



## Specifications

**The intent of these specifications is to provide for a complete security guard service contract.**

### **General conditions:**

All contractor personnel are expected to work in a manner which will maintain the security and best interest of Department of Children and Family Services, Disability Determination Services New Orleans, hereafter referred to as the agency. The agency reserves the right to require the contractor to dismiss any employees deemed incompetent, careless, insubordinate, or otherwise objectionable, or any person whose actions are deemed to be contrary to public interest or inconsistent with the best interest of the agency. The contractor agrees that during the term of this contract he and his employees will conduct themselves in a careful and prudent manner, and he 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 at least three (3) years satisfactory experience in the full time security guard services or law enforcement.

Each bidder should attach an organization profile of their company, however, it must be submitted prior to award. 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.

The contractor will procure insurance as per the Insurance Requirements for Contractors within Attachment A, and shall show evidence of such insurance in the form of certificate(s) of insurance prior to contract award.

The contractor will hold and save the agency, its officers, agents, and employees harmless from liability of any nature or kind, including cost and expenses for, or any account of, any law suit or damages of any character whatsoever resulting from injuries or damages sustained by any person or 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 firm's name only, and will not implicate the agency directly or by inference in these transactions. The contractor is in all respects an independent contractor, and none of his 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 Office of State Procurement 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.

The Contractor shall pay security guards a minimum wage of \$16.00.

**Security Guard Qualifications:**

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

**Armed:**

The security guard must be at least twenty-one (21) years of age if registered armed.

In accordance with Louisiana Revised Statutes 37:3270-3298, 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 regarding this license if needed.

The agency and/or the Office of State Procurement have the right to verify with the State Board of Private Security Examiners that the contractor's guards are registered and have proper training. If the board finds the guards are not registered and trained properly, the contract may be canceled, and guard(s) must leave the State facility immediately.

Registration cards issued by the Louisiana State Board of Private Security Examiners must be in the security guard's possession at all times when on duty at the Agency

**Security Personnel:**

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 and that are clean, pressed and well maintained. The contractor must assist his personnel to assure proper alterations, uniform belts, and 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.

Required Equipment

**Screening Requirements:**

Before reporting to duty, the security guard will be required to complete a criminal background check, which includes fingerprinting to meet the Federal HSPD requirements for the agency. The agency will conduct all phases of the HSPD process on site.

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 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 of Louisiana reserves the right to request that the contractor provide the Office of State Procurement employee drug testing results at no extra cost to the State.

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.

**Reporting Requirements:**

The contractor must submit monthly shift report/time sheets to the agency. The contractor must maintain complete and accurate records to substantiate services provided to the agency. The contractor's records must document a) name of security guard providing service, b) date service provided, and c) time/shift service was provided.

The Agency reserves the right to request additional reports, which contain documented proof that the requirements as stated herein are being complied with.

On a periodic basis, and/or at the request of the 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 agency and shall contain the following information regarding the examination and review: a) findings of compliance inspections, b) documented information, such as the date, c) security guard's name, and d) comments regarding the security guard's performance.

**Staffing Standards:**

The contractor shall have a paging device / cell phone, or answering service number so that he/she may be contacted by the agency contact twenty-four (24) hours per day by telephone or pager. All calls must be returned within a two (2) hour period.

Any change in telephone/beeper numbers must be made available to the agency, as well as State Procurement, 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.

**Correspondence:**

The contractor or his 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.

**Responsibilities of the Contractor:**

1. All security personnel, equipment, uniforms and any other equipment necessary to perform duties must be provided by the contractor.
2. Contractor agrees that all contracted security personnel will be oriented to and are responsible for being familiar with and adhering to agency's contracted security duties and responsibilities as outlined in this contract. Agency requests that contractor does not change the personnel, when at all possible, unless said personnel are not performing satisfactorily.
3. Contractor agrees to provide to the agency a written security personnel schedule on a weekly basis, which depicts names of assigned personnel and times of shifts. Any deviation from this schedule is to be promptly reported to Valincia Canselo 504-838-5560, Ext. 120 or Yolanda Richard 504-838-5560, Ext. 121 and /or the designated site contact persons.

If for any reason any security personnel is deemed unsuitable by agency, the contractor shall agree to replace the personnel within twenty-four (24) hours.

Contractor agrees to provide a weekly report inclusive of a report indicating security personnel assignments and the results of monitoring checks.

Contractor is to communicate (report to, inform, consult, and/or advise) as appropriate and necessary to only agency personnel, as designated.

Governing Law - this agreement shall be constructed in accordance with and governed by the laws of the State of Louisiana.

Non-assignable clause - the contractor shall not assign any interest in this contract and shall not transfer the same.

References - bidder must furnish this agency with the information requested regarding any previous or current employers with which the bidder has or had provided a security services contract.

Revised Attachment B – Specifications

RFx: 3000019424

Title: Armed Security Guard Services - DCFS

1. Name of employer:

Address:

City, State, Zip:

Telephone:

Email:

2. Name of employer:

Address:

City, State, Zip:

Telephone:

Email:

The Contractor is to provide protection against unauthorized persons on premises. Noted violations are to be reported immediately to Valincia Canselo 504-838-5560, Ext. 120 or Yolanda Richard 504-838-5560, Ext. 121 and/or the designated site contact persons.

Uniformed guards to be equipped with registration cards issued by the Louisiana State Board of Private Security Examiners.

The Contractor must remain in compliance with all State laws pertinent to security/law enforcement operations in effect during this contract period. This includes any laws that would go into effect by the Louisiana State Board of Private Security Examiners.

Payment of services - payment will be made monthly upon receipt of invoice from the Contractor that documents the actual hours of services provided. Hours will be verified with sign-in sheets.

In accordance with Louisiana Revised Statutes 37:3270 - 3298, all Bidders eligible for award must be currently licensed by the Louisiana State Board of Private Security Examiners prior to award. Contact the Board at (225)-272-2310.

"Non-performance" shall be defined as failure to meet any requirements as specified in the contract. Non-performance will be at the discretion of the Administrator of the Facility where services are being provided.

The Contractor hereby agrees to adhere to the mandates dictated by Title VI and Title VII of the Civil Rights Act of 1964 as amended; Section 402 of the Vietnam Era Veterans Adjustment Assistance Act of 1974; Section 503 of the Rehabilitation Act of 1973 and to Section 202 of Executive Order 11246 as amended. The Contractor agrees that he/she will not discriminate in the rendering of services to and/or employment of individuals because of race, sex, age, color, religion, national origin, disabled veteran, political belief, veteran status, or any other non-merit factor.

Armed Security Guard Locations:

Department of Children & Family Services  
2601 Tulane Avenue, 5<sup>th</sup> Floor  
New Orleans, LA 70119  
Attn: Linda Cook

Department of Children & Family Services  
3229 36<sup>th</sup> Street  
Metairie, LA 70001  
Attn: Yolanda Richard

Revised Attachment B – Specifications

RFx: 3000019424

Title: Armed Security Guard Services - DCFS

Department of Children & Family Services  
3002 Jean Lafitte Parkway  
Chalmette, LA 70043  
Attn: Leandrea Follins