Appendix A: Scope of Work

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1 Current Status:
At this time, the MOA guests occupy most of the building. Currently, the Aviator is working with Henning, Inc. to convert MOA guests to transitional housing in a dedicated wing of the building (called the C wing). While this process is underway, the Aviator does have some MOA guests in the C wing mingled with Henning participants and 4 extended-stay guests. However, once the process is complete, the MOA guests will all be in adjacent rooms in the A and B wings of the building. The Aviator will continue to maintain segregation of MOA guests as currently housed unless the MOA requests otherwise.

MOA is currently using and will be free to continue to use refrigerator and freezer storage, up to the current capacity.
For rooms, the Ballrooms are charged at a rate of $80/day and rooms are charged at a rate of $40/day. As renovations begin, the number of rooms and offices may change, and the office charges will adjust accordingly. Exhibit A contains the estimated costs for the contract through the end of April.

2 Aviator Responsibilities:
The Aviator is primarily responsible to ensure that the facility is functioning properly. Recognizing that some systems are aging and in need of replacement, the Aviator will work diligently to ensure that the building is functional, that the roof and mechanical systems are maintained and that common areas are kept clean.

In addition, the Aviator will provide security services and peer support services as defined in Additional Services below. The purpose of security is to keep the building safe and to identify issues that arise. The purpose of peer support services is to assist guests with emotional, mental, and behavioral health concerns while connecting them with services and permanent housing.

2.1 Room Composition:
All rooms will have the minimum requirements as specified (coffee maker, refrigerator, microwave; in room private bathroom with sink toilet and shower; toiletries and washcloths; Wi-Fi and cable television).

Currently the distribution of cleaning supplies takes place from 9:00 AM- 12:00 PM Monday, Wednesday, and Friday. The Aviator contemplates continuing this practice as described in the "HOUSEKEEPING" section below, but we are willing to work with the MOA to meet the needs of the Guests.

Phones are not included in the Minimum Room Configurations. The Aviator recognizes that most guests benefit from a phone in the room and intend to provide such amenity.

All rooms will have the minimum requirements as specified. Currently, guests can pick up additional supplies (body soap, shampoo, toilet, and so on) at the front desk.

2.2 Laundry Facilities:
MOA minimum requirements:

• Self-service laundry facilities (washer and dryer) shall be available on the hotel premises at least 10 hours per day during the hours 6AM - 9PM. Laundry facilities shall be limited to hotel residents only.

• Laundry machines may be token operated or included in the room fee for MOA-paid residents. Machines shall not require smart phones to operate.

• Contractor shall supply residents with laundry soap and softener sheets for 2 loads per week per room, at no cost to MOA-paid residents.

• Contractor shall repair non-working washers and dryers at no additional cost to MOA unless Contractor can clearly demonstrate the nonworking condition occurred due to the direct act of one of the residents housed by MOA.

Additional Aviator Comments: Our laundry facilities currently have the fee for services turned off. Guest may pick up laundry soap and softener sheets at the front desk, and we commit to supply detergent and softener sheets for two loads of laundry per guest per week. Additionally, washers and dryers are repaired at no cost to the MOA unless the nonworking condition is due to due to the direct act of one of the residents housed by MOA.
The laundry facilities are open from 8am to 10pm daily.

Finally, the laundry facilities are to be used by MOA Guests, Henning, Inc. participants, and our extended stay guests only and are not available to others outside the property.

2.3 Room Damage Claims:
MOA minimum requirements:

• Contractor will notify MOA Non-Congregate Shelter Manager of major room damage.

• Contractor will submit a Room Damage Repair Cost Worksheet monthly with regular invoices. Room damage repair costs shall be in accordance with this worksheet. Photos or videos of the damage and estimated repair cost shall be included in any room damage reimbursement claim.

• Contractor may elect not to replace damaged items. Should Contractor elect not to replace the damaged items, then Contractor is entitled only to partial reimbursement.

• Contractor shall charge MOA a $250 smoking fee if an MOA client smokes in the room. The Contractor shall charge this fee once per person smoking per room. The MOA shall help to ensure that MOA clients do not smoke in their rooms.

