

**BOMA San Francisco SEMINAR**  
**MAY 15, 2002**  
**Working Effectively with Your Security Services Provider**

**ITEMS TO THINK ABOUT WHEN BIDDING OUT SECURITY CONTRACTS**

- **MAKE THE VENDORS AWARE OF YOUR EXPECTATIONS**
  - ~ Explain the overall security philosophy of your company
  - ~ Will the vendor instill the client's philosophies to all members of the team?
  - ~ What type of qualifications would you like to see in your officers?
  - ~ Determine staffing levels – ask vendor if current staffing is appropriate?
  
- **ESTABLISH A GOOD RELATIONSHIP WITH YOUR VENDORS**
  - ~ Ask the vendor what their expectations are of the client?
  - ~ Will they be available for routine meetings?
  - ~ Will they perform when an officer is absent?
  
- **EMPLOYEE RELATIONS**
  - ~ What kind of insurance coverage is provided?
  - ~ What kind of employee incentive programs (such as officer of the month, etc.) are in place?
  - ~ How is vacation time provided to employees?
  
- **TRAINING**
  - ~ What kind of training is provided?
  - ~ Are training records kept on file?
  - ~ How many training hours are required prior to working at the building?
  - ~ Can the vendor provide adequate trained back up personnel?
  
- **VACATION ACCRUAL**
  - ~ How is the accrual calculated?
  - ~ Is the accrual based on current employees employed at the property?
  
- **SICK PAY**
  - ~ Verify that vendor pays sick pay to its employees?
  
- **BACKGROUND CHECKS/DRUG SCREENING**
  - ~ What is the procedure?
  - ~ How is this billed to the client, for each by screening or an hourly calculation?

- **PAYROLL TAXES**
  - ~ Verify you are not charged above the maximum rates for FUI and SUI
    - ~ FUI \$7,000
    - ~ SUI \$7,000
  
- **WORKERS COMPENSATION**
  - ~ Ask to see evidence of Vendor's Workers Compensation rate
  
- **PROFIT AND OVERHEAD**
  - ~ Is the percentage charged on direct labor or a total of direct labor plus additional costs (payroll taxes, etc.)?
  - ~ What does the overhead portion represent?
  
- **UNIFORMS**
  - ~ How is the cost of uniforms billed? An hourly rate or based on actual per cleaning
  
- **REVIEW RATE FOR OVERTIME**

Items that should not be included in an overtime calculation:

  - ~ Health & Welfare and Pension
  - ~ Vacation Accrual
  - ~ Uniforms/maintenance cost
  - ~ Training costs
  - ~ Background checks
  
- **TOUR SYSTEM**
  - ~ Does the vendor provide this type of service?
  
- **WAGES**
  - ~ Are you willing to pay officers a minimum of market rate to obtain and retain good employees.