



**ARMED SECURITY GUARD SERVICE FOR DCFS/ IBERVILLE PARISH ECONOMIC
STABILITY/CHILD WELFARE OFFICE LOCATED AT:
23075 HIGHWAY 1, PLAQUEMINE, LA 70764**

Guard and Security Services: To provide one (1) uniformed, armed security officer for DCFS/Iberville Parish Economic Stability/Child Welfare Office located at 23075 Highway 1, Plaquemine, LA 70764 in strict accordance with the below specifications.

GENERAL CONDITIONS:

All Contractor personnel are expected to work in a manner which will maintain the security and best interest of the Department of Children & Family Services, Iberville Parish Child Welfare, hereafter referred to as the Agency. The agency reserves the right to require the Contractor to dismiss any employee deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed to be contrary to public interests 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 that he will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

REQUIREMENTS FOR: Iberville Parish DCFS/CW Office

ASSIGNMENT:

This assignment is located at 23075 Highway 1, Plaquemine, LA 70764. This post requires the service of one uniformed, armed security officer Monday through Friday. Monday through Friday the building will open at 8:00 a.m. and close at 4:30 p.m.

Time, conditions, and circumstances may extend these hours, which will require the officer to report any changes to the Contractor. 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.

Guard shall maintain control of visitors and vendors from **7:00 a.m. to 5:30 p.m.** five days per week, Monday through Friday. Service will involve approximately to 52.5 hours per week, excluding weekends and state holidays.

Holidays

The holiday rate of pay will be one and one-half times the chargeable hourly rate.

Holiday rates shall only be paid for Security Guards authorized to work by the Site Location(s) Point of Contact on a State observed holiday.

A list of holidays observed by the State are:

- New Year's Day
- Martin Luther King, Jr. Day
- Mardi Gras Day
- Good Friday
- Memorial Day
- Independence Day

- Labor Day
- Veteran’s Day
- Thanksgiving Day
- Christmas Day

Overtime

- a) The Overtime rate of pay will be one and one-half times the chargeable hourly rate.
- b) Overtime is the amount of hours in excess of the standard 40 hour work week.
- c) Overtime is not allowed unless approved by the requesting Site Location.
- d) Site Locations shall not be responsible to pay overtime for a replacement Security Guard when the regularly scheduled Security Guard is not available.

Contractor shall furnish official time and attendance reports for actual hours worked and submit copies of the reports with their invoice for payment.

Guard shall not be paid for late arrivals.

Guard shall not sleep during their assigned working hours. They must be attentive at all times.

If any Guard is found out of uniform, sleeping on duty or physically unable to perform job duties, DCFS will deduct the entire shift of that security officer for that day.

Visitors with state identification badges that do not work in the building shall not be allowed access to the building without signing in.

Guards 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.

Unauthorized use of property may result in a request for immediate removal from Agency’s sites.

No personal calls are allowed. Use of personal cell phones should be limited to emergencies.

DCFS reserves the right to require immediate removal of any security personnel from their post if they are deemed unfit for any reason.

Contractor Responsibilities:

Contractor shall ensure Security Guard services are performed in accordance with these specifications.

The Contractor shall provide a telephone number at which the Contractor/Manager can be reached, on a 24 hour basis, seven days a week, 365 days a year.

Contractor must provide a Point of Contact, as well as a backup to fill in during any time of absence for the entire length of the contract. The Point of Contact will work with the State to manage the contract which includes, but not limited to billing, accounting, answering questions, providing reports, and resolving issues. The Point of Contact must have the authority, knowledge and ability to address and resolve issues related to the implementation and operation of the contract.

Contract Point of Contact Name: _____

Contract Point of Contact Telephone Number: _____

Backup Point of Contact Name: _____

Backup Point of Contact Telephone Number: _____

Contractor shall supply auditable payroll invoices with supporting data. Contractor shall also supply auditable documentation to verify all pre-employment screening and testing, as well as employee training which has been satisfactorily completed. Contractor to be responsible for written guard-post orders subject to the specifications and instructions stated herein.

The Contractor is to contract for services and employment in their firm's name only, and will not implicate the State directly or by inference in these transactions. The Contractor is to be in all respects an independent Contractor and none of their employees are to be regarded as employees of the State.

The Contractor shall ensure continuity of the Security Guard personnel initially assigned to a Site Location post unless objected to by the Site Location, or a mutually acceptable alternative schedule is agreed upon with the Site Location.

Specific specifications, rules, regulations and clearances shall be established prior to assignment and maintained throughout the term of the contract. Contractor must adhere to established security and/or property entrance policies and procedures established for each requesting Site Location(s). It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter the premises.