• Towels and Linen. Towels or linens contaminated with Biohazardous Substances will be treated by the Contractor as damaged items.

• Plumbing Repairs. If hotel maintenance personnel are not able to correct a plumbing problem caused by and MOA client, a professional plumbing service will be called. Contractor will bill the MOA at cost of repair plus 10%.

• Room Inspection. In Section 2 — Roles and Responsibilities, the Aviator utilizes the peer support staff to work with the guest on maintaining their room. If rooms are having serious issues, the MOA Non-Congregate Shelter Manager and an Aviator Representative inspect the rooms together on a weekly basis for both cleanliness and damage to property. Contractor will work with the MOA Non-Congregate Shelter Manager before asking to increase the room services. As part of that room inspection process, the Aviator recommends:

  i) Upon the request of MOA, the Aviator will provide more frequent cleaning to help guests maintain their room. The rate for such service is a $50 minimum but may increase depending on the number of hours.

  ii) After MOA and the Aviator have worked with a guest to improve, it is proposed that guests that are unable to:

      a. maintain a minimum level of cleanliness or

      b. that have caused substantial damage to property, or

      c. are otherwise unwilling to comply with MOA policy guidelines,

be asked to leave and replaced with MOA program participants capable of maintaining minimal levels of room care and compliance.
2.4 Pest Control:
MOA Minimum Requirements:

• The Contractor shall maintain an aggressive monitoring and treatment program for bed bugs. The Contractor shall arrange for bed bug treatment utilizing an elevated product with a chemical longevity of 90 days, kills the pests within 3-7 days and within 7-10 days if bed bugs are re-introduced into the room. The cost for bed bug treatment shall be at no additional cost to the MOA.

• Contractor shall be responsive to resident complaints within 24 hours and inform the resident of the treatment plan.

• If bedbugs are re-introduced into the room and the MOA does not want to wait 7-10 days for the bed bugs to die, the MOA may elect an enhanced cleaning that will kill the bugs within 3 days. If these services are required, the contractor will be reimbursed by the MOA at the vendor's actual cost.

Aviator Additional Comments:

The Aviator has worked with Eagle Pest Control to train housekeepers on bed bug inspection. Each week during housekeeping service, one of the designated bed bug inspectors much inspect and either sign off that there is no bed bug activity or notify the housekeeping manager that there is bed bug activity. The manager then inspects the room to confirm and coordinates the bed bug treatment of the room. If any resident complains of bed bugs, housekeeping immediately inspects the room.

Aviator hotel commits to be responsive to resident complaints within 24 hours. Aviator will coordinate with MOA Shelter Manager on the treatment plan.

Besides inspecting rooms on regular basis, the Aviator heat treats the belongings of all guests that check in. The Aviator has found that eliminating bed bugs from being introduced upon move in greatly decreased the bed bug activity seen in the hotel.

2.5 Housekeeping:
MOA Minimum Requirements:

• Contractor agrees to maintain hotel management and housekeeping staff to support guest rooms.

• The Contractor shall provide weekly housekeeping services to the rooms including vacuuming, bathroom cleaning, change sheets, etc.

• The Contractor will clean and disinfect vacant rooms in accordance with CDC and Hotel/Motel Association guidance, prior to reoccupying the rooms.

• The Contractor housekeeping staff will be available daily to supply guests with clean towels and linens as requested by guests via an "even exchange" system, i.e. one used towel exchanged for one clean towel, etc.

Aviator Additional comments:

The Aviator operates in compliance with current CDC Guidelines. We propose the following levels of housekeeping services:

● "Weekly Cleaning" consisting of Vacuuming, removing trash, cleaning and sanitizing the bathroom, changing sheets, and towels. We will perform a weekly cleaning service for all rooms that are
generally well kept and meet a minimum level of cleanliness. We propose that any room which Aviator staff believe does not satisfy this standard will be reviewed by the MOA and the Aviator as part of the "Room Inspection" process described in Room Damage Claims above.

