start Date	Total Hours	AVERAGE S/T Wage*	AVERAGE S/T Bill*	Sub-Total
Security Guard - Roving and Stationary Post	3/1/2018	70,080.00	\$ 21.15	\$ 27.85	\$ 1,951,728.00
Security Guard - Ambassador	3/1/2018	29,200.00	\$ 21.15	\$ 27.85	\$ 813,220.00
Security Guard - Vehicle and Cargo Screening	3/1/2018	14,600.00	\$ 22.15	\$ 29.17	\$ 425,882.00
SOC Operator	3/1/2018	14,600.00	\$ 25.65	\$ 33.78	\$ 493,188.00
SOC Supervisor	3/1/2018	8,760.00	\$ 29.65	\$ 39.05	\$ 342,078.00
Shift supervisor	3/1/2018	8,760.00	\$ 29.65	\$ 39.05	\$ 342,078.00
Account Manager	1/5/2018	2,080.00	\$ 47.99	\$ 63.20	\$ 131,456.00
Assistant Account Manager	2/2/2018	2,080.00	\$ 37.32	\$ 49.15	\$ 102,232.00
QA Manager	2/23/2018	2,080.00	\$ 33.27	\$ 43.82	\$ 91,145.60
Training Manager	2/9/2018	2,080.00	\$ 32.00	\$ 42.14	\$ 87,651.20
Sub-Total		154,320.00			\$ 4,780,658.80

Other Labor

Item	Notes	Sub-Total
Holiday Premium	8.00	\$ 47,870.40
Sick leave	9.00	\$ 150,791.76
Vacation	5.00	\$ 83,773.20
Training (New-Hire)	40.00	\$ 16,754.64
Training (Refresher)	8.00	\$ 16,754.64
Sub-Total		\$ 315,944.64

Direct Costs

Item	Notes	Sub-Total
Healthcare	Per CBA/HCSO mandate	\$ 635,026.80
Uniform	Turnover and replacement	\$ 4,928.40
Laptop (4)	Typically replace laptops after 3 years	\$ 4,800.00
Smart phone (4)	\$60/month	\$ 2,880.00
Radio	Replacement	\$ 2,000.00
Background/screening	Turnover and replacement	\$ 1,500.00
CyCop (20)	20 handheld devices at \$150/month	\$ 36,000.00
Sub-Total		\$ 687,135.20

Grand Total		\$ 5,783,738.64
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Notes:

- Holiday and overtime rates will be charged at 1.5 times the straight time (S/T) wage rate.
- Overtime requests with less than 48 hours' notice will be billed at 1.5 times the straight time (S/T) wage rate.
- S/T Bill Rates will be compensated at actual applicable rates

* If exercised by TJPA

FY 22-23 Budget - Option Period *

7/1/22 - 06/30/23

Base Hours and Labor

Post	Start Date	Total Hours	AVERAGE S/T Wage*	AVERAGE S/T Bill*	Sub-Total
Security Guard - Roving and Stationary Post	3/1/2018	70,080.00	\$ 21.65	\$ 28.51	\$ 1,997,980.80
Security Guard - Ambassador	3/1/2018	29,200.00	\$ 21.65	\$ 28.51	\$ 832,492.00
Security Guard - Vehicle and Cargo Screening	3/1/2018	14,600.00	\$ 22.65	\$ 29.83	\$ 435,518.00
SOC Operator	3/1/2018	14,600.00	\$ 26.15	\$ 34.44	\$ 502,824.00
SOC Supervisor	3/1/2018	8,760.00	\$ 30.15	\$ 39.71	\$ 347,859.60
Shift supervisor	3/1/2018	8,760.00	\$ 30.15	\$ 39.71	\$ 347,859.60
Account Manager	1/5/2018	2,080.00	\$ 49.43	\$ 65.10	\$ 135,408.00
Assistant Account Manager	2/2/2018	2,080.00	\$ 38.44	\$ 50.63	\$ 105,310.40
QA Manager	2/23/2018	2,080.00	\$ 34.27	\$ 45.14	\$ 93,891.20
Training Manager	2/9/2018	2,080.00	\$ 32.96	\$ 43.41	\$ 90,292.80
Sub-Total		154,320.00			\$ 4,889,436.40

Other Labor

Item	Notes	Sub-Total
Holiday Premium	8.00	48,926.40
Sick leave	9.00	154,118.16
Vacation	5.00	85,621.20
Training (New-Hire)	40.00	17,124.24
Training (Refresher)	8.00	17,124.24
Sub-Total		322,914.24

Direct Costs

Item	Notes	Sub-Total
Healthcare	Per CBA/HCSO mandate	685,180.80
Uniform	Turnover and replacement	4,928.40
Laptop (4)	n/a	-
Smart phone (4)	\$60/month	2,880.00
Radio	Replacement	2,000.00
Background/screening	Turnover and replacement	1,500.00
CyCop (20)	20 handheld devices at \$150/month	36,000.00
Sub-Total		732,489.20

