

**SECURITY GUARD SPECIFICATIONS  
DEPARTMENT OF CHILDREN & FAMILY SERVICES  
CSE ORLEANS REGION MIDTOWN OFFICE – ORLEANS REGION 1**

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

**Contractor Qualifications:**

The Contractor's company must have at least 3 years of satisfactory experience in the full-time security guard business.

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:

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

**General Conditions:**

All Contractor personnel are expected to work in a manner that will maintain the security and best interest of the Louisiana Department of Children & Family Services, CSE Orleans Region Midtown Office, 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 the 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.

In accordance with Louisiana Revised Statutes 37:3270 - 3298, Contractor must be currently licensed by the Louisiana State Board of Private Security Examiners. Contact the Board at (225) 272-2310 for more information.

The Contractor is to provide protection against unauthorized persons on premises. Noted violations are to be reported immediately to the Agency designated site contact persons.

The Contractor will procure insurance as per attached insurance requirements, and shall show evidence of such insurance in the form of certificate(s) of insurance.

The Contractor will hold and save the Agency, its officers, agents, employees, and volunteers 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 are 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 Contractor is responsible for requiring that any subcontractor also meets all Contractor requirements. Proof of such may be requested before approval is considered.

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 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.

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

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.

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.

**Assignment:**

This assignment is located at 2601 Tulane Ave, 10th floor, New Orleans, Louisiana – specific floor of primary post will be specified by manager. This post requires the service of one uniformed, armed security officer Monday through Friday, excluding state holidays. Hours of operation are from 8:00 am to 4:30 pm.

LaDawn Parker, is the Administrator for DCFS/CSE Orleans Region Midtown 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.

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 in CSE Interview areas from 8:00 am to 4:30 pm five days per week, Monday through Friday, excluding state holidays. Service will involve approximately 42.5 hours per week excluding weekends and state holidays.

There may be occasion when a visitor remains in the building after 4:30 pm, should this occur, the security officer will remain on duty until such time the visitor leaves the building.

**Specific Duties:**

- Security Officer will arrive on duty at 8:00 am, sign in, unlock front entry doors to the Child Support lobby areas and conduct an inspection of the parking area and perimeter of the building. Upon arrival of office personnel, officer will report to duty station in lobby. It is suggested that officers assigned to this post arrive at least 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 or she is the first officer on duty) and in general, be prepared to assume duties.
- Security Officer will perform security checks of the parking lot and building perimeter to ensure that the office's safety and emergency procedures are followed in response to fire alarms, bomb threats and other emergencies. A written report is required on any and all incidents.
- Security Officer 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.
- Visitors with state identification badges that do not work in the building shall not be allowed access to the building without signing in.
- Security Officer will check all bags of visitors entering the premises to ensure there are no weapons or harmful objects permitted onto the premises.
- 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. A written report is required on any and all incidents.
- Security Officer will periodically check Child Support lobby and receptionist areas, be visible, keep an eye on the handicapped and state car parking areas and fire lanes. 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 or landscape. Make sure children are not playing or throwing objects around glass areas. Help receptionist by directing visitors, maintenance and delivery people to the proper place in the employee areas.
- Security Officer will periodically check exterior of the building and parking lot areas and monitor to curtail and/or correct any inappropriate behavior.

- When there is no one or very few clients in the waiting area a complete roving inspection is required. **A general inspection of the employee's parking area is imperative.** Security Officer will also monitor the parking lot between the hours of 11:30 am and 12:45 pm during the employee lunch period.
- Security Officers are to be knowledgeable to the alarm emergency system and the fire alarm procedures, including the evacuation of the building. There are to be weekly review with the alarm systems.
- Between 3:30 pm and 4:30 pm, the security officer will conduct a parking lot inspection. The security officer will secure the lobby areas upon office closure by checking interviewing rooms and client restrooms. Security officer will lock the front doors and check all windows and exterior doors.

**Miscellaneous Requirements:**

- Security personnel shall not be late. And shall not be paid for late arrivals
- Security personnel shall not sleep during their assigned working hours. They must be attentive at all times.
- Visitation by friends or relatives, idle conversation with clients, fraternization with staff, use of profanity, and use of alcohol or drugs on premises is prohibited. Smoking is allowed only in designated areas outside of the building.
- Unauthorized use of property may result in a request for immediate removal from Agency's sites.
- Security personnel are to use the phone provided at guard site for business purposes only. No personal calls are allowed. Use of personal cell phones should be limited to emergencies.
- If for any reason the Security Officer must leave the general lobby area, he or she must always inform the receptionist of his/her whereabouts. This is a high security post and requires the availability of the officer.

