

**GATE SECURITY SERVICES
REQUEST FOR PROPOSALS
Addendum #1
October 13, 2025**

A. Post Location and Traffic Volume

1. Can the District provide historical or estimated vehicle and delivery entry/exit volume per day, and note any seasonal fluctuations in gate activity?

It is an estimation of 3000 - 4000 vehicles a day

2. Approximately how many phone calls does the guard shack receive each day?

An estimated 150- 200 calls on an average. Different days of the week calls may increase or decrease.

B. Access Control System Details

1. What computerized access control system is currently in use (software and hardware brand/version)?

One computer is a Dell Desktop, and the other is a laptop, that both run Duo multifactor authentication which requires the user to use a physical fob so that they can log into the computer. Both computers have limited access to apps/servers as they are only used for the Gatehouse Workstation app through TEM Systems.

2. Does the gatehouse have access to District Wi-Fi or LAN for report submission, or must the contractor provide its own internet connectivity?

The Gatehouse has access to WiFi and Lan functions through the BVCS D Network.

C. Incident Reporting

1. Does the District require reports to be submitted in a specific format or platform (e.g., Silvertrac, Trackforce, PDF logs, or email summary)?

Yes, logs or email summary and notification to Gate Supervisor.

D. Chain of Command / Escalation

1. What is the expected escalation process for emergencies or incidents?

Notification to the Gate Supervisor, or On Duty Sergeant, or On-duty officer, Chief of Police and General Manager. In cases of real emergencies, 911. If a gate incident occurs, where there is damage to a gate arm, they notify on-duty personnel and they will coordinate with General Service to initiate the repairs needed.

E. System Outage Protocol

1. What is the established protocol when online systems or network access are unavailable, gate malfunction?

Notification to gate supervisor, IT personnel and general services for any necessary repairs.

F. Post Orders / SOPs

1. Can the District provide a copy of the current Post Orders or SOPs for gate personnel?

The SOPs are attached to this Addendum.

2. Are there any specific operating methods that should be upheld under the new contract?

Follow existing protocols.

G. Employee Meal Breaks and Facility Access

1. Is there a kitchen or break area available, including at minimum a microwave, as required by DIR for employee meal periods?

H. Staffing and Scheduling

1. What are the total current scheduled hours for gate personnel each week?

Hours will vary. Currently we have 3 full-time employees and 9 part-timers. Depending on availability, hours are adjusted. The gate is manned 24/7 days a week, 365 days a year.

2. Are the 24-hour services to be covered by **three 8-hour shifts** or **two 12-hour shifts** per day? (This affects labor cost and rest period compliance.)

It is up to the contractor to propose the shifts to cover the 24-hour period and factor labor costs into the proposal.

3. Would the District prefer an on-site or roving supervisor to be present at the gate site during certain hours?

No, this is not required.

4. Beyond BSIS licensing, does the District require CPR, First Aid, AED, or de-escalation training prior to assignment?

The District requires that all gate employees have CPR, First Aid, and AED training. All other training shall be dictated by the contractor per their personnel policies.

I. Administrative and Contractual

1. What is the expected transition timeline between the current provider and the new contractor before January 5, 2026, start date?

The current staff are employed by the BVCSD. The transition timeline will be negotiated with the selected contractor.

2. Will the District approve uniform design and color, or are there specific uniform standards (e.g., patch/logo size, high-visibility requirements)?

The contractor will provide their uniforms to identify that the gate employees work for the contractor, not the BVCSD.

3. The sample contract requires \$2 million General Liability and \$1 million Auto Liability. Can the District confirm whether an umbrella or excess policy is acceptable to meet those limits?

The insurance as stipulated in the sample agreement is what is required per contract standards. The selected contractor could request a specific modification that will be evaluated at that time.

4. Are security vehicles permitted or required to be used at or near the gate (for patrol, visitor guidance, etc.)? If so, are there any speed, parking, or equipment restrictions?

There is no need for security vehicles as gate employees are assigned work in and around the gatehouse. They are required to park personal vehicles in the PD parking lot across from the gatehouse during assigned shifts.

J. Financial and Policy

1. The draft agreement mentions 30-day payment terms. Can invoices be submitted weekly as noted in the RFP, or should they align with the District's billing cycle?

Invoice can be submitted weekly, but the District process payments twice a month.

2. Can the District confirm whether a Prevailing Wage (DIR) or Living Wage Ordinance applies to this contract?

The District does not have a specific living wage ordinance. However, contractor must comply with all state and county requirements.

3. Does the District have defined Key Performance Indicators (KPIs) (e.g., response time, visitor throughput, complaint resolution rate), or will these be established jointly after award?

The District is currently establishing KPIs for its service areas and would welcome input from the selected contractor on industry standards in establishing performance indicators.