- "Turnover Service" consisting of a deep cleaning and disinfecting of the room when a guest leaves the property and before the next guest arrives. We continue to follow CDC guidelines for room cleanings.
- "Biohazard Cleaning Service" consists of the same service delivered for "Turnover Service" but with the presence of Biohazard substances such as feces, blood or urine.
- "Smoking Cleaning" consists of additional cleaning to remove the smell of smoke from carpet, window dressings, bedding etc.

We propose that under normal conditions, towels and linen be replaced on a weekly basis as part of the Weekly Cleaning services. At the request of guests, towels and linen will be replaced daily between 9:00 — 12:00 through an even exchange system as defined. Guests that request an exchange of towels/linen before 9:00am will be exchanged the same day, requests after 12pm will be exchanged the following day.

2.6 Lost and Found:
MOA Minimum requirements:
Contractor shall establish a lost and found procedure for handling items left behind by room occupants.

Aviator Additional Comments:
The Aviator has established a lost and found in a storage room. Upon cleaning a room, trash will be disposed of, and all clothing and items of value are placed in a bag labeled with the room number, guest name, and date of check out. There is a judgment required to segregate trash from items of value. The Aviator will use best reasonable efforts to save all items of value but will not be responsible if something is discarded in error. The Aviator proposes that such bags be maintained for 2 weeks at which time the Aviator is free to discard the material.

3 Additional Services
3.2 Security:
The Aviator security will comply with the following stipulations:

3.2.A Schedule – Service Required

<table>
<thead>
<tr>
<th>Post</th>
<th>Location</th>
<th>Position</th>
<th>Assignment</th>
<th>Dates</th>
<th>Time</th>
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<td>Day Shift</td>
<td>Aviator Hotel, 239 W 4th Ave, Anchorage, AK 99501</td>
<td>- Entry Point 1</td>
<td>Security Officer 1</td>
<td>Mon – Sun</td>
<td>0700- 1500</td>
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<td></td>
<td></td>
<td>- Entry Point 2</td>
<td>Security Officer 2</td>
<td></td>
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<td>- Interior Patrol</td>
<td>Security Officer 3</td>
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<td></td>
<td>- Exterior Patrol</td>
<td>Security Officer 4</td>
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<td>Security Officer 1</td>
<td>Mon – Sun</td>
<td>1500-2300</td>
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<td>- Interior Patrol</td>
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<td>- Exterior Patrol</td>
<td>Security Officer 4</td>
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<th>Security Officer 1</th>
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<th>2300-0700</th>
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<td>- Interior Patrol</td>
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<tr>
<td></td>
<td>- Exterior Patrol</td>
<td>Security Officer 3</td>
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### Security and Peer Support Schedule

<table>
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<th>No. of Guests</th>
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<th>Shift 2-3PM to 11PM</th>
<th>Shift 3-11PM to 7AM</th>
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<td>75 - 149</td>
<td>Security</td>
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<td>2</td>
<td>64</td>
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<td>Peer Support</td>
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<td>24</td>
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<tr>
<td></td>
<td>Peer Support</td>
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<td>1</td>
<td>1</td>
<td>24</td>
</tr>
</tbody>
</table>

### 3.2.B Work and Services Required

#### i. General

The Contractor shall furnish all supervision, labor, uniforms, tools, equipment, materials, supplies, and transportation to satisfactorily perform the protection and patrol services in the manner and at the frequencies set forth in these contract specifications, and in established post orders.

#### ii. Service Requirements

Provide, operate, and maintain a protection force to perform all necessary guard functions and such other related functions as specified herein. Such service expressly includes the provision of management and administrative services sufficient to operate a comprehensive security program. Management and administration mean that the Contractor will provide a complete supervisory framework, i.e., "chain of command," for the routine reporting of and response to any and all security-related matters as specified in the contract and established post orders.

The Contractor's authorized representative shall act as liaison to the Contract Administrator and shall at all times attempt to minimize the incidents requiring municipal staff approval of assistance.

