

Attachment B – Specifications

RFx No.: 3000023810

Title: Armed Security Guard Services - DCFS

General Conditions:

- To furnish Armed Security Guard Services for DCFS Thibodeaux Region – Ascension Economic Stability. Agency requires Contractor to pay guard(s) a minimum of \$18.00 per hour. All contracted security personnel will be oriented to and are responsible with being familiar with and adhering to Agency's contracted security duties and responsibilities as outlined in contract.

Assignment:

1. Work Hours
 - A. Security hours are Monday – Friday 8:00AM – 4:30PM. Hours will vary due to State holidays and office closures. A standard work day consists of an 8 hour shift plus a 30 minute meal break.
2. Holidays
 - A. The holiday rate of pay will be one and one half times the chargeable hourly rate.
 - B. Holiday rates shall only be paid to guards authorized to work by the Agency on a State observed holiday.
 - C. Holidays observed by the State are: New Year's Day, Martin Luther King, Jr. Day, Mardi Gras Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day.
3. 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 Agency contact.
 - D. The Agency will not be responsible to pay overtime for a replacement security guard when the regularly scheduled security guard is not available.

Meals 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. Security personnel should not leave the premises for meal breaks. Meal breaks shall be taken at the security post. Security personnel should inform the receptionist when visiting the restroom.

Staffing Standards:

- A minimum of one guard will be required to be on duty at all times. The Contractor should have a minimum of three guards to staff for the full time guard at all times to fill in when necessary. Guards may work split shifts with a maximum of two guards per day. Agency shall be notified in advance of any changes in guards.

- Guard(s) shall be required to complete full Tier 2 HSPD-12 Federal background check and receive clearance before reporting to duty (minimum 6 week process). During the background check, guard(s) shall be willing to provide supporting documentation upon request. Before Federal background check can begin, guard(s) shall undergo a Federal fingerprint check and provide two forms of original identification documents. Guard(s) shall be able to pass all levels of the Federal background check in order to receive the Federal Personal Identification Verification (PIV) credential and report to duty. Firearm training results and drug test results shall be given to the Agency contact prior to the guard(s) reporting for duty.
- The Agency should never be without a trained guard. If a guard becomes ill while on duty, too ill to report to duty, or has a circumstance that prevents them from reporting to duty (medical appointment, death in family, court date, etc.), the Contractor shall provide a replacement guard.
- Guard(s) shall be trained and familiar with the site and expectations before reporting for duty. If for any reason the security personnel is deemed unsuitable by the Agency, the Contractor shall agree to replace the guard within 24 hours with another guard that has passed the Tier 2 HSPD-12 Federal background check.
- Agency requests that Contractor does not change the security personnel unless said personnel are not performing satisfactorily.

Responsibilities of the Contractor:

- Contractor is to communicate with (report to, inform, consult with, and/or advise) only the Agency contact.
- Contractor agrees to provide the Agency a written security personnel schedule on a weekly basis, which depicts the names of assigned personnel and day/time(s) of shifts. Any deviation from this schedule is to be promptly reported to the Agency contact.
- Contractor agrees to provide a weekly report indicating security personnel assignments and the results of monitoring checks.
- Guard shall maintain a weekly log of all visitors and daily activity log/rounds report which will be provided to the Agency weekly.
- Invoices for hours worked should be submitted to the Agency contact.
- Guard(s) should look professional and behave in a professional manner at all times. Tardiness, sleeping, idle conversation, laptops, talking on cell phone, playing games of any type, personal visitors, use of profanity, alcohol, drugs, or tobacco of any type while on duty are prohibited.
- All security personnel, equipment, uniforms, and any other equipment necessary to perform duties shall be provided by the Contractor.
- Non-Assignable Clause: The Contractor shall not assign any interest in this contract and shall not transfer the same.
- Payment of services: Payment will be made monthly upon receipt of invoice from contractor that documents the actual hours of services provided. Hours will be verified with sign-in sheets.
- Contractor shall 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.
- In accordance with Louisiana revised statutes 37:3270 – 3298, all bidders eligible for award should be currently licensed by the Louisiana State Board of Private Security Examiners prior to award. Contact the board at (225) 272-2310 for more information.

- Uniformed guards to be equipped with registration cards issued by the Louisiana State Board of Private Security Examiners.

Security Guard Qualifications and Operating Procedures:

- Guard(s) should be at least 21 years of age.
- Guard(s) shall be dressed in full uniform and armed at all times. Uniforms shall be clean and pressed.
- Guard(s) are not permitted to carry any weapons other than issued firearm. This includes all knives.
- Guard(s) are required to give full attention to his/her duties and should be available and in range of and/or carrying office radio at all times.
- Guard(s) shall remain at designated post when not making required rounds and shall not leave premises without Agency approval. Guard desk is located in waiting room and in view of security cameras.
- Guard(s) shall provide assistance for authorized personnel against bodily harm, theft, or vandalism to property.
- Guard(s) should be available to check in all visitors according to Agency policies. In addition, guard(s) should be available to escort all visitors to appropriate areas and be available during overtime hours to escort employees to their vehicles when necessary.
- For hearings, guard(s) shall check in claimant(s) and escort them to waiting area until directed to escort them to a hearings room. Guard should remain at post during hearings and be available to escort claimant out of building once hearings are complete or when necessary.
- Guard(s) shall make hourly rounds around the entire complex. During rounds, guard shall check all interior public access doors and all exit doors to ensure they are locked. Guard shall walk out of rear door and around building perimeter working their way back through the parking lot gate and into the building.
- Guard(s) are to provide protection against unauthorized personnel on premises. Noted violations are to be reported immediately to the Agency contact.
- Guard(s) shall promptly report to the Agency contact of any theft, suspicion of theft, incidents, or suspicious people and follow-up with a written report within 24 hours.
- Guard(s) shall be required to unlock the parking lot entrance gate and open the building each morning when shift begins. Additionally, alarm panels shall be disarmed, lights turned on, and all building exits checked/secured.
- Guard(s) shall be required to clear the building of all remaining personnel, turn off lights, secure all exits, arm the building alarm, lock exit doors, and close the gate each evening before leaving the premises when shift ends.
- Guard(s) are to be knowledgeable to the alarm emergency system and the fire alarm procedures, including the evacuation of the building.

Performance Issues:

- “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 Agency. 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 the 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 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 Agency shall notify the Contractor of reported performance issues. The Contractor has 7 days from the date of notice to respond in writing, as well as to correct the reported performance issues. 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 Agency to resolve the performance issues.