

**LOUISIANA
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
SPECIFICATIONS**

**UNARMED SECURITY GUARD SERVICE
DISTRICT 08 HEADQUARTERS
3300 SOUTH MACARTHUR DRIVE, ALEXANDRIA, LA 71301**

DESCRIPTION

This specification defines the minimum requirements and duties for Unarmed Uniformed Security Guards for the Department of Transportation and Development District 08 Alexandria Headquarters located at 3300 South MacArthur Drive, Alexandria, LA 71301. Additional details, such as documentation procedures, call out processes, etc. will be provided during the training period.

Guards shall respond to emergency calls and bridge opening requests, 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 DOTD District 08 (the District) department heads.

GUARD DUTIES

Shifts

All guards must sign in when the shift begins and sign out when the shift ends on the Daily Record of Radio Station Operation Form located in the District Business Office. Guards must arrive on time, dressed in their uniform and ready to work their shift.

Outgoing guard must review with the incoming guard any issues that arose during the previous 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, bridge openings, complaint calls, vandalism, DOTD call outs, etc. Outgoing guard must provide as much detail as possible in order to prevent a delay in critical response times during the next shift. This information must also be detailed on the Daily Record of Radio Station Operation Form.

At the end of the shift, guard must bring the Daily Record of Radio Station Operation forms and any Telephone Call Logs from the previous shift to the ADA of Business office before leaving the premises.

Emergency, Complaint, and Bridge Opening Calls

Guards on duty must ensure they are ready and able to answer any and all incoming calls, whether the call came through via phone, switchboard, or radio. Guards may, at any time during any shift, receive calls that are related to a roadway emergency that requires immediate action, a call to open a waterway bridge, or a complaint call regarding any number of issues. It is critical that guards are able to appropriately interpret the caller's needs and respond accordingly in a timely manner.

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 Telephone Call Log 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 emergency, description of the problem, etc. The Telephone Call Log 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 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.

The District is comprised of seven (7) parishes and operates and maintains one (1) moveable bridge. Periodically, the bridge may need to be opened during a guard shift. When a call comes in requesting a bridge opening, the guard must complete a Telephone Call Log. The caller, typically the boat captain, will provide all necessary information. Before disconnecting the call, the guard must ensure the Telephone Call Log is complete, then contact the appropriate DOTD personnel to open the bridge.

ALL calls occurring during a guard's shift must be logged, in detail, on the guard's Telephone Call Log and/or the Daily Record of Radio Station Operation Form, whichever is appropriate for the call. 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 of the response and any other details that may be necessary to convey.

NOTE: A list of District employee names, contact numbers, and job duties is provided for the guards to use as a reference.

Patrol

Guards are to be stationed at the Service Station unless they are on patrol. Upon arrival for the beginning of any shift, the guard is to ensure that the **Switchboard telephone, located in the Administrative Building is transferred** to the Service Station. Before beginning any patrol, guard must transfer all calls to the DOTD provided Cell Phone. Guards shall visually and physically patrol the grounds and exterior of buildings by foot in a safe and professional manner. Throughout the complex, there are several electronic guard checkpoints that must be scanned as the guards patrol the grounds. Each station must be scanned with the DOTD provided wand once per tour. While patrolling the complex, guards must look for unlocked vehicles and exterior entrances of buildings, any signs of vandalism, theft, trespassing, etc. Guards are only allowed to enter the Service Station and the Administrative Building during tours. While patrolling the Administrative Building, guards must look for unlocked exterior doors, and ensure office lights and restroom vents throughout the interior of the building are turned off. Guard must ensure the door used to enter and exit the Administrative Building is locked after each tour. Time of each patrol and findings must be logged on the Daily Record of Radio Station Operation Form.

Patrols are to be performed a minimum of once every four (4) hours. The District reserves the right to increase the number of patrols per shift at any time should the need arise. Guards will be notified of any tour changes.

Additional Duties

Guards are responsible for locking and unlocking the District Headquarters yard gates. Gates must be unlocked around 6:00 am each weekday morning and locked between 5:30 pm and 6:00 pm each weekday evening. Guards are required to lock and unlock this location for District employees and/or District approved visitors if a call out occurs during the shift.