The Contractor shall provide a level of supervision that will ensure that Contractor employees:

a) Are properly trained as set forth in the officer requirements section of the specifications and are able to perform all duties as required.

b) Are always properly uniformed and present a neat appearance with the company's insignia displayed on outer garments including, but not limited to, shirt, and jacket.

c) Maintain a continued state of proper training.

d) Possess any necessary permits.

e) Are punctual and cover their entire shift.

#### iii. Safety & Property
Perform all necessary services to assure the safety and protection of building occupants and real and personal property against injury, molestation, loss of damage from any preventable cause including, but not limited to, fire, theft, and trespass.

iv. Identification and Inspection Tours

The Contractor shall ensure that each Contractor employee has Contractor identification.

Inspection tours are to be made in accordance with patrol routes and schedules established by the Municipality of Anchorage as indicated in established post orders.

v. Deviation from Prescribed Schedule

Guards are authorized to deviate from prescribed schedules covering patrol routes whenever unusual conditions or circumstances so demand. Such deviations and the reasons therefore are to be recorded in a log book and made part of the daily post report. It shall be dated, showing the time, the incident that occurred, person(s) involved and other data pertinent to the incident.

vii. Hazardous Conditions

Report daily to the contractor or designee, potentially hazardous conditions and items in need of repair, including inoperative lights, leaky faucets, toilet stoppages, broken or slippery floor surfaces, etc.

viii. Unauthorized Access

Discover and detain persons gaining unauthorized access to the property, contact Anchorage Police Department for assistance if necessary.

ix. Law and Order

Maintain order within the areas of assignment.

x. Reports and Records

Prepare required orders, instructions, and special and daily reports, including reports on accidents and fires, and maintain and make available all records in connection with the duties and responsibilities of the contract.

Copies of all contract reports and records shall be sent to the Contract Administrator if requested.

xi. Post Orders

Perform as described in the established orders. Post orders are designed to outline duties, responsibilities, and expectations of security personnel. Post orders will be issued by the Contractor, if unable to produce or maintain post orders, EOC representative may be required to assist to maintain safety, security, and sanitation for contractor and clients. Post orders may vary in duties for different posts and will be subject to changes as approved by the Contract Administrator. Before changes to post orders are implemented by the Contractor, contact must be made to EOC representatives for approval, and at no additional cost to the Municipality. A copy of post orders shall be maintained at the post location site digitally or paper copy.

3.2.C Personnel Requirements and Minimum Qualification
i. **Security Officer**

Contractor commits that all security personnel will meet the requirements of this specification. In addition, all Security Officers shall receive specified training and comply with the other requirements herein. In all cases, Security Officer(s) are subject to Contractor Administrator approval under section 2. B below.

a) Education/Experience: Possess a high school education or equivalency, and have three (3) years of experience demonstrating:

I. The ability to meet and deal with the general public;

II. The ability to read, understand and apply printed rules and instructions.

III. The ability to maintain poise and self-control under stress.

b) Health and Physical Fitness Requirements: The Contractor shall assure that all guards are well height and weight proportioned, and in good health without physical handicaps or impairments that would interfere with the performance of duties. All security personnel shall be free of communicable disease, and possess binocular visions, correctable to 20/20, and not color blind.

c) All security personnel must be physically and mentally capable of performing the job duties. Personnel with prior military service must have been released from service under honorable or general conditions.

ii. **General**

The Municipality of Anchorage reserves the right to conduct background checks of all company owners, officers, partners, joint venture members and employees. When requested, the Contractor shall provide full name, social security number, copy of drivers’ license or state id, current address, and date of birth and place of birth for individual to be investigated within twenty-four hours of written request by the Contract Administrator. The Contractor will also provide signed written authorization to the Municipality allowing the Municipality to conduct such an investigation.

If during the life of any resulting contract a company official develops a history deemed questionable by the Municipality, the contract may be terminated by the Municipality at no further or additional cost to the Municipality.

If an employee of the Contractor shows a history deemed questionable by the Municipality, that employee will be denied access to property for the purpose of conducting work as required by these specifications. If during the life of any resulting contract, a contract employee develops a history deemed questionable by the Municipality the Municipality may request that employee be permanently replaced.

iii. **Municipal Approval**

Any person proposed for assignment may be interviewed by the Contract Administrator or his designee for approval prior to appointment to that assignment.