4. Which holidays are officially observed by the District, and would you like our team to observe those same holidays?

The District observes the following holidays. The gate operations continue the same on these holidays with no adjustment.

*New Year's Day
Cesar Chavez Day
Independence Day
Thanksgiving Day*

*MLK Jr. Day
Memorial Day
Labor Day
Thanksgiving Friday*

*President's Day
Memorial Day
Veterans Day
Christmas Day*

GATE STANDARD OPERATING PROCEDURES

These instructions cover the standard operating procedures to be used for BVCSD for gate access. These procedures apply in most situations, although Gate Pass Coordinators are expected to use their professional judgment and training in application of the rules and regulations. Questions regarding this material or application of the rules and regulations shall be addressed to the Gate Supervisor.

A. MISSION STATEMENT

BVCSD Gate Operations is committed to providing safety and security to Bear Valley residents and their guests in an effective, efficient, friendly and courteous manner.

B. HOURS OF OPERATION

A gate employee shall be assigned 24 hours per day, 7 days per week. Phone number 661-821-5261.

C. DAILY OPERATIONS

The function of Gate Pass Coordinators is to control access into Bear Valley Springs. All Gate Pass Coordinators must be proficient in using the manual contact information data for granting access to the community.

The following access control procedures are to be followed. All Gate Pass Coordinators shall use the following as the standard greeting: **“Welcome to Bear Valley Springs. How may I help you?”** All Gate Pass Coordinators should be in the regular habit of **“greeting with a smile”** residents and guests as they pass through the gate.

1. Key Personnel

- Chief of Police: Reports to the General Manager and provides broad administrative and command direction to the department and is the decision maker in all department operational matters.
- Gate Supervisor: Reports to Chief of Police and provides direct supervision of all gate staff.
- Gate Pass Coordinator: Reports to Gate Supervisor and is responsible for the day-to-day operations of the gate in adherence to established rules, policies, and procedures.

2. Shifts

- Day Shift – 6:00 am to 2:00 pm
- Afternoon Shift – 2:00 pm to 10:00 pm
- Night Shift – 10:00 pm to 6:00 am

3. Automatic (Right) Gate Lane

Vehicles may enter the community through the automatically activated gate if the driver of the vehicle has an active RFID strip. All others shall enter the community

through the Left gate lane by stopping at the gatehouse to be cleared by the gate officer. If a code fails to activate the gate, the Gate Pass Coordinator shall note the pertinent information in the daily log and deal with the driver as if they were going through the non-automatic gate lane.

DO NOT JUST HIT THE BUTTON TO OPEN THE GATE. FOLLOW THE PROCEDURE.

4. Non-automatic (Left) Gate Lane

All vehicles entering the property through the visitor's gate lane must stop for clearance by the gate officer. The Gate Pass Coordinator shall check for permission to enter in the Gatehouse application. Residents and property owners should have the new amenities card that has an RFID bar code on the back, which allows access through this lane.

The gate should be lowered after each vehicle clears the gate. It should not be raised until the next vehicle is cleared for entrance.

3. Guest Passes

Residents and property owners are responsible for requesting passes for their guests. This information may be entered into the Gatehouse application or by calling the gatehouse to have the guest entered into the system. The requester must have the correct Tract and Lot and PIN for the address being visited.

If the guest has not received permission to enter BVCSD, the Gate Pass Coordinator may assist the driver by calling the person being visited to obtain permission. During periods of high traffic, the Gate Pass Coordinator should ask the driver to enter the Police Department parking lot and call the resident or property owner to request permission. A notation shall be made in the daily log if access is denied.

4. Pedestrians, Bicyclists, Horseback Riders

All pedestrians, bicyclists, and horseback riders attempting to enter the community through the gate shall be stopped, if not known by the Gate employee, to verify residency or permission to enter. Visitors must be cleared by the Gate Pass Coordinators before access is granted.

5. Emergency Vehicles

In the event of an emergency, marked response vehicles (police, fire, and ambulance) shall be granted immediate access. Drivers of unmarked response vehicles (i.e., detectives) must show official identification.

It may be necessary to give directions to emergency personnel. Priority over other traffic shall be given to emergency vehicles. Non-emergency vehicles must have a guest pass to enter.

The Gate employee shall obtain as much information as possible without interfering with or delaying entry of the emergency vehicles. Information pertaining to entry of emergency vehicles shall be entered on the daily log or incident report.