Grand Total		5,944,839.84
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Notes:

- Holiday and overtime rates will be charged at 1.5 times the straight time (S/T) wage rate.
- Overtime requests with less than 48 hours' notice will be billed at 1.5 times the straight time (S/T) wage rate.
- S/T Bill Rates will be compensated at actual applicable rates

* If exercised by TJPA

PROFESSIONAL SERVICES AGREEMENT

APPENDIX C

ADDITIONAL INSUREDS

Transbay Joint Powers Authority

The Member Agencies of the TJPA:

- City and County of San Francisco
- Alameda-Contra Costa Transit District
- Peninsula Corridor Joint Powers Board – Caltrain
- State of California, Department of Transportation

The following entities involved in the City Financing:

Trustee, the Series 1 Holders, the LC Banks and the Direct Placement Banks, and their officers, agents and employees, as those terms are defined in the “Sublease – TJPA Property, dated as of January 1, 2017, by and between U.S. Bank National Association, in its capacity as Trustee, as Sublessor, and City and County of San Francisco, as Sublessee” recorded in the official records of the City and County of San Francisco on January 17, 2017 as document number 2017-K395369.

The following entities involved in the TIFIA Loan:

United States Department of Transportation, an agency of the United States of America, acting by and through the Executive Director of the Build America Bureau

The following entities involved in the naming rights for the transit center:

Salesforce.com and all legal entities controlling, controlled by, or under common control with, directly or indirectly, salesforce.com

And all of the officers, directors, agents, permitted assigns, and employees of each of the above.

The Additional Insureds listed in this Appendix shall also include such other parties as the TJPA may request from time to time.

PROFESSIONAL SERVICES AGREEMENT

APPENDIX D

USDOT REQUIREMENTS FOR AGREEMENTS WITH THE TJPA

The USDOT's requirements for agreements between the TJPA and a third party are summarized below. Certain USDOT provisions described below may not be applicable to all agreements with the TJPA. The italicized text is intended to assist the Contractor in understanding which Federal requirements may be applicable to an agreement. The USDOT and the TJPA have sole discretion to apply any particular provision described below.

These provisions supplement the provisions in the Agreement, and shall be interpreted in the broadest possible manner to avoid any conflicts. If there is an unavoidable conflict between the USDOT requirements and any other terms and conditions of the Agreement, in the TJPA's sole determination, the USDOT requirements shall take precedence.

The following provisions (1-11) apply to all Agreements (excluding micropurchases—purchases of \$3,000.00 or less).

1. DEFINITIONS

** *The Definitions apply to all Agreements.*

- (a). **Agreement** means a contract, purchase order, memorandum of understanding or other agreement awarded by the TJPA to a Contractor, financed in whole or in part with Federal assistance awarded by FTA or FRA.
- (b). **Approved Project Budget** means the most recent statement, approved by the FTA, of the costs of the Project, the maximum amount of Federal assistance for which the TJPA is currently eligible, the specific tasks (including specified contingencies) covered, and the estimated cost of each task.
- (c). **Contractor** means the individual or entity awarded an Agreement financed in whole or in part with Federal assistance originally derived from FTA.
- (d). **Federal Cooperative Agreement** means the instrument by which FRA or FTA awards Federal assistance to the TJPA to support a particular Project, and in which FRA or FTA takes an active role or retains substantial control.
- (e). **Federal Grant Agreement** means the instrument by which FTA or FRA awards Federal assistance to the TJPA to support a particular Project, and in which FTA or FRA does not take an active role or retain substantial control, in accordance with 31 U.S.C. Section 6304. **FRA** is the acronym for the Federal Railroad Administration, one of the operating administrations of the U.S. DOT.
- (f). **FRA Directive** includes any FRA regulation, policy, procedure, directive, circular, notice, order or guidance providing information about FRA's programs, application processing procedures, and Project management guidelines.
- (g). **FTA** is the acronym for the Federal Transit Administration, one of the operating administrations of the U.S. DOT.
- (h). **FTA Directive** includes any FTA regulation, policy, procedure, directive, circular, notice, order or guidance providing information about FTA's programs, application processing procedures, and

Project management guidelines, including the Master Agreement between FTA and the TJPA.

