



Attachment B – Specifications

RFx No.: 3000021651 Title: Security Guard Services - DCFS

SECURITY GUARD SPECIFICATIONS
DEPARTMENT OF CHILDREN & FAMILY SERVICES
EAST BATON ROUGE PARISH CHILD WELFARE– BATON ROUGE REGION 2

GENERAL CONDITIONS:

All Contractor personnel are expected to work in a manner which will maintain the security and best interest of the Department of Children & Family Services, East Baton Rouge Parish Child Welfare, hereafter referred to as the Agency. The Agency reserves the right to require the Contractor to dismiss any employee deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed to be contrary to public interests or inconsistent with the best interest of the Agency. The Contractor agrees that during the term of this contract, he/she and his/her employees will conduct themselves in a careful and prudent manner and that he/she will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

CONTRACTOR QUALIFICATIONS:

*The Contractor must have been an established business having at least three (3) years satisfactory experience in the full time security guard services.

*Each bidder shall attach an organization profile of their company to their bid. This description is to include but is not limited to the following information:

1. The year the company was formed.
2. Total number of years of company security experience.
3. Total number of security employees employed with the company.
4. Total number of businesses and/or comparable facilities under contract for security guard services.
5. Total number of security employees (full time and part time) as well as management personnel bidder intends to utilize for all facilities in this contract.
6. Copy of license issued by the Louisiana State Board of Private Security Examiners.

Guard Responsibilities are as Follows:

* **Hours:** 7:00 a.m. - 5:30 p.m. Monday through Friday.

1. Guard is to remain at post unless requested to provide services by Receptionist. (Escort clients to intake room/or conference room)
2. Traffic Control
3. 15 minute breaks at 9:30 a.m. and 2:30 p.m. Cannot leave building or socialize. Cannot attend office functions.
4. Lunch 12:00 p.m. to 12:30 p.m.
5. At no time is guard allowed to leave the premises, including breaks and lunch. Guard is to let the receptionist know when temporarily leaving post to go to washroom, etc.
6. Protect personnel from bodily harm and/or injury by restraining unruly clients.
7. A written incident report is required on any and all incidents and must be submitted to receptionist daily.
8. Receptionist will ask guard to escort clients/visitors to the conference room and/or designated meeting area.
9. No visitation by friends, relatives allowed. No fraternization with DCFS/CW clients or staff.
10. Reading of newspapers, books, radios, tv etc. while on duty is prohibited.
11. Sleeping on duty is prohibited.
12. Door across from receptionist area is to be closed at all times.
13. Clients are to be seated in waiting room and talking should be kept to a minimum.
14. Make sure no one eats or drinks in the lobby area.

Attachment B – Specifications

RFx No.: 3000021651

Title: Security Guard Services - DCFS

15. Uniform is required at all times. If jacket is worn, it must be a uniform jacket with security emblem visible.

16. The company's form of communication is to be worn at all times.

- * All employees are to wear I.D Badges. The Contractor will procure insurance as per insurance requirements, and shall show evidence of such insurance in the form of Certificate(s) of Insurance.
- * The Contractor shall not allow any unauthorized person in the facility at any time.
- * In the event a guard is caught sleeping while on post, they will be dismissed and the Contractor will not be paid for the time while the guard was on shift. If a guard is a no call/no show, the Contractor will not be paid for the time where no guard was present.
- * The Contractor will hold and save the Agency, its officers, agents, and employees harmless from liability of any nature or kind including costs and expenses for or any account of any lawsuit or damages of any character whatsoever resulting from injuries or damages sustained by any person, persons or property by virtue of performance of this contract by the Contractor or its agents.
- * The Contractor is to contract for services and employment in his/her firm's name only, and will not implicate the Agency directly or by inference in these transactions. The Contractor is to be in all respects an independent Contractor and none of his/her employees is to be regarded as employees of the Agency.
- * The contract is not to be assigned or transferred by the Contractor to any subcontractor or any other party during the term of the contract unless approval is received by the Office of State Procurement.
- * The terms and conditions of this contract cannot be changed, altered, or modified in any way without the advance written approval from the Office of State Procurement. If, because of reasons beyond the control of the Agency (e.g. fire), business operation in any or all of the facilities is interrupted or stopped, the Agency shall have the right to terminate this contract upon ten (10) days certified written notice without any penalty thereof.
- * The Contractor shall purchase all licenses necessary for the conduct of these operations and pay all applicable Local, State, and Federal taxes.

SECURITY GUARD QUALIFICATIONS:

- * The Contractor must provide security guards that meet all of the following minimum qualifications. The state Agency reserves the right to interview and accept or reject any security guard(s) prior to being assigned by the contractor.

ARMED:

1. The guard must be at least twenty-one (21) years of age if registered armed.
 2. In accordance with Louisiana revised statutes 47:3270-3298, all bidders eligible for award must be licensed by the Louisiana State Board of Private Security Examiners prior to award. Contact the board at 225-272-2310 for more information.
- * Security officers shall have in possession at all time when on duty registration cards issued by the Louisiana State Board of Private Security Examiners.