The Contract Administrator may require removal from work sites, those security personnel who are deemed objectionable and, after notice and an opportunity to improve, whose continued employment on Municipal premises is deemed contrary to the public interest or inconsistent with the best interests of the Municipality of Anchorage.
iv. **Substitution of Personnel**

It is the intention of the Municipality that the Contractor's management or supervisory personnel utilized for the contract will be available for the initial contract term. In the event the Contractor wishes to substitute personnel, he shall provide personnel of equal or higher qualifications. If requested, all replacement personnel are subject to prior approval by the Contract Administrator. In the event substitute personnel are not satisfactory to the Contract Administrator and the matter cannot be resolved to the satisfaction of the Municipality, the Municipality reserves the right to cancel the Contract for cause.

v. **Experience:**

Experience, Training and Communication: Each Security Officer will have a complete background check made by the Contractor and the results of such checks shall be made available to the Municipality upon request.

a. Shall be a U.S. citizen or have a valid resident alien status.

b. All Guards shall be a minimum of twenty-one (21) years of age.

c. Be fully literate in the English language (i.e., be able to read, write, speak understand and be understood) Oral command of the English language must be sufficient to permit full communication, particularly in times of stress.

d. Have a valid driver's license.

e. One year experience in a responsible security position demonstrating an ability to meet and deal with the general public and the ability to be courteous, maintain poise and self-control under stress.

f. Maintain confidentiality about any sensitive information.

g. High school diploma or equivalent, with at least one year experience in a responsible security position.

h. Successfully completed Contractor training in the following: technique and patrol, public relations, safety, proper use of telephones and radio, proper use of written report forms, sight hours on site training by supervisor of the Contractor verified and documented and made available upon request by the Contract Administrator.

i. Consistent with Mandt training, shall be capable of self-defense, to ward off a potential attacker to protect a citizen from attack.

j. Free from any physical or emotional disorder, or any hindrance that may inhibit or preclude meeting the professional standards required by the contract.

k. Ability to hear ordinary conversation at a distance of 20 feet, without the use of artificial hearing devices and whispered conversation at 10 feet without the benefit of artificial hearing devices.

l. Freedom from drug use, except prescribed medication as evidenced by urinalysis test.

m. Freedom from disease or condition that results in indistinct speech.

n. Guards shall not be considered for this contract if they currently or in the past had been involved in:

   I. Any felony or sex conviction

   II. Military conduct resulting in dishonorable or undesirable discharge,

   III. Any pattern of irresponsible behavior, including but not limited to unreasonable driving, or a problem employment record.

vi. **Appearance**
Appearance shall be neat and professional. Facial hair shall be kept neat and evenly trimmed. Hair on top of the head shall be kept clear of the forehead or pulled back.

vii. Waivers

Any of the above qualifications may be waived in writing by the Contract Administrator or her designee when such waiver is in the best interest of the Municipality of Anchorage.

viii. Consumption of Liquor and/or Harmful Drugs

The consumption and/or use of harmful drugs or alcoholic beverages while on-duty or off-duty in such manner as to effect performance on-duty, shall be cause for immediate dismissal from any Municipal duty post. While the Contractor shall be responsible for insuring compliance with this section, the Contract Administrator reserves the right to make such dismissals 'on the spot' when required.

ix. Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity, and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary. The security officer is expected to be in frequent contact with his employees and customers. A security officer is expected to be effective in establishing and maintaining good relationship between the security organization, individuals in the Municipality, and customers. An improper attitude on the part of the guard can seriously damage the cooperative relationship that must exist between the security organization, employees, and customers. A security officer is to be well trained in being courteous, acting with restraint, and using judgment and common sense.

Contractor is responsible for keeping disciplinary files on record for personnel. Any time Standards of Conduct are violated, or potentially violated contractor is expected to fill out HHS incident report (IR) to be filled out and up channeled to appropriate EOC personnel. Contractor is required to establish appropriate paperwork in disciplinary file, that EOC personnel are allowed access to.