- (i). **Government** means the United States of America and any executive department thereof.
- (j). **Project** means the Transbay Program, which will replace the former Transbay Terminal with a new transit center building and extend Caltrain to the new transit center. Total project consists of three major components: a new, multi-modal transit center on the site of the former Transbay Terminal; the extension of Caltrain commuter rail from its current SF terminus at 4th and Townsend St. to a new underground terminus under a proposed new transit center; and the establishment of a Redevelopment Area with related development projects, including transit-oriented development on publicly owned land in the vicinity of the new multi-modal transit center.
- (k). **Recipient** means the TJPA.
- (l). **Secretary** means the U.S. DOT Secretary, including his or her duly authorized designee.
- (m). **Subcontract** means a subcontract at any tier entered into by Contractor or its subcontractor relating to the Agreement, financed in whole or in part with Federal assistance originally derived from FTA or FRA. Unless otherwise specified, the Contractor must include each of these Federal provisions in any Subcontract related to this Agreement.
- (n). **U.S. DOT** is the acronym for the U.S. Department of Transportation, including its operating administrations.
- (o). **U.S.DOT Directives** means any U.S. DOT regulation, policy, procedure, directive, circular, notice, order or guidance providing information about U.S.DOT's programs, application processing procedures, and Project management guidelines.

2. NO GOVERNMENT OBLIGATION TO THIRD PARTIES

** *This requirement applies to all Agreements.*

The TJPA and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the Agreement, absent the express written consent by the Federal Government, the Federal Government is not a party to this Agreement and shall not be subject to any obligations or liabilities to the TJPA, Contractor, or any other party (whether or not a party to that Agreement) pertaining to any matter resulting from the Agreement.

3. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS

** *This provision applies to all Agreements.*

- (a). The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. Section 3801 et seq., and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions under the Agreement. Upon execution of the Agreement, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the Agreement or the FTA- or FRA-assisted Project for which this Agreement work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.
- (b). The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under an

Agreement connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA or FRA under the authority of 49 U.S.C. Section 5307, the Government reserves the right to impose the penalties of 18 U.S.C. Section 1001 and 49 U.S.C. Section 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

4. ACCESS TO DOCUMENTS

****** *This requirement applies to all Agreements. FRA requires the inclusion of these requirements in Subcontracts over \$100,000.*

****** *Please be aware that the requirements in the Agreement regarding audit and inspection of records may require the Contractor to maintain files relating to this Agreement for a longer period of time than described in the requirement below. Please also be aware that, as described in the Agreement, the TJPA follows the provisions of the City and County of San Francisco Sunshine Ordinance regarding responses to public requests for certain bid documents. The Contractor must comply with the requirements described below and in the Agreement.*

- (a). Where the TJPA is considered a “local government” and is a Recipient or a subgrantee of a Recipient, in accordance with 49 CFR Section 18.36(i), the Contractor agrees to provide the TJPA, the FTA or FRA Administrator, the Comptroller General of the United States and/or any of their authorized representatives access to any books, documents, accounts papers and records of the Contractor which are directly pertinent to this Agreement (“Documents”) for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 CFR Section 633.17, to provide the FTA or FRA Administrator or its authorized representatives, including any project management oversight Contractor, access to Contractor's Documents and construction sites pertaining to a major capital project, defined at 49 U.S.C. Section 5302(a)1, which is receiving Federal financial assistance through the programs described at 49 U.S.C. sections 5307, 5309 or 5311.
- (b). Where the TJPA is a Recipient or a subgrantee of a Recipient, in accordance with 49 U.S.C. Section 5325(a), and enters into a contract for a capital project or improvement (defined at 49 U.S.C. Section 5302[a]1) through other than competitive bidding, the Contractor agrees to provide the TJPA, the Secretary and the Comptroller General, or any authorized officer or employee of any of them, access to any Documents for the purposes of conducting an audit and inspection.
- (c). The Contractor agrees to permit any of the foregoing parties to reproduce, by any means whatsoever, or to copy excerpts and transcriptions, as reasonably needed, of any Documents.
- (d). The Contractor agrees to maintain all Documents required under this Agreement for a period of not less than three years after the date of termination or expiration of this Agreement, except in the event of litigation or settlement of claims arising from the performance of this Agreement, in which case Contractor agrees to maintain same until the TJPA, the FTA or FRA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. (See 49 CFR Section 18.39[i][11]).

5. FEDERAL CHANGES

****** *This requirement applies to all Agreements.*

Contractor shall at all times comply with all applicable federal laws and regulations, and all FTA Directives, FRA Directives and U.S. DOT Directives applicable to the Project, as they may be amended or promulgated from time to time during the term of this Agreement. It is Contractor’s responsibility to be aware of any amendments or changes to such federal requirements and directives. Contractor's failure to so comply shall constitute a material breach of this Agreement.

6. CIVIL RIGHTS REQUIREMENT

****** *This requirement applies to all Agreements.*

****** Please be aware that the requirements in the Agreement regarding nondiscrimination are broader than the USDOT Requirements described below. The Contractor must comply with the requirements described below and in the Agreement.