Guards shall raise the American and State Flags each weekday by 6:00 AM and lower them each weekday by 5:30 PM. Flags shall not be flown during inclement weather, on weekends, holidays or when proclamations are issued by the Federal or State Government. DOTD Personnel will notify Guards when proclamations are issued.

Guards must ensure that only DOTD District 08 personnel and/or approved visitors are allowed on the premises. Guards will be informed of approved visitors in advance. Secure areas will be defined by the District during the training process.

Documentation

The District requires that the guards fill out the following forms:

- Daily Record of Radio Station Operation Form
- Telephone Call Log

The Daily Record of Radio Station Operation Form must be completed for each shift. This form is used to maintain written documentation of any events or happenings that occur during a shift and to verify the guards work hours. This document is a legal document that can be used in court cases.

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.

DOTD EQUIPMENT

The District will make available to the guard on duty a cellular phone to be used only for guard service related duties. Guards are responsible for the safe keeping of the phone and must ensure it is charged and available for use during each shift. If at any point the cell phone becomes inoperable, the guard must notify the ADA of Business or designee of the issue.

NOTE: Personal use of the DOTD cell phone is strictly prohibited. Billing statements will be reviewed monthly for misuse and/or personal use. Misuse and/or personal use of the issued phone could cause, at a minimum, the District to require the offending guard to be removed from service and require the Contractor to pay for any excess charges noted on the bill, as applicable.

Guards will be issued a digital wand at the start of each guard shift. Wand is to be used while on patrol at each designated guard checkpoint throughout the complex. Guards are responsible for the safekeeping of the device. Wand and cell phone shall be turned in along with noted documentation at the end of each shift.

SCHEDULE

Contractor shall provide a schedule to the District ADA of Business 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 ADA of Business or designee, at least twenty-four (24) hours in advance, whenever practicable, of the change. Contractor must supply the District 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 District prior to the guard's arrival.

Shuntel Davis, ADA of Business, may be reached at 318-561-5104 or Gerard Lemoine, Engineering Technician 7, may be reached at 318-561-5175.

Guard service shall be provided on the following days:

- **Regular Coverage**
 - **Monday – Thursday**, service shall begin at 4:45 PM until 6:45 AM the following day for a total of fourteen (14) hours of coverage each day.
 - The District will inform the Contractor if additional weekly coverage is required.

- **Friday, Saturday, and Sunday**, service shall begin at 6:45 AM on Friday until 6:45 AM on Monday for a total of seventy-two (72) hours of coverage for the three (3) days of service (twenty-four [24] hours per day).
- 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. The District will inform the Contractor of any holidays proclaimed by the Governor.

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

- New Year's Day – January 1st
 - Martin Luther King, Jr.'s Birthday – 3rd Monday in January
 - Mardi Gras – Tuesday before Ash Wednesday
 - Good Friday – Friday before Easter
 - Independence Day – July 4th
 - Labor Day – 1st Monday in September
 - Veterans Day – November 11th
 - Thanksgiving Day – 4th Thursday in November
 - Christmas Day – December 25th
- **Holiday Coverage**

Monday – Friday, during a holiday week, shall have guard service that begins at 3:15 PM until 7:15 AM the following day on days that are not official holidays, for a total of sixteen (16) hours of coverage per day.

Holidays that fall on **Monday – Friday**, during a holiday week, shall have guard service that begins at 7:15 AM, on the observed or proclaimed holiday, until 7:15 AM the following day for twenty-four (24) hour coverage per holiday day.

Saturday and Sunday, during a holiday week, shall have guard service that begins at 7:15 AM on Saturday until 7:15 AM on Monday for a total of forty-eight (48) hours of coverage (twenty-four [24] hours per day).

The District 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 while on the job. Guards shall not leave the premises during their designated shift as this post must be manned at all times as scheduled.

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.

Prior to a guard providing service on their own, each guard must go through “on-site” training, before he/she shall be left alone on a shift. Initial training will be provided by DOTD personnel and include, at a minimum, 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, and the proper operation of the radio and switchboard. Dates and times of training will be established during the initial meeting between the Contractor and the District.

Contractor shall contact the District ADA of Business or designee twenty-four (24) hours prior to, or 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 District with the following information before service begins:

- A list of all guards assigned to the District 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 District 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.