3.2.D Training/Certifications

i. Training

a) All personnel must be trained. Personnel must be able to react effectively physically and mentally in enforcing order, curbing violence, protecting residents, visitors and employees from bodily injury or harassment, and preventing theft and damage to property, in accordance with the standards of Mandt System of De-Escalation Training.

b) All personnel must possess appropriate training, knowledge of applicable laws, search, and seizure techniques.

c) All personnel must attend Mandt System De-Escalation Training, Cultural Diversity Training and OSHA’s BBP training all provided at no cost to the Municipality. The Mandt System De-Escalation Training shall be completed for persons assigned to this site not later than 75 days after contract award.

d) Contractor shall create a database documenting all training requirements for security personnel. Contractor will document completed training for personnel and complete all required training for new hires within 30 days. This database will be monitored regularly by EOC personnel for compliance.
ii. **Confidentiality in the Workplace**

a) All Security personnel assigned to this contract will have training for Confidentiality in the Workplace. After which each Security Guard will sign a confidentiality statement which will be maintained by the Contractor and provided to the Contract Administration if requested. The following duties shall include:

b) Employees should exercise discretion while interacting with their fellow colleagues. Personal disclosures should be made thoughtfully, and any work-related information must not be shared at all or shared very carefully, if required.

c) Employee must refrain from sharing information that the organization considers sensitive. They must maintain a professional attitude at all times.

3.2.D Authority and Jurisdiction

i. **Violations of Law**

The employees of the Contractor are only authorized by law to make arrests in the same manner and to the same extent as any private citizen. Citizen arrests made by security personnel under this contract are the responsibility of the Contractor as to any liability that may be incurred.

ii. **Use of Force**

Security Guards performing duties pursuant to this contract may use only the amount of force necessary to carry out the responsibilities of the Contract.

Deadly Force: The use of deadly force in the carrying-out of duties and responsibilities pursuant to this contract shall not be condoned or authorized by the Contract Administrator except in those cases where such force is necessary to preserve the life of the security guard or an endangered third party.

The Contract Administrator may from time to time provide additional instructions or guidelines to the Contractor regarding the use of force in carrying-out the duties and responsibilities of the contract.

3.2.E Supplies, Materials, and Equipment

i. **Equipment Provided by Contractor**

General: Except for equipment that may be offered by EOC, the Contractor will furnish, install, operate, and maintain in acceptable condition, at no cost to the Municipality of Anchorage, all equipment, materials, and supplies necessary for performance under this contract, including, but not limited to, the following:

a) Patrol equipment desired and provided by the Contractor as approved by the Contract Administrator such as cars, motor scooters, etc., including all cost relative to operation and maintenance. The Contractor shall provide and maintain the aforementioned vehicle during the entire period of the Contract. The Vehicle provided must be maintained in good repair, appearance, and sanitary condition at all times.

b) The vehicle used by the Contractor must be clearly identified with the name of the company, and the telephone number of the local office on each side of the vehicle. Also, the words “MOA Contractor” must be on the vehicle provided. The letters shall be at least two (2) inches high and of proportionate width.

c) Approved uniforms for all security guard force personnel. Security officer uniforms shall be provided by the Contractor and worn by members of the security guard force at all times while
engaged in the performance of the duties required. Such uniforms and the wearing of the same shall in general conform to standards and usage prescribed and in effect for the Contractor's personnel. The color of the security guard force uniforms must be a color in general use by large guard or police organizations in the United States. Appropriately lettered breast badge and cap ornament where applicable indicating the jurisdiction from which security guard authority is obtained shall be worn and prominently displayed as a part of the uniform. Shoulder patches not larger than 4-1/2 inches by 4-1/2 inches, lettered to indicate the identity of the Contractor shall be worn or displayed on the uniform. **Battle Dress Uniforms (BDU's) are not permitted.**

Uniform type shall be approved of by the Contract Administrator before usage is implemented. No guard may enter on duty until he has a completed uniform which meets the contract conditions.

d) Flashlights, batteries, and replacement parts (one complete watchman type flashlight for each guard), foul weather clothing shall be provided for each security officer by the Contractor.