- (a). **Nondiscrimination** - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. Section 2000d et seq.; the Age Discrimination Act of 1975, as amended, 42 U.S.C. Section 6101 et seq.; the Americans with Disabilities Act of 1990, 42 U.S.C. Section 12101 et seq.; Federal transit law at 49 U.S.C. Section 5332; and the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794 et seq.; the Drug Abuse Office and Treatment Act of 1972, as amended, 21 U.S.C. 1101 et seq.; the Comprehensive Alcohol Abuse and Alcoholism Prevention Act of 1970, as amended, 42 U.S.C. 4541 et seq.; and the Public Health Service Act, as amended, 42 U.S.C. 290dd et seq., the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, disability, or other protected class. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements federal agencies may issue, including U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21; and U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 CFR parts 27 and 37.
- (b). **Equal Employment Opportunity** - The following equal employment opportunity requirements apply to the Agreement:
- (1). **Race, Color, Creed, National Origin, Sex** - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. Section 2000e, and Federal transit laws at 49 U.S.C. Section 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 CFR Parts 60, (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. Section 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA or FRA may issue.
- (2). **Age** - In accordance with Section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. Section 623, and Federal transit law at 49 U.S.C. Section 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA or FRA may issue.
- (3). **Disabilities** - In accordance with Section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA or FRA may issue.

7. DISADVANTAGED BUSINESS ENTERPRISE (DBE)

****** *This requirement applies to all Agreements.*

- (a). This Agreement is subject to the requirements of 49 CFR Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBEs) is 10 percent. The TJPA's goal for DBE participation is set triennially and available from the TJPA. A separate Agreement goal **has not** been established for this Agreement.
- (b). The Contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted Agreement. Failure by the Contractor to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as the TJPA deems appropriate. Each Subcontract the Contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR Section 26.13[b]).
- (c). The Contractor is required to report its DBE participation obtained through race-neutral means throughout the period of performance.
- (d). The Contractor is required to pay its subcontractors performing work related to this Agreement for satisfactory performance of that work no later than ten (10) days after the Contractor's receipt of payment for that work from the TJPA. In addition, the Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after incremental acceptance of the subcontractor's work by the TJPA and Contractor's receipt of the partial retainage payment related to the subcontractor's work.
- (e). The Contractor must promptly notify the TJPA whenever a DBE subcontractor performing work related to this Agreement is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The Contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of the TJPA.

8. INCORPORATION OF U.S. DEPARTMENT OF TRANSPORTATION TERMS

****** *This requirement applies to all Agreements.*

The preceding provisions include, in part, certain standard terms and conditions required by U.S. DOT, FTA and FRA of the TJPA's agreements, whether or not expressly set forth in the preceding Agreement provisions. All contractual provisions required by U.S. DOT, FTA, and FRA are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all USDOT, FTA, and FRA-mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any TJPA requests which would cause the TJPA to be in violation of the USDOT, FTA, or FRA terms and conditions.

9. FLY AMERICA REQUIREMENTS

****** *This provision applies to all Agreements that involve the transportation of persons or property, by air, between a place in the U.S. and a place outside the U.S., or between places outside the U.S.*

- (a). The Contractor agrees to comply with 49 U.S.C. Section 40118 (the "Fly America Act") in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and subrecipients of Federal funds and their contractors are required to use U.S. flag air carriers for U.S Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act.

- (b). The Contractor shall submit the “Fly America Certification” if the regulation is applicable to the particular Agreement.
- (c). The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier.
- (d). Notwithstanding the foregoing, transportation on a foreign air carrier is permissible when provided by a foreign air carrier under a code share agreement when the ticket identifies the U.S. air carrier’s designator code and flight number. Transportation by a foreign air carrier is also permissible if there is a bilateral or multilateral air transportation agreement to which the U.S. Government and a foreign government are parties and which the U.S. DOT has determined meets the requirements of the Fly America Act.

10. CARGO PREFERENCE REQUIREMENTS

****** *This provision applies to all Agreements involving equipment, materials, or commodities which may be transported by ocean vessels.*

The Contractor agrees to:

- (a). use privately owned United States flag commercial vessels to ship at least 50 percent of the gross tonnage (computed separately for dry bulk carriers, dry cargo liners, and tankers) involved, whenever shipping any equipment, material, or commodities pursuant to the Agreement to the extent such vessels are available at fair and reasonable rates for United States flag commercial vessels;
- (b). furnish within twenty (20) working days following the date of loading for shipments originating within the United States or within thirty (30) working days following the date of leading for shipments originating outside the United States, a legible copy of a rated, "on-board" commercial ocean bill-of-landing in English for each shipment of cargo described in the preceding paragraph to the Division of National Cargo, Office of Market Development, Maritime Administration, Washington, DC 20590 and to the TJPA (through the Contractor in the case of a subcontractor's bill-of-landing).