6. Utilities/Vendors/Delivery Drivers Allowed without Gate Pass:

- Appraisers (must show CA state Appraiser's License and Photo ID)
- Bear Valley CSD official vehicles
- Delivery Services (Amazon, DHL, FedEx, OnTrac, Staples, UPS, Walmart) – must be marked
- Eco Lab
- Express Transit
- Realtors and Brokers (must show CA Real Estate License and ID)
- TUSD Buses
- U.S. Postal Service
- Utilities (AT&T, PG&E, Race Communication, SCE, Spectrum, Verizon) – must be marked
- Utility Quest
- Waste Management
- Misc. delivery services (must be in vehicles with official logos; if unmarked, must have guest pass issued by resident or property owner)

Drivers of the above vehicles are NOT required to be issued a guest pass by a specific resident or property owner or temporary access pass.

7. Church/Cemetery/Market & Gas Station/BVCSD Meetings

Individuals requesting entry for the following reasons are not required to be issued a temporary access pass by a specific resident or property owner. The Gate Pass Coordinator must issue a temporary entry permit noting the date on the permit. This permit allows entry for the purpose designated by the permit type

- Bear Valley Church: attend church events and AA meetings (**Orange**)
- Bear Valley Cemetery (**Yellow**)
- Bear Valley Market & Gas Station (**Blue**)
- BVCSD Meetings (**Green**)

8. Process Servers

Civil process servers may enter the property at any time on Monday through Friday. A process server desiring entry on Saturday or Sunday must be accompanied by a law enforcement officer. The process server must show a valid process server identification card and the name and address of the person being served. **Note: Gate Pass Coordinators must issue an entrance pass.**

9. Tow Trucks

Tow Trucks are allowed entrance at any time but must be authorized by a resident. If the gate employee is unable to contact the authorizing employee at the time of entrance, or if there is no authorizing employee at the vehicle location, the gate employee will refuse entry without the vehicle being towed. An incident report shall be completed by the gate employee. All tow trucks removing vehicles are to be instructed to stop at the gatehouse at the time of departure. Gate office will record vehicle type and tag number.

10. Camera Crews and Reporters

Camera crews and television or newspaper reporters are permitted into the community without prior authorization from the BVCSD Management. **The gate employee has the responsibility to notify the Public Information Officer.**

11. Daily Reports and Incident Reports

Each Gate Officers shall file and distribute a daily report at the end of each shift. Incident reports shall be filed for each type of incident as directed by the Gate Officer's supervisor.

12. Gatehouse Cleanliness and No Smoking Policy

Smoking is only permitted by gate Pass Coordinators outside of the gatehouse and using the appropriate disposal container. Gate Pass Coordinators are responsible for keeping the gatehouse clean and orderly. Food items shall be immediately removed and properly discarded after use, and garbage shall be placed in plastic bags, tied and taken with each employee at the end of shift.

13. Solicitations

Solicitors are not allowed through the gate at any time, unless authorized like a regular visitor.

14. Gate Arm Damage

If a driver damages the gate arm, the Gate Pass Coordinator shall do the following.

- Get driver name and vehicle information (plate, color, make, model)
- Ask driver to park in the Police Department parking lot
- Call non-emergency dispatch line and request officer
- Record date and time of incident in log to document for video review

D. EMERGENCY ACTION PLAN

Emergencies shall be referred immediately to appropriate emergency services (BVSPD, Kern County Sheriff's Office, Kern County Fire Department, or 9-1-1).

1. Traffic Accidents

- Stay inside gatehouse
- Call 9-1-1 and provide as much information as possible
- After 9-1-1 report, call shift Police Sergeant and advise
- Enter incident in log

2. Storms

- Use USGS or Weather Channel websites for storm updates
- Stay inside gatehouse and call Police Sergeant for direction
- If loss of electricity – follow instructions on generator operation
- If complete power loss and no generator, all cars must go through the Non-Automatic (Left) gate. Manually lift gate to allow residents and guests who have been issued guest passes. Do not allow unauthorized individuals through the gate.

3. Evacuation Procedure Instructions to Residents

In case of an emergency evacuation, the gate(s) may be left in the upright position to facilitate **entry of emergency vehicles**.

- If it is safe to stay in your home – do so
- Stay calm and wait for Kern County Fire or BVSPD to give instructions
- Evacuate based on the identified route provided via Nixle or official social media posts

4. Generator Operation

E. **OTHER**

1. Information obtained by gate Pass Coordinators is considered confidential and shall not be disclosed.
2. All telephones are for official use only and should not be used to make personal calls. Personal electronic devices shall not be used while on duty.
3. Meal breaks shall be taken on site.
4. The gatehouse shall not be left empty, and a trained employee must always be present.
5. Gate Pass Coordinators shall be neat and clean in appearance and wear only the prescribed uniform.
6. Gate Pass Coordinators shall park their personal vehicles in the lot across from the gatehouse.

Key Contact Information

Position	Name	Phone Number
Chief of Police	Dain Hurst	661-821-3239
Gate Supervisor	Imelda Rizo	661-821-3239
Non-Emergency Dispatch		661-861-3110
BVCSD Administrative Office		661-821-4428