

**LOUISIANA  
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT  
SPECIFICATIONS**

**UNARMED SECURITY GUARD SERVICE  
MARINE MAINTENANCE FACILITY  
61170 BAYOU ROAD, PLAQUEMINE, LA 70764**

**DESCRIPTION**

This specification defines the minimum requirements and duties for Unarmed Uniformed Security Guards for the Department of Transportation and Development Marine Maintenance Facility located at 61170 Bayou Road, Plaquemine, LA 70764. Additional details, such as documentation procedures, call out processes, etc. will be provided during the training period.

Guards shall receive and forward emergency calls to the appropriate DOTD personnel, patrol and protect the premises from thieves, vandals and other offenders, as well as, any other duties agreed upon by both parties. Guards shall perform the required duties in accordance with Department of Transportation and Development (DOTD) Policies and Procedures as set forth by DOTD and the Marine Maintenance Facility.

**GUARD DUTIES**

**Shifts**

All guards must clock in when the shift begins and clock out when the shift ends by use of the time cards provided by DOTD, located in the guard shack building. Guards must arrive on time, dressed in their uniform and ready to work their shift. Guards shall not have personal visitors while on duty, under any circumstances.

Outgoing guard must review with the incoming guard any issues that arose during the shift. Information that should be conveyed to incoming guards may include any pending issues that have not been resolved and where they are in the process, complaint calls, vandalism, etc. Outgoing guard must provide as much detail as possible in order to prevent a delay in critical response times during the next shift.

During each shift, guards must record any events and/or happenings that occur on the premises on the Security Guard Daily Report. This information shall include, but is not limited to, the date and time of each event/incident/occurrence, an explanation of what took place, any actions taken by the guard, etc.

At the end of each shift, the guard on duty must bring all Security Guard Daily Reports and Complaint Record(s) from their shift to the Administrator of Operations office before leaving the premises.

**Emergency and Complaint Calls**

Guards may, at any time during any shift, receive a call related to an emergency situation requiring immediate action or possibly a complaint call regarding any number of issues. The guards must be able to adequately interpret a caller's needs and contact appropriate DOTD personnel in a timely manner for response.

Emergency/complaint calls must be handled in a professional manner and responded to quickly and appropriately. Guards must listen carefully to the caller and document the conversation clearly and legibly enter the information given by the caller on the Complaint Record form with as many details as possible including, but not limited to, caller's name and call back number, date and time of the call, location of the situation, description of the problem, etc. The Complaint Record form must be completed for every emergency/complaint call received. The initial information gathered by the guard is critical to response times and will be used by the DOTD and/or emergency service crews. Once the information has been obtained, the guard must then determine the proper Department

employee(s) to contact. The guard must then supply the contact with the information they gathered from the caller. The proper line of communication will depend on the location and nature of the call.

While on patrol/inspection, incoming calls will go to voicemail. Upon return to the Guard Shack, guard must check the voice mailbox for any messages received, note the Security Guard Daily Report and/or Complaint Record accordingly. Should one of the messages pertain to an emergency situation or complaint, the guard must follow the procedures noted above and contact the appropriate Department employee.

**NOTE:** A Marine Maintenance contact list with employee names, contact numbers, and job duties is provided for the guards to use as a reference.

**ALL** calls occurring during a guard's shift must be logged, in detail, on the Security Guard Daily Report and the Complaint Record form. If the issue has not been resolved by the end of the guard's shift, the outgoing guard must assure the incoming guard or appropriate DOTD personnel is informed of the status and any other details that may be necessary to convey.

### **Patrols and Inspections**

Guards are to be stationed at the Guard Shack when not on patrol/inspection tours. Guards shall visually and physically patrol the grounds and exterior of buildings in a safe and professional manner a minimum of once every two (2) hours. Patrols/inspections are to be performed **by foot**; under no circumstances shall a guard patrol/inspect the location by vehicle.

Throughout the site, there are several electronic guard checkpoints, seven (7) total. Guard performing the patrol must use the DOTD provided wand to scan each checkpoint. Each checkpoint must be scanned once per tour. Guard is responsible for the safe keeping of the scan wand and must leave it in the guard shack before leaving the facility at the end of their shift. A report indicating the checkpoints that were scanned, will be printed and reviewed periodically by the Plaquemine Fleet Landing Administrative Coordinator 4 to verify that the guards are performing their rounds as specified. Contractor will be notified if any abnormalities appear.

During inspection tours, guards shall visually check mooring lines to ensure they are still tied from the barge/boat from to the dock. They must also observe, from the dock without boarding any vessels, whether any barges/boats are taking on water. Should the guard on duty detect any vessel taking on water, they must immediately report the condition to the appropriate Marine Maintenance Facility personnel. In addition, guards are to look for unlocked doors, any signs of vandalism, theft, trespassing, etc. during each patrol. Time of each patrol and findings must be logged on the Security Guard Daily Report.

The Department reserves the right to increase the number of patrols per shift at any time should the need arise. Guards/Contractor will be notified of any tour changes.

### **Additional Duties**

Guards are responsible for locking and unlocking the Marine Maintenance Facility gates. Gates must be unlocked at 6:00 am each weekday morning and locked at 6:00 pm each weekday evening. Guards are required to lock and unlock this location for Marine Maintenance Facility personnel and/or Department approved visitors during their shift.

Guards must ensure that only Marine Maintenance Facility personnel and/or Department approved visitors are allowed on the premises. Guards will be informed of approved visitors in advance. There shall be no unauthorized personnel or visitors allowed on the premises.