11. ENERGY CONSERVATION REQUIREMENTS

****** *This provision applies to all Agreements.*

The Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act, 42 U.S.C. Section 6201 *et seq.*

The following provision (12) applies to Agreements exceeding \$10,000.

12. RECYCLED PRODUCTS

****** *This provision applies to all Agreements to procure \$10,000 or more of any one item designated by the EPA under 40 CFR Part 247, Subpart B in a single fiscal year, and to all Agreements to procure any items designated in 40 CFR Part 247, Subpart B where the TJPA or the Contractor has used Federal funds to procure \$10,000 or more of any one item in the previous fiscal year.*

****** *Please be aware that the requirements in the Agreement regarding resource conservation may be more restrictive than the USDOT Requirements described below. The Contractor must comply with the requirements described below and in the Agreement.*

The Contractor agrees to comply with the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended (42 U.S.C. Section 6962 *et seq.*), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in 40 CFR Part 247, Subpart B.

The following provision (13) applies to Agreements exceeding \$25,000.

13. GOVERNMENT-WIDE DEBARMENT AND SUSPENSION (NON-PROCUREMENT)

****** *This requirement applies to all Agreements and Subcontracts greater than or equal to \$25,000, and to any Agreement for auditing services at any dollar value.*

- (a). This Agreement is a “covered transaction” for purposes of federal suspension and debarment laws, including 2 CFR part 1200, and the provisions of U.S. Office of Management and Budget Appendix A “Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement),” 2 CFR part 180, and the Contractor is required to comply with same. In particular, the Contractor is required to verify that the Contractor, its “principals,” and its “affiliates” are not “excluded” or “disqualified,” as defined by federal suspension and debarment laws.
- (b). The Contractor shall submit the “Certification Regarding Debarment, Suspension, and Other Responsibility Matters.”

The following provisions (14-15) apply to Agreements exceeding \$50,000.

14. CLEAN AIR

****** *This provision applies to all Agreements greater than \$50,000 and to subcontracts greater than \$50,000.*

- (a) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. Section 7401 et seq. The Contractor agrees to report each violation to the TJPA and understands and agrees that the TJPA will, in turn, report each violation as required to assure notification to FTA and FRA and the appropriate EPA Regional Office.
- (b) The Contractor also agrees to include these requirements in each subcontract exceeding \$50,000.

15. CLEAN WATER REQUIREMENTS

****** *This provision applies to all Agreements greater than \$50,000.*

- (a). The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. Section 1251 et seq. The Contractor agrees to report each violation to the TJPA and understands and agrees that the TJPA will, in turn, report each violation as required to assure notification to FTA and FRA and the appropriate EPA Regional Office.
- (b). The Contractor also agrees to include these requirements in each Subcontract exceeding \$50,000 financed in whole or in part with Federal assistance provided by FTA and FRA.

The following provisions (16-19) apply to Agreements exceeding \$100,000.

16. BUY AMERICA REQUIREMENTS

****** *This provision applies only to the following types of Agreements: construction agreements of any value; agreements for the acquisition of goods or rolling stock of any value if funded by FRA, and valued at more than \$100,000 if funded by FTA.*

- (a). The Contractor agrees to comply with 49 U.S.C. Section 5323(j), 49 CFR Part 661, and 49 U.S.C. 24405, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA- and FRA-funded projects, such as the Transbay Program that is the subject of this Agreement, are produced in the United States, unless a waiver has been granted by FTA, FRA, or the product is subject to a general waiver. General waivers, when FTA funds are used, are listed in 49 CFR Section 661.7. Separate requirements for rolling stock are

set out at 49 U.S.C. Section 5323(j)(2)(C) and 49 CFR Section 661.11 when FTA funds are used, and 49 CFR 24405(a) when FRA funds are used.

- (b). The Contractor shall submit the "Buy America Certification" at the time of bid/offer if the regulation is applicable to the particular agreement. The Prime Contractor is responsible for ensuring that lower tier subcontractors are in compliance.

17. BREACHES AND DISPUTE RESOLUTION

** *This requirement applies to all Agreements in excess of \$100,000.*

- (a). **Disputes** - Disputes arising in the performance of this Agreement which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of TJPA's Executive Director. This decision shall be final and conclusive unless within ten (10) days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the Executive Director. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the Executive Director shall be binding upon the Contractor and the Contractor shall abide by the decision.
- (b). **Performance During Dispute** - Unless otherwise directed by the TJPA, Contractor shall continue performance under this Agreement while matters in dispute are being resolved.
- (c). **Claims for Damages** - Should either party to the Agreement suffer injury or damage to person or property because of any act or omission of the party or of any of the party's employees, agents or others for whose acts the party is legally liable, a claim for damages therefore shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.
- (d). **Remedies** - Unless this Agreement provides otherwise, all claims, counterclaims, disputes and other matters in question between the TJPA and the Contractor arising out of or relating to this Agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the state in which the TJPA is located.
- (e). **Rights and Remedies** - The duties and obligations imposed by the Agreement Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the TJPA or Contractor shall constitute a waiver of any right or duty afforded any of them under the Agreement, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