SECURITY PERSONNEL:

- * It is desirable that security officers have a minimum of three (3) years' experience in security service; however, all officers must have a minimum of one (1) year experience. In all cases, the Agency expects the Contractor to assign its best-qualified and performing personnel to this contract. The Agency shall assume that poorly qualified and poorly performing personnel are failures of the Contractor to perform adequately.
- * Security officers shall wear appropriate uniforms that have been approved by Louisiana State Board of Private Security Examiners that are clean, pressed and well maintained. The Contractor must assist his/her personnel

Attachment B – Specifications

RFx No.: 3000021651

Title: Security Guard Services - DCFS

to assure proper alterations, uniform belts, and uniform type shoes. The Contractor shall be responsible for furnishing a minimum of two (2) complete seasonal uniforms, which are well maintained, and without rips and frays at no additional expense to the State. The State will not get involved in issues regarding cost/payment of uniforms, belts, etc. for guards. Security officers will not appear on position in a combination of uniform and civilian clothing, with torn or frayed uniforms or with hems out of trousers.

SCREENING REQUIREMENTS:

- * Agency has a right to request drug testing at no additional cost to the state for all guards by a certified laboratory according to Substance Abuse and Mental Health
- * Services Administration (SAMHSA) guidelines. The report shall identify the drugs/metabolites tested for, whether positive or negative. The report shall also indicate the date and time of specimen collection, the date received by the laboratory, and the date and time reported.
- * The State Agency reserves the right to request additional drug screens for security guards for reasonable cause. Any security guard(s) who test positive on any drug screens shall be immediately dismissed.
- * The Contractor shall be responsible for all cost associated with the drug testing.
- * 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/her employees as may be necessary.

REPORTING REQUIREMENTS:

- * The Contractor must submit monthly shift report/time sheets to the State Agency. The Contractor must maintain complete and accurate records to substantiate services provided to the State Agency. The Contractor's records must document; 1) Name of security guard providing service, 2) Date service provided, and 3) Time/Shift service was provided.
 - *The State Agency reserves the right to request additional reports, which contain documented proof the requirements as stated herein is being complied with.
- * On a periodic basis and/or at the request of the State Agency, the Contractor shall conduct an examination and review of the security guard's performance while on duty. A written report shall be submitted to the State Agency and shall contain the following information regarding the examination and review: 1) Findings of compliance inspections, 2) Documented information such as the date, 3) Security guard's name, and 4) Comments regarding the security guard's performance.

STAFFING STANDARDS:

- * The Contractor shall have a cellular device or answering service number so that he/she may be contacted by the agency contact twenty-four (24) hours per day by telephone/or cell phone. All calls must be returned within a two (2) hour period.
- * Any change in telephone/cellular numbers must be made available to the agency within a twenty-four (24) hour period.
- * Absenteeism - The Contractor shall provide relief personnel as necessary to ensure that each assignment is performed daily per contract specifications regardless of employee absenteeism.

Attachment B – Specifications

RFx No.: 3000021651

Title: Security Guard Services - DCFS

CORRESPONDENCE:

* The Contractor or his/her designee shall respond to all inquiries, complaints, and other written correspondence from Agency personnel within a seven (7)-day period. Correspondence shall be on the Contractor's official stationery.

CERTIFIED PAYROLL RECORDS:

* Upon request in writing by the Agency, the Contractor shall within five (5) working days furnish a certified copy of the latest payroll period prior to the date of said request. This record shall reflect payments for all the Contractor's employees working under this contract during the payroll period. The State may request copies on any or all such payrolls during the life of this contract.

BASIS AND METHOD FOR DEDUCTIONS FOR UNSATISFACTORY DAILY PERFORMANCE:

* If services are not in conformity or not performed with the requirements of the Contract, the Agency shall use the following guidelines in adjusting the Contractor's invoice: Start up time not to exceed a one week period.

* **First Occurrence** – Verbal warning. Require the Contractor to immediately perform the services in accordance with the contract.

* **Second Occurrence** – Written Documentation notice from the Agency to the Contractor.

* **Third Occurrence** – Written documentation and deduction of 1/60th of monthly invoice amount for each job incomplete or not in conformity.

* **Fourth Occurrence** – Written Documentation and deduction of 1/30th of monthly invoice amount for each job incomplete or not in conformity.

* **Note:** On all written notices, State Procurement shall notify Contractor of reported performance issue(s) submitted by Agency. Contractor has seven (7) days, from the date of notice, to respond to the reported performance issue(s), in writing to State Procurement. Contractor's failure to respond to Agency's initial notice of deficiencies in performance, or failure to respond to State Procurement's notice of performance issues within the required number of days specified in each notice may constitute ground for contract termination.