**Meal and Restroom Breaks:**

Security personnel may take a break for meals at a time when activity is at a lull and the interviewing/reception areas are empty. Lunch break is 30 minutes and shall be taken at the security post. Security personnel should not leave the premises for meal breaks. Security personnel should inform the receptionist when visiting the restroom.

**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.

The security guard must be at least 21 years of age and registered to be armed.

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 that the guards are not registered and trained properly, the contract may be cancelled, and guard(s) must leave the State facility immediately.

**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.

The Contractor agrees that all contracted security personnel will be oriented to and are responsible for being familiar with and adhering to the Agency's contracted security duties and responsibilities as outlined in this contract. The Agency requests that the Contractor does not change the personnel when at all possible, unless said personnel are not performing satisfactorily.

The Contractor is responsible for having enough staff assigned to the contract to cover all required hours without charging the Agency overtime, unless otherwise stated in the bid or prior approval from the Agency is granted.

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.

The 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.

**Required Equipment:**

All security personnel, equipment, uniforms, and any other equipment necessary to perform duties must be provided by the Contractor.

Security personnel shall wear appropriate uniforms that have been approved by the Louisiana State Board of Private Security Examiners and that are clean, pressed, and well-maintained. The Contractor must assist his personnel to ensure proper alterations are completed, uniform belts, and type of shoes are correct. The Contractor shall be responsible for furnishing a minimum of two complete seasonal uniforms, which are well-maintained, and without rips and frays. At no additional expense to the State, the State will not be involved in issues regarding cost/payment of uniforms, belts, etc. for guards. Security officers will not report to their position in a combination of uniform and civilian clothing, with torn or frayed uniforms, or with hems out of trousers.

Security personnel will have the standard regulation weapon on his or her person when reporting to work and be prepared to assume duties upon arrival. Other miscellaneous equipment and materials, such as, Incident Report Forms, Daily Logs, etc. will be kept in the security office and available at all times.

Contractor shall provide guard with pager/cell phone for agency to communicate with guard when away from station.

**Screening Requirements:**

The Agency has a right to request drug testing, including results, 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 Agency reserves the right to request additional drug screens for security guards for reasonable cause. Any security guard who tests positive on any drug screen shall be immediately dismissed.

**Reporting Requirements:**

The Contractor may be required to submit monthly shift 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.

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) date of examination; C) security guard's name; and D) any additional comments regarding the security guard's performance.

If requested by the Agency, the Contractor agrees to provide a weekly report inclusive of a report indicating security personnel assignments and the results of monitoring checks.

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

**Staffing Standards and Absenteeism:**

If for any reason any security personnel is deemed unsuitable by the Agency, the Contractor shall agree to replace the personnel within a 24-hour period.

The Contractor shall provide relief personnel, as necessary, to ensure that each assignment is performed daily per contract specifications, regardless of employee absenteeism.

If requested by the Agency, the 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 the designated site contact persons.

**Correspondence:**

The Contractor or his designee shall respond to all inquiries, complaints, and other written correspondence from Agency personnel or the Office of State Procurement within a seven 7 day period. Correspondence shall be made on the Contractor's official stationery.

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

The Contractor shall have a cell phone, answering service number, or other device so that he/she may be contacted by the Agency 24-hours per day, if needed. All calls must be returned within a 2-hour period.

Any change in telephone / pager numbers must be made available to the Agency within a 24-hour period.

#### **Basis and Method for Deductions for Unsatisfactory Daily Performance**

“Non-Performance,” shall be noted as failure to meet the requirements as specified in the contract. Non-Performance, will be at the discretion of the Administrator of the Agency where services are being provided.

If services are not in conformity or not performed within the requirements of the contract, the Agency shall use the following guidelines in adjusting the Contractor’s invoice. Start-up time not to exceed 1 week from commencement of the contract.

- A. First Occurrence – Verbal warning: Requires the Contractor to immediately perform the services in accordance with the Contract.
- B. Second Occurrence – Written Documentation – Notice from the Agency to the Contractor.
- C. Third Occurrence – Written Documentation and deduction of 1/60th of monthly invoice amount for each job incomplete or non-conformity.
- D. Fourth Occurrence – Written Documentation and deduction of 1/30th of monthly invoice amount for each job incomplete or non-conformity.

The Agency shall notify the Contractor of reported performance issue(s). The Contractor has 7 days from the date of notice to respond in writing, as well as to correct the reported performance issue(s). Failure to respond to the Agency’s written notice of deficiencies in performance within the required number of specified days in each notice may constitute grounds for contract termination.

The Agency shall submit a deficiency complaint to the Office of State Procurement, providing written documentation of non-performance issues that are chronic or non-remedied, along with any attempts made by the Site Location to resolve the performance issues.