18. LOBBYING

** *This provision applies to the following types of Agreements, if the Agreement is equal to or greater than \$100,000: construction, architectural and engineering; acquisition of rolling stock; professional services; operational services; and Turnkey.*

** *Please be aware that the requirements in the Agreement regarding limitations on contributions may be more restrictive than the USDOT Requirements described below. The Contractor must comply with the requirements described below and in the Agreement.*

- (a). The contractor shall submit the "New Restrictions on Lobbying Certification" if the regulation is applicable to the particular agreement.
- (b). (1). No Federal appropriated funds have been or will be paid by or on behalf of the Contractor to any person to influence or attempt to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress regarding the award of a Federal grant, loan (including a line of

- credit), cooperative agreement, loan guarantee, or loan insurance, or the extension, continuation, renewal, amendment, or modification of any Federal grant, loan (including a line of credit), cooperative agreement, loan guarantee, or loan insurance;
- (2). If any funds other than Federal appropriated funds have been or will be paid to any person to influence or attempt to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any application for a Federal grant, loan (including a line of credit), cooperative agreement, loan guarantee, or loan insurance, the Applicant assures that it will complete and submit Standard Form- LLL, 'Disclosure Form to Report Lobbying,' in accordance with its instructions. Such forms are forwarded from tier to tier up to the TJPA.

19. AGREEMENT WORK HOURS AND SAFETY STANDARDS ACT

****** *This requirement applies to Agreements and Subcontracts for construction over \$100,000, and to non-construction Agreements valued at more than \$100,000 that employ "laborers or mechanics on a public work," as defined by 42 U.S.C. Section 3701.*

- (a). **Overtime requirements** - No Contractor or subcontractor contracting for any part of the Agreement work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
- (b). **Violation; liability for unpaid wages; liquidated damages** - In the event of any violation of the clause set forth in paragraph (a) of this section the Contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such Contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (a) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.
- (c). **Withholding for unpaid wages and liquidated damages** - The TJPA shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or subcontractor under any such Agreement or any other Federal contract with the same Contractor, or any other federally assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same Contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b) of this section.



Unarmed Security Guard Services Selection Committee Report October 2017

Executive Summary and Recommendation

In response to Request for Proposals (RFP) No. 17-08 for Unarmed Security Guard Services, issued on September 5, 2017 to three pre-qualified firms, the TJPA received three proposals by the due date of October 3, 2017. A selection committee convened on October 13 to evaluate the proposals, and determined that all three respondents should be invited to interviews. On October 18, the committee conducted oral interviews with all three firms. Scoring was finalized shortly thereafter.

Based on the criteria outlined in the RFP, the selection committee recommends that the TJPA negotiate a contract for services with the highest ranked proposer, **Allied Universal Security Services**.

Background

The TJPA sought proposals from professional and qualified firms to provide a security guard and ambassador presence for Phase 1 of the Program, including stationary post and roving patrol positions. Services may include the monitoring and control of security technologies in a command center environment, vehicle and cargo inspection, enforcement of trusted access programs, participation in training and exercise programs simulating real world day-to-day operations, and management of exceptional conditions. The security guard provider will be part of a team consisting of TJPA staff (Chief Security Officer and Deputy Chief Security Officer), law enforcement officers assigned to the transit center, and security operations center operators and supervisors. The contract to be negotiated will be for an initial three-year term with options to extend.

A Request for Qualifications (RFQ) was issued on July 5, 2017, with qualification packages due on August 1, 2017. Six submissions were received, and three firms were determined to meet all of the requirements of the RFQ. The RFP was issued to the three qualified respondents on the timeline described above and below.

Schedule

1)	RFQ advertised/posted	July 5, 2017
2)	Deadline for submission of questions on RFQ	July 19, 2017
3)	Qualifications due	August 1, 2017
4)	RFP issued	September 5, 2017
5)	Pre-proposal conference	September 14, 2017
6)	Deadline for submission of questions on RFP	September 21, 2017
7)	Proposals due	October 3, 2017
8)	Selection committee evaluation meeting	October 13, 2017
9)	Interviews	October 18, 2017
10)	Contract recommended for TJPA Board approval	December 14, 2017

Selection Committee Members

Sidonie Sansom, TJPA Chief Security Officer
Martha Velez, TJPA Facility Manager
Robert Ducibella, TJPA Security Consultant
Anne Ording, TJPA Program Management

In addition to the scoring members of the panel, Commander Teresa Ewins of the San Francisco Police Department also reviewed proposals, discussed them with the other committee members, and participated in a portion of the interviews. Due to an offsite emergency, she was unable to attend all of the interviews and thus did not score the proposers.