* The Agency contact shall review invoices(s) and any reductions must be approved by State Procurement prior to any withholdings of payment(s). Should the Contractor's invoice not include any/all necessary reductions, the invoice shall be reduced by the amount of the non-included reductions and processed for payment. The Contractor shall be notified of the reduction(s) made with copies of documentation supporting those reductions. Agency will notify State Procurement once a chronic or non-remedied issue is recognized. Agency shall submit to Procurement written documentation of non-performance issues and any attempts made by agency or Contractor to resolve the performance issue(s). Copies of all supporting documentation must always be forwarded to State Procurement.

* Also, if the Contractor received two (2) or more reductions, within any thirty (30) work day period or a total of fifteen (15) reductions during a twelve (12) month period, the contract may be automatically terminated for default.

REQUIREMENTS FOR: East Baton Rouge Parish DCFS/CW Office:

GENERAL INFORMATION:

* Kaffia Arvie is the Operations Manager for East Baton Rouge Parish Child Welfare office. All security related matters are to be referred to her by the security officers on this post. Incidents should be reported to the Contractor.

Attachment B – Specifications

RFx No.: 3000021651

Title: Security Guard Services - DCFS

ASSIGNMENT:

- * This assignment is located at 160 S. Ardenwood Blvd., Baton Rouge, 70806, Louisiana. This post requires the service of one (1) uniformed, unarmed security officer Monday through Friday. Hours of operation are from 7:00 a.m. - 5:30 p.m.
- * Time, conditions, and circumstances may extend these hours, which will require the officer to report any changes to the Contractor.
- * Guard shall maintain control of visitors and vendors.
- * Contractor shall furnish official time and attendance reports for actual hours worked and submit copies of the reports with their invoice for payment.
- * Guard shall not be paid for late arrivals.
- * Guard shall not sleep during their assigned working hours. They must be attentive at all times.
- * If any guard is found out of uniform, sleeping on duty or unfit for duty due to physical condition, DCFS will deduct the entire shift of that security officer for that day.
- * Visitors with state identification badges that do not work in the building shall not be allowed access to the building without signing in.
- * Guards shall only allow visitors with official state business to enter the building. No one shall be allowed access to the building to utilize restrooms and/or other building facilities.
- * Unauthorized use of property may result in a request for immediate removal from Agency's sites.
- * No personal calls are allowed. Use of personal cell phones should be limited to emergencies.
- * DCFS reserves the right to require immediate removal of any security personnel from their post if they are deemed unfit for any reason.

UNIFORM & PERSONAL APPEARANCE:

- * Officers should report in full dress and be prepared to stand his/her post immediately upon arrival. Officers should have appropriate gear for weather conditions. Officers are to be clean shaven and maintain proper personal hygiene.

EQUIPMENT:

- * Officers will assume duties upon arrival. Other miscellaneous equipment and materials, such as, Incident Report Forms, Daily Logs, etc. will be kept in the security officer desk and available at all times. Contractor shall provide guard with cell phone for Agency to communicate with guard when away from station.

REPORTING FOR DUTY:

- * It is suggested that officers assigned to this post arrive at least ten (10) minutes prior to shift commencement. This will allow the officer time to review reports from the previous day so as to be informed about any events which may have occurred, disarm the alarm system (if he/she is the first officer on duty) and in general, be prepared to assume duties.

RESTROOM & MEAL BREAKS:

- * Security officer may take a break for meals at a time when activity is at a lull and the interviewing/reception areas are empty. When the security officer goes to the restroom he/she should inform the receptionist. Security officer should not leave the premises for meal breaks.

Attachment B – Specifications

RFx No.: 3000021651

Title: Security Guard Services - DCFS

RECEPTION AREA:

- * If for any reason the Security officer must leave the general lobby area, he/she must always inform the receptionist of his/her whereabouts. This is a high security post and requires the availability of the officer.

BUILDING OFFICE HOURS:

- * The office will be open from 7:00AM – 5:30PM, Monday through Friday.

SPECIFIC DUTIES:

- * Security officer will arrive on duty and sign in. Upon arrival of office personnel, officer will report to duty station in lobby.
- * Security officer will be alert at all times and be on standby when clients are being interviewed. Their presence should be known should a client be loud and argumentative. Should a panic alarm sound, the security officer should take appropriate action to assist employee.
- * Security officer will periodically check CW lobby and receptionist areas. Keep clients orderly, do not allow children to run in lobby. No one will be allowed to make any loud noise or use foul language in or around building. No one will be allowed to vandalize any part of building. Make sure children are not playing or throwing objects around glass areas. Guard will help receptionist direct visitors, maintenance and delivery people to the proper place in the employee areas.
- * The security officer will secure the lobby areas checking interviewing rooms and client restrooms. Security officer will lock the front doors and check all exterior doors.

WEEKLY REVIEW OF ALARM SYSTEM PROCEDURES:

- * Security officers are to be knowledgeable to the alarm emergency system and the fire alarm procedures, including the evacuation of the building.