The Contractor shall submit monthly shift reports to the Site Locations Point of Contact, as noted in Reporting Requirements of these specifications.

Upon request in writing by the Site Location Point of Contact, the Contractor shall within five working days furnish a certified copy of the latest payroll period prior to the date of said request. This record shall reflect payments for all the Contractor's employees working under their awarded contract during the payroll period. The Site Location Point of Contact may request copies on any, or all such payrolls during the life of an awarded contract.

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

The Contractor shall provide the required relief Security Guard(s) within two hours of the telephone request from the Site Location.

UNIFORM & PERSONAL APPEARANCE:

Security Guards 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 ensure proper alterations, uniform belts and appropriate type shoes are worn at all times. The Contractor shall be responsible for ensuring all Security Guard uniforms are well-maintained, and without rips and frays at no cost to the State. The State of Louisiana will not get involved in issues regarding cost/payment of uniforms, belts, etc. for Security Guards. Security Guards shall not report to duty in a combination of uniform and civilian-clothing with torn or frayed uniforms, or with hems out of trousers.

Uniforms must clearly identify the employee as a Security Guard working for the Contractor and include a picture ID badge prominently placed on the uniform. Badges may not resemble those of local law enforcement agencies.

If a Site Location requires an un-uniformed Security Guard, the name badge requirement may be waived for that Security Guard.

Security Guard shall be equipped with communication equipment to be able to communicate with their supervisor, their home office, 911, the local police and the Site Location Point of Contact.

Keys or access cards may be issued to the Security Guard by the specific Site Locations. The Contractor is responsible for securing and maintaining the keys or access cards. Specific Site Locations will replace lost keys or access cards at the Contractor's expense.

When applicable, Security Guard vehicles are to be owned or leased, licensed and insured by the Contractor. Vehicles used by the Contractor shall display the company's name and telephone number and shall be kept clean and well maintained at all times.

Contractor assumes full responsibility for all equipment issued by the Site Location for the performance of the services specified herein and shall reimburse the State, at the current market rates, for all equipment lost, damaged, stolen or otherwise unavailable due to fault of the Contractor or Contractor's Subcontractors, agents or employees.

Upon termination of the contract, all equipment shall be returned to the Site Location in good operating condition less reasonable wear and tear.

EQUIPMENT:

Officers 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 officer desk and available at all times.

Contracted armed Security Guard must carry a firearm when on duty. The firearm must be the one they are certified to carry in the performance of the contract. The Contractor will supply all firearms, holsters, gun belts and ammunitions in order to perform their contracted duties. The use of a personal weapon is strictly prohibited.

The Contractor is responsible for setting up a schedule for the cleaning, inspection and maintenance of weapons at a specific site.

* Weapons regulated for Armed Guard use according to Louisiana State Board of Private Security Examiners are:

- a) .38 Revolver
- b) .357 Revolver
- c) 9 mm Semi-Automatic
- d) .40 Semi-Automatic
- e) .45 Semi-Automatic

REPORTING FOR DUTY:

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.

RESTROOM & MEAL BREAKS:

Security Officer may take a break for meals at a time when activity is at a lull and the interviewing/reception areas are empty. When the security officer goes to the restroom he should inform the receptionist. Security officer should not leave the premises for meal breaks.

RECEPTION AREA:

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.

SPECIFIC DUTIES:

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.

Security Officer will periodically check CW lobby and receptionist areas. 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. Make sure children are not playing or throwing objects around glass areas. Guard will help receptionist direct visitors, maintenance and delivery people to the proper place in the employee areas.

Between 4:30 p.m. and 5:30 p.m. 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 exterior doors.

MINIMUM QUALIFICATIONS:

At all times of service, the Site Location Point of Contact expects the Contractor to assign its best-qualified and performing personnel. All Security Guards must be at least 21 years of age.

In accordance with Louisiana Revised Statutes 37:3270-3298, contractor must be licensed by the Louisiana State Board of Private Security Examiners and be operating as a licensed Security Guard business with no less than three years satisfactory experience in the full-time Security Guard services business prior to award. The Louisiana State Board of Private Security Examiners may be contacted at 225-272-2310.

The Contractor shall provide copies of licenses and certificates upon request. The State of Louisiana reserves the right to terminate the contract if unlicensed employees perform services under the contract.

Site Location Point of Contact reserves the right to verify with the State Board of Private Security Examiners that the Contractor's Security Guards are registered and have proper training. Permanent registration cards must be in the Security Guard possession at all times while on duty at any Site Location. If the Board finds the Security Guard not registered and not trained properly, the contract may be cancelled and Security Guard must leave the Site Location immediately.