RFQ Outreach

An announcement of the RFQ appeared in the *San Francisco Examiner*; a copy of the announcement is Attachment A. The TJPA posted the RFQ on its website for the public to view and print. Notice was also sent to parties signed up for notification of operations-related contracting opportunities, and the firms listed as SAFETY Act-certified by the U.S. Department of Homeland Security (DHS). The TJPA received six proposals on or before the RFQ submission date, from:

- Allied Universal
- Command Security Corporation
- G4S USA
- Integrated Security Services
- Securitas Security Services
- US Security Association

Qualification Evaluation

The TJPA Chief Security Officer reviewed each submission for the Essential Requirements for Qualification as listed in the RFQ:

- A. Firm is SAFETY Act-certified by the U. S. Department of Homeland Security.
- B. Firm is able to provide a contract security guard force to the Transit Center site composed entirely of security guards with a valid security guard registration and license with the State of California Bureau of Security and Investigative Services and any other license required by federal, state, or local authorities.
- C. Firm has sole responsibility for the hiring and employment of its security staff.
- D. Firm is able to provide the necessary management, labor, tools, materials, equipment, transportation, and supervision, as such uniforms, rain/cold weather gear, hand-held radios, chargers, batteries, and earpieces?
- E. Firm is able to provide on-call support to the security force employed at the building during emergency situations.
- F. Firm performs background checks on all personnel consistent with federal, state and local law.
- G. Firm performs drug screenings on all personnel consistent with federal, state, and local law.

Three of the firms met the Essential Requirements:

<i>Firm</i>	<i>A (C/D/N)¹</i>	<i>B (Y/N)</i>	<i>C (Y/N)</i>	<i>D (Y/N)</i>	<i>E (Y/N)</i>	<i>F (Y/N)</i>	<i>G (Y/N)</i>
Allied Universal	D	Y	Y	Y	Y	Y	Y
Command Security	N	Y	Y	Y	Y	Y	Y
G4S	D	Y	Y	Y	Y	Y	Y
Integrated Security Services	C*	Y	Y	Y	Y	Y	Y
Securitas	C	Y	Y	Y	Y	Y	Y
Staff Pro	D*	Y	Y	Y	Y	Y	Y

¹ C = Certified / D = Designated / N = No. *Firm is SAFETY-Act Certified or Designated, but not in the specific Unarmed Security Guard technology required by TJPA.

The RFP was issued to the three SAFETY-Act Certified or Designated firms on September 5. All three firms submitted proposals by the due date of October 3. The selection committee met on October 13 to discuss the written proposals and the questions to be asked at the interviews. All three firms were invited to interviews on October 18. Topics to be addressed in the presentations were sent in advance, and the committee members asked additional questions after each presentation.

The selection committee scored the written proposals and the interviews using the criteria listed on the score sheets (Attachment B). Proposed contract pricing was scored according to a mathematical formula, with a score of 30 for the lowest cost proposal. The TJPA Chief Financial Officer (CFO) tabulated and verified the scores.

The firm of **Allied Universal** received the highest score. Scores are shown in Attachment C.

All proposals submitted in response to this RFP are available for review at TJPA offices upon contacting the TJPA front desk. Proposals will be retained for two years, except for the selected consultant's proposal which will be maintained on permanent record.

Attachments

Attachment A, RFP Announcement

Attachment B, Scoring Sheets

Attachment C, Scores

Reference

Request for Qualifications and Request for Proposals No. 17-08 for Unarmed Security Guard Services issued by the Transbay Joint Powers Authority on July 15 and September 5, 2017, respectively.

Attachment A

ANNOUNCEMENT

**REQUEST FOR QUALIFICATIONS No. 17-08
UNARMED SECURITY GUARD SERVICES**

The Transbay Joint Powers Authority (TJPA) has issued a Request for Qualifications (RFQ) for **UNARMED SECURITY GUARD SERVICES** for the Transbay Transit Center from SAFETY Act-certified firms with expertise in providing these services for large mixed-use facilities. The TJPA seeks proposals from qualified firms to provide a 24/7/365 security guard force.

Qualifications must be received by TJPA no later than **2:00 pm on Tuesday, August 1, 2017**, at the address below. Late submissions will not be considered.

Transbay Joint Powers Authority
201 Mission Street, Suite 2100
San Francisco, CA 94105

This RFQ is available on the TJPA's website: <http://www.transbaycenter.org> > TJPA > Doing Business with the TJPA > Current Contract Opportunities.

