



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, St. Landry Parish Economic Stability 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 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 shall not allow any person that is not on the contractor's payroll in the facility at any time.

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 agency 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.

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.

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.

Guards assigned must possess a permanent registration card issued by the Louisiana State Board of Private Security Examiners and this card must be in the security guard's possession at all times when on duty at the agency.

Security Personnel:

It is desirable that security officers have a minimum of three (3) years experience in security service; however, all officers must have a minimum of one (1) year experience. 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.

Screening Requirements:

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 agency reserves the right to request additional drug screens for security guards for reasonable cause. Any security guard who tests positive on any drug screens shall be immediately dismissed.

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.

1. The agency reserves the right to request additional reports, which contain documented proof of which 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.

Certified Payroll Records:

Upon request in writing by the agency, the contractor shall within five (5) 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 contractor's employees working under this contract during the payroll period. The State may request copies of any or all such payrolls during the life of this contract.

Basis and Method for Deductions for Unsatisfactory Daily Performance:

If services are not in conformity, or not performed with the requirements of the contract, the agency shall use the following guidelines in adjusting the contractor's invoice: start up time not to exceed a one (1) week period.

First occurrence - verbal warning. Require the contractor to immediately perform the services in accordance with the contract.

Second occurrence- written documentation notice from the agency to the contractor.

Third occurrence - written documentation and deduction of 1/60th of monthly invoice amount for each job incomplete or not in conformity.

Fourth occurrence - written documentation and deduction of 1/30th of monthly invoice amount for each job incomplete or not in conformity.

Note: on all written notices, the Office of State Procurement shall notify contractor of reported performance issue(s) submitted by the agency. Contractor has seven (7) days, from the date of notice, to respond to the reported performance issue(s) in writing to the Office of State Procurement. Contractor's failure to respond to the agency's initial notice of deficiencies in performance, or failure to respond to the Office of State Procurement's notice of performance issues within the required number of days specified in each notice, may constitute grounds for contract termination.

The agency contact shall review invoice(s) and any reductions must be approved by the Office of State Procurement prior to any withholdings of payment(s). If the contractor's invoice does not include any/all necessary reductions, the invoice shall be reduced by the amount of the non-included reductions and processed for payment. The contractor shall be notified of the reduction(s) made with copies of documentation supporting those reductions. Agency will notify the Office of State Procurement once a chronic or non-remedied issue is recognized. The agency shall submit to the Office of State Procurement written documentation of non-performance issues and any attempts made by agency or contractor to resolve the performance issue(s). Copies of all supporting documentation must always be forwarded to the Office of State Procurement.

Also, if the contractor received two (2) or more reductions, within any thirty (30) work day period, or a total of fifteen (15) reductions during a twelve (12) month period, the contract may be automatically terminated for default.

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 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 Program Operations Manager at the St. Landry Parish Economic Stability Office.

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.

1. Name of employer:
Address:
City, State, Zip:
Telephone:
2. Name of employer:
Address:
City, State, Zip:
Telephone:

Contractor is to provide protection against unauthorized personnel on premises. Noted violations are to be reported immediately to the Program Operations Manager at the St. Landry Parish Economic Stability Office.

Uniformed guard to be equipped with a permanent registration card issued by the Louisiana State Board of Private Security Examiners.

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 which 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 which 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 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.

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. 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.

General Information:

Lisa Rideaux, Program Operations Manager, is the Administrator for St. Landry Parish Economic Stability Office. All Security related matters are to be reported to the contractor.

Assignment:

This assignment is located at 6069 I-49 South Service Road, Suite A, Opelousas, Louisiana. This post requires the service of one (1) uniformed, armed security officer Monday through Friday. Hours of operation are from 8:00 am to 4:30 pm. Service will involve approximately 40 hours per week excluding weekends and state holidays.

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 from 8:00 am to 4:30 pm five (5) days per week, Monday through Friday.

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 unfit for duty due to physical condition, 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 notifying receptionist.

Guard 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.

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.

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

Uniform & Personal Appearance:

Officers should report in full dress and be prepared to stand his or her post immediately upon arrival. Officers should have appropriate gear for weather conditions. Officers are to be clean shaven and maintain proper personal hygiene.

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 office and available at all times.

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

Reporting for Duty:

It is suggested that officers assigned to this post arrive at least ten (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.

General Roving Inspections

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 monitor the parking lot between the hours of 11:30 am and 12:45 pm during the employee lunch period.

Building Office Hours:

Monday through Friday the building will open to visitors at 8:00 am and close to visitors at 4:30 pm. Gates to the building grounds will be unlocked by Security Officer at 6:30 AM and locked at 6:00 PM, Monday through Friday.

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

Specific 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.

Security officer will arrive on duty at 8:00 AM and unlock gates to the building grounds, sign in, and conduct an inspection of the parking area and perimeter of the building. Unlock deadbolts to staff only entrance/exit doors at 8:00 AM. Check for any unauthorized entry into the building. Unlock entry doors to the Economic Stability/Child Welfare/Department of Health & Hospitals lobby areas at 8:00 AM and report to duty station in lobby.

Security officer is responsible for raising flags at 8:00 AM and lowering flags at 4:30 PM, Monday – Friday and securing flags at the end of the workday.

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 check ES/CW/DHH lobby and receptionist areas every half hour, be visible, keep an eye on the handicapped and state car parking areas and fire lanes. Keep the 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 direct visitors, maintenance and delivery people to the proper place in the employee areas.

Security officer will make rounds of the exterior building and parking lot at 9:00 AM, 11:30 AM, 1:00 PM and 3:00 PM.

Attachment B – Specifications

RFx: 3000023333

Title: Armed Security Guard Services - DCFS

Between 3:30 pm and 4:30 pm, the security officer will conduct a parking lot inspection. The security officer will secure the lobby area upon office closure by checking interviewing rooms and client restrooms. Security officer will lock the front door and check all windows and exterior doors.

Security officer will lock all ES/CW/DHH lobby entrance doors at 4:30 PM. At 5:30 PM, lock all staff entrance/exit door deadbolts, then proceed to lock the gates to building grounds.

Weekly Review of Alarm Systems Procedures:

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 reviews with the alarm systems.