

**LOUISIANA
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
SPECIFICATIONS**

**UNARMED SECURITY GUARD SERVICE
DOTD DISTRICT 62 HEADQUARTERS
685 N. MORRISON BLVD., HAMMOND, LA 70401**

DESCRIPTION

This specification defines the minimum requirements and duties for Unarmed Uniformed Security Guards for the Department of Transportation and Development District 62 Hammond Headquarters located at 685 N. Morrison Blvd., Hammond, LA 70401. 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 62 (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 Security Guard Log and Call Log. 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 Security Guard Log and Call Log.

At the end of the shift, guard must bring all documentation from the previous shift to the District 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. 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 even a complaint call regarding a pot hole for example. 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 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 emergency, 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 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 operates and maintains nine movable bridges throughout the District. Periodically, a bridge may need to be opened during a guard shift. When a call comes in requesting a bridge opening, the guard must complete a Bridge Opening Notice Form. The caller, typically the boat captain, will provide all necessary information. Before disconnecting the call, the guard must ensure the Bridge Opening Notice Form 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 Security Guard Log and Call Log and the Complaint Form or Bridge Opening Notice 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 shall visually and physically patrol the grounds and exterior of buildings by foot in a safe and professional manner. During inspection tours, guards shall look for unlocked doors, any signs of vandalism, theft, trespassing, etc. Time of each patrol and findings must be logged on the Security Guard Log and Call Log. While on patrol, a cellular device will be provided. Guard is responsible for checking message and responding accordingly.

Patrols are to be performed a minimum of once every 2 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 at 5:00 am each weekday morning and locked at 5:00 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 must ensure that only DOTD District 62 personnel and/or approved visitors are allowed on the premises. Guards will be informed of approved visitors in advance. Guard must record the first and last name of employees and/or visitors that enter and exit the grounds on the Security Guard Log and Call Log. No personal vehicles are allowed in the secure areas of the facility. Secure areas will be defined by the District during the training process.

Documentation

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

- Security Guard Log and Call Log (Daily)
- Bridge Opening Notice Form (As Needed)
- Complaint Record Form (As Needed)

The Security Guard Log and Call Log must be completed for each shift. Log must note any events/happenings that occur on premises during 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.

Guards must also have in their possession a functioning flashlight provided by the contractor.

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.

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 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.

Shelia Tate, ADA of Business, may be reached at 985-375-0104 during office hours or 985-320-1202 afterhours; Varetta Spears may be reached at 985-375-0106 during office hours or 985-351-1767 afterhours.

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 24 hours per holiday.

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
- On weekends, service shall begin at 7:30 A.M. on Saturday and end at 7:30 A.M. on Monday for a total of 48 hours of coverage.
 - On weekdays, service shall begin at 3:30 P.M. until 7:30 A.M. Monday - Friday. The District ADA of Business or designee will notify the Contractor at least 24 hours in advance of the need for additional weekday coverage.

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 a minimum of 16 hours of “on-site” training. Training/orientation 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, etc.

Contractor shall contact the District ADA of Business or designee 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 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.