Attachment B

EVALUATION SCORE SHEET RFP 17-08: Unarmed Security Guards

Name of Respondent: _____

Name of Panelist: _____

Signature of Panelist: _____

<i>Criteria</i>	<i>Value</i>	<i>Reviewer Comment</i>
6.1.1 Introduction and Executive Summary (2 page limit) (0 points)		
6.1.2 Qualifications, Experience & Business Model/Management Approach (40 points) (30 page limit) Respondents' description of their company history and business plan, qualifications, experience, and management approach should be a narrative (no longer than 30 pages) that responds to the information requested in the Evaluation Criteria Questionnaire (RFP Attachment 5). TJPA expects Respondents to tailor their professional services to meet the needs of TJPA. <u>10 points:</u> management approach (1.1, 1.2); management team (1.3); training (1.10, 1.16); Quality Assurance (1.12); guard competency (1.13); retention, turnover, sufficient staffing (1.15); uniforms/equipment (1.17) <u>10 points:</u> experience (1.4 – 1.9) <u>10 points:</u> ability to staff and operate a SOC (1.11) <u>10 points:</u> security technology & its use in efficient & effective operations (1.14)		
6.1.3 References (10 points) (5 page limit) At least 5 recent, preferably other public agencies		
6.2 Contract Pricing Proposal (30 points)		<i>TJPA CFO will score</i>

Total _____
(80 maximum total score possible)

INTERVIEW SCORE SHEET
RFP 17-08: Unarmed Security Guards

Name of Respondent: _____

Name of Panelist: _____

Signature of Panelist: _____

Presentation & Questions	Value	Reviewer Comment
<p>Describe how your company manages SOC operations, including the following. Give examples of how you've handled these situations at other locations.</p> <ul style="list-style-type: none"> • Developing/updating policies and procedures • Training • Staffing & scheduling • Operating/managing security technologies such as PSIM, CCTV, ACS, badging and trusted access programs • Communication and coordination among the security team [SFPD, guards, Ambassadors, TJPA, & Lincoln Properties staff (such as building engineers and janitorial)] • Communications and reach-back to the City of San Francisco (for emergency response) • How your SOC staff determines the need to brief offsite client staff regarding events about which they should be awareness? 	5	
<p>What is your company's capability and experience in managing a client site like the Salesforce Transit Center – a multi-tenant, multi-block mixed use facility with a variety of retail tenants in a mall setting, a park, multiple bus lines and a bus deck, a package shipper, large unfettered public access areas and portions of the building over busy vehicular and pedestrian thoroughfares, under crisis conditions such as a natural disaster or terrorist event?</p>	3	
<p>Articulate your employee engagement/retention program. Come prepared with the local statistics. Come prepared with examples of what this will look like at the transit center. TJPA wants security officers to consider the transit center a location of choice to work. How will your company partner with us to make it so? What part can TJPA play in your employee retention program?</p>	2	
<p>Bring a device and demonstrate the security technology your guards and management will use.</p>	2	

Discuss your transition plan.	<i>1</i>	
What is the extent of background checks your company does on employees? What do those background checks include? To what level can they go?	<i>1</i>	
What's your plan for hiring an Account Manager? What knowledge, skills, abilities and prior experience are you looking for? Are you selecting from inside or outside your company? Will this be a promotional or lateral position? How will you work with TJPA for approval?	<i>1</i>	
How do you envision your staff dealing with homeless and/or disturbed individuals? Give examples of how you've handled this for other clients.	<i>1</i>	
What challenges to you expect to encounter working with the SFPD? How will you overcome them?	<i>1</i>	
How will you manage late or no-show guards, to ensure no post is gapped?	<i>1</i>	
What will the life of an Account Manager/ Assistant Account Manager and Shift Supervisor at the Salesforce Transit Center look like?	<i>1</i>	
Describe your supervisory and support staff and their organizational structure for the Salesforce Transit Center site.	<i>1</i>	
Discuss how your company's QA, training, inspections, and management/supervisory oversight ensure efficient and effective guard patrols. Give examples of what's worked for other clients.	<i>1</i>	
What are the 3 primary reasons we should select your company over the other 2 companies under consideration?	<i>1</i>	

Total _____
(22 maximum total score possible)

Attachment C

Evaluation Scores (80 points max)

Firm	Panelist A	Panelist B	Panelist C	Panelist D	Total Score
Allied Universal	68	68	58	68	262
G4S	57.5	52	60	60	229.5
Securitas	38.5	40	40	57	175.5

Interview Scores (22 points max)

Firm	Panelist A	Panelist B	Panelist C	Panelist D	Total Score
Allied Universal	22	17	20	21	80
G4S	11.5	4.5	2.5	14.5	33
Securitas	22	17	22	22	83

Totals

Firm	Panelist A	Panelist B	Panelist C	Panelist D	Total Score
Allied Universal	90	85	78	89	342
G4S	69	56.5	62.5	74.5	262.5
Securitas	60.5	57	62	79	258.5