### 3.2.F Deductions for Failure to Perform

**i. Performance Deductions**

The Contractor shall advise the Contract Administrator of any emergency incident as outlined in the HHS Incident Report. The HHS Incident Report is presently in use. Should the Contract Administrator determine that an incident warranting the submission of the HHS Incident Report was required due to any dereliction of duty of security as outlined below, a deduction shall be reflected in the monthly billing for which the lapse occurred. Any of the grievances below warrant possible termination of personnel involved at the Contractor’s discretion.

<table>
<thead>
<tr>
<th>Deduction Per Occurrence Per Security Guard</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Guard Sleeping on Post.</td>
<td>$750.00 per occurrence</td>
</tr>
<tr>
<td>Posts Not Covered by Qualified Personnel.</td>
<td>$500.00 per occurrence</td>
</tr>
<tr>
<td>Security Guard Not Following Post Orders.</td>
<td>$200.00 per occurrence</td>
</tr>
<tr>
<td>Security Guard Not Showing Up at Post</td>
<td>$100.00 each 15 Minutes</td>
</tr>
</tbody>
</table>

### 3.2.G Protective Clothing

Security Officer’s shall comply with contractor internal policies and procedures with to regards to the wearing of PPE (Personnel Protective Equipment) when in public and working in spaces where social distancing is not always possible. As a minimum the Security Officer will be required to wear face coverings. Contractor shall be responsible for all costs of providing PPE to the Security Officers.

### 3.3 Henning Inc. Services:

Henning Inc. will provide navigation services to people sheltering at the Aviator Hotel by:

- Prominently displaying information about how to access housing
- Linking people rapidly to the Coordinated Entry System by becoming an access point.
- Ensuring easy and rapid access to housing navigation services
• Assisting with collecting documentation necessary for housing and services
• Providing housing-focused rapid exit services
• Housing-focused navigation services available to all shelter participants
• Prioritizing services and engagement to participants who have resided in the shelter the longest

i. Staffing- Four Housing Specialists dedicated to providing navigation services to approximately 160 residents.

ii. Staff Schedule:
   a) Two housing specialists will work Sunday-Thursday 9am-5pm
   b) Two housing specialists will work Tuesday-Saturday 11am-7pm

iii. Immediately upon starting services, staff will conduct an assessment for all residents. An action plan to exit the Aviator will be made with each resident/family.
   a) Enroll households in the Coordinated Entry System via HMIS
   b) Assess service needs, including verifying and documenting eligibility
   c) Develop, secure, and coordinate services and obtain Federal, State, and local benefits including SOAR Services and SSI completion
   d) Monitor and evaluate program participant progress
   e) Provide information and referrals to other services and providers
   f) Develop an individualized housing and service plan, including planning a path to permanent housing

iii. Metrics:
   a) Number of people/families enrolled in relevant programs/assistance.
   b) Number of people/families placed in housing and services.
   c) Percentage of people/families who have maintained housing and services.

   Please see reporting form (Appendix C) for additional reporting information.

3.4 Peer Support Services:
Peer Support staff will work with the guests and all other staff to ensure the operations run smoothly and working to solve problems, this includes:

• Checking on guests daily
• Work with Housekeeping to make sure rooms are clean and taken care of
• Assisting guests with understand the rules of the property
• Receive de-escalation training and work with security to prevent situations or de-escalate as needed
• Working with guests that have behavioral issues—whether this is working with the guest on an improvement plan, connecting them to outside resources, etc.
• Coordinating with hotel management, MOA Shelter Manager (currently Rob Seay), or outside resources for assisting the guests
• Coordinating with security and, if necessary, emergency services, to ensure the safety of all on the property
• Maintain the roster of persons in the facility
• Utilize the MOA Incident Reports to notify the MOA of any incidents on site

The Peer Support staff will receive Mandt de-escalation training to ensure that they have the skills and knowledge to assist clients and staff.