Training to maintain licenses is the financial responsibility of the Contractor and not the State of Louisiana. The Contractor shall purchase all licenses necessary to conduct these operations and pay all applicable local, State and Federal taxes.

SCREENING REQUIREMENTS:

Qualifications for contract Security Guard personnel will include a pre-employment screening and evaluation of a prospective employee prior to assignment to a Location Site. The Contractor shall screen all prospective employees prior to job site assignment.

A criminal history background check and drug screening must be conducted on all Security Guards including any replacement guards before being assigned to any Site Location. The Contractor shall be responsible for all cost associated with all background and drug testing.

Site Locations shall maintain all rights to request drug testing at no cost to the Site Location for all Security Guards by a certified laboratory in accordance with the Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines. The report shall identify the drugs/metabolites tested for and whether results are positive or negative. The report shall also indicate the date and time of specimen collection, the date received by the laboratory, as well as the date and time reported.

The Site Location reserves the right to request additional drug screenings for any Security Guard that gives reasonable cause. This shall be at the Contractor’s expense. Any Security Guard(s) who test positive on any drug screen shall be immediately dismissed.

If at any time a change in personnel is made, the Contractor must provide, at no cost to the Site Location, information on the new employee(s) criminal background and drug testing results before they may begin work.

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance and integrity. They shall also be responsible for taking such disciplinary action with respect to their employee(s) as may be necessary.

REPORTING REQUIREMENTS:

Complete and accurate records must be maintained by the Contractor to substantiate services provided to the Site Location. The Contractor’s records must include the Security Guard’s name, position description, location, date of service and time/shift service was provided.

On a quarterly and/or as requested by the Site Location basis, 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 Site Locations Point of Contact containing the following information regarding the examination and review:

Security Guard’s Name _____

Security Guard’s Performance Comments _____

Findings of compliance inspections _____

Date of examination and review _____

The Site Locations Point of Contact reserves the right to request additional reports with information if needed.

PERFORMANCE ISSUES:

“Non-Performance,” shall be noted as failure to meet the requirement(s) as specified in the contract. Non-Performance, will be at the discretion of the Administrator of the Site Location where services are being provided.

If services are not in conformity or not performed within the requirements of the contract, the Site Locations Point of Contact shall use the following guidelines in adjusting the Contractor’s invoice. Start-up time not to exceed one 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 Site Locations Point of Contact 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 Site Locations Point of Contact shall notify the Contractor of reported performance issue(s). The Contractor has seven 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 Site Locations Point of Contacts written notice of deficiencies in performance

within the required number of specified days in each notice may constitute grounds for contract termination.

The Site Location 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.

MISCELLANEOUS REQUIREMENTS:

- a) No person that is not on the Contractor's payroll shall be allowed on the Site Location at any time.
- b) No smoking shall be allowed in buildings other than designated smoking areas.
- c) No office areas are to be used or disturbed by the Security Guard unless permitted by the Site Location.
- d) No Security Guard shall bring onto any Site Location(s) any weapon or dangerous instrument other than legal preauthorized/Site Location(s) approved weapon.
 1. No Security Guard shall use, attempt to use or threaten to use any such weapon or dangerous instrument on a Site Location(s).
 2. No Security Guard shall cause or threaten to cause death or physical injury to an individual on a Site Location. (Weapon means any firearm, including: BB gun, whether loaded or unloaded, any knife (excluding a small pen or pocket knife) including switchblade or other knife having an automatic spring release device, police baton, nightstick or any martial arts weapon or electronic defense weapon. Dangerous instruments include any instrument, article, or substance that under the circumstances is capable of causing death or serious physical injury.)
- e) No Security Guard is to bring into any building, carry on patrol or maintain on any post; any radio, recorder, television, reading material, music maker, game or pictorial material unless approved in writing by the Site Location.
- f) No Security Guard shall be under the influence or carry the odor of alcoholic beverages while on duty, nor shall any Security Guard carry or consume any alcoholic beverages while on duty or on Site Locations property.
- g) No Security Guard shall be under the influence of, carry or ingest a controlled substance while on duty, or on a Site Location property except as prescribed by medical authorities, and then only if the Security Guards performance of duties will not be impaired in any way.
- h) No Security Guard shall use foul, profane or any other inappropriate language.

Violation of the above reasonable work rules, shall subject the Security Guard to disciplinary action up to and including discharge.

WEEKLY REVIEW OF ALARM SYSTEM PROCEDURES:

Security Officers are to be knowledgeable to the alarm emergency system and the fire alarm procedures, including the evacuation of the building.