No personal vehicles are allowed in the secure areas of the facility, including the guard's, personnel, and/or approved visitor's vehicle. Secure areas will be defined by the Department during the training process.

Guards must record, on the Security Guard Daily Report, the name, date and the time of arrival and departure, of all facility personnel and/or approved visitors that enter and exit the facility.

### **UNIFORMS AND EQUIPMENT**

Contractor, in accordance with the terms of the contract, shall supply guards with Louisiana State Board of Private Security Examiners approved uniforms. Uniforms must be clean, pressed and in good condition at all times.

Guards must have the flashlight in their possession at all times. Flashlight must be fully functional during each shift.

### **DOTD EQUIPMENT**

Personal use of DOTD equipment, such as phones, computers, vehicles, etc., other than that provided by DOTD for the performance of guard duty services, is strictly prohibited. Any noted misuse/abuse of DOTD property by a guard assigned to this location could cause the Facility to require the offending guard to be removed from services at this site.

### **SCHEDULE**

Contractor shall provide a schedule to the Administrative Coordinator 4, or designee on a bi-weekly basis. Two-week schedule shall include the guards first and last name and the dates and times they are scheduled. Should the Contractor need to replace or fill in a time slot with another guard after the schedule has been submitted, the Contractor must notify the Administrative Coordinator 4, or designee, at least twenty-four (24) hours in advance, whenever practicable, of the change. Contractor must supply the Marine Maintenance Facility with the replacement guard's name, and the date and time of the shift they will be covering. A copy of the replacement guard's permanent registration card may be required by the Marine Maintenance Facility prior to the guard's arrival.

Administrative Coordinator 4, Bonita Miller, may be reached at 225.659.2613 or bonita.miller@la.gov.

Ferryboat Operations Manager A, Ricky Brumfield, may be reached at 225.385.8070 or ricky.brumfield2@la.gov.

Guard service shall be provided on the following days:

- All State holidays, both those observed in accordance with Louisiana Revised Statute 1:55 and those that are proclaimed throughout the year by the Governor. Holiday coverage shall be twenty-four (24) hours per holiday.

Per Louisiana Revised Statute 1:55, the State observes the following holidays:

- New Year's Day – January 1<sup>st</sup>
- Martin Luther King, Jr.'s Birthday – 3<sup>rd</sup> Monday in January
- Mardi Gras – Tuesday before Ash Wednesday
- Good Friday – Friday before Easter
- Independence Day – July 4<sup>th</sup>
- Labor Day – 1<sup>st</sup> Monday in September
- Veterans Day – November 11<sup>th</sup>
- Thanksgiving Day – 4<sup>th</sup> Thursday in November
- Christmas Day – December 25<sup>th</sup>
- Weekdays (13.5 Hours Monday - Thursday) 5:00 pm until 6:30 am
  - Whenever possible, the Administrative Coordinator 4, Bonita Miller, or designee will notify the Contractor at least twenty-four (24) hours in advance of the need for additional coverage.
- Weekends (24 Hours) Friday 6:30 am until Monday 6:30 am.
- All Holidays (24 hours)

The Marine Maintenance Facility reserves the right to adjust the stated schedule, as needed, with notice to the Contractor, in order to meet the needs of the Department.

Guards shall consume all meals during their designated shift at the Marine Maintenance Facility job site. Guards shall not leave the premises during their designated shift as this post must be manned at all times as scheduled. Guards must insure the area where they consume their meals is left in the same general condition as it was prior to their shift, including picking up any food or trash, and disposing of it properly.

### **TRAINING & EXPERIENCE**

Guards must be legally and properly trained, have an established history of experience as a security guard, and possess a permanent registration card issued by the Louisiana State Board of Private Security Examiners in accordance with the terms, conditions and specifications of the contract.

Contractor shall meet with the Marine Maintenance Facility prior to the start of services to review the requirements for this location. Meeting to be established at an amical date and time by the Marine Maintenance Facility.

Initial eight (8) hours of guard service training on patrol paths, building locations and inspection requirements, how to properly fill out documentation forms, how to determine who to contact during an emergency/complaint call, etc. will be provided by the Marine Maintenance Facility. Number of trainees should not exceed three (3) persons from the Contractor. Any additional training sessions needed for replacement or additional guards must be provided by the Contractor in accordance with DOTD training procedures. Prior to a guard providing service on their own, each guard must go through eight (8) hours of "on-site" training provided by the Contractor.

Contractor shall contact the Administrative Coordinator 4, or designee, twenty-four (24) hours prior to, or as soon as practicable, replacing a guard either temporarily or permanently. Permanent replacement guards will be required to go through the training process as noted above.

### **CONTRACTOR DOCUMENTATION**

Contractor shall supply the Facility with the following information before service begins:

- A list of all guards assigned to the location.
- A copy of each guard's permanent registration card issued by the Louisiana State Board of Private Security Examiners.
- A copy of the Contractor's license issued by the Louisiana State Board of Private Security Examiners.
- A toll free contact number that is manned twenty-four (24) hours a day.
- At least one (1) local supervisor/manager's name and contact information. Contact must have the authority, knowledge and ability to address and resolve issues.

Contractor shall supply the Facility with the following information throughout the service period:

- A bi-weekly schedule showing who will be on duty as well as the date and time of service.
- Examinations and review reports of the security guards' performance while on duty. Reports shall be completed on at least a quarterly basis and shall include:
  - Security Guard's Name
  - Examiner's Name
  - Date of Examination and Review
  - Performance Comments
  - Finding of Compliance Inspection
- An updated list of guards as changes occur.
- Monthly shift reports/time sheets for each scheduled guard.