

Specifications

General Conditions

All Contractor personnel are expected to work in a manner, which will maintain the security and best interest of the Office of Public Health, New Orleans office, 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.

Contractor Qualifications

The Contractor must have an established business having at least 5 years satisfactory experience in the full time security guard services.

Each bidder shall attach an organization profile of their company to their bid. 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 the facility in this Contract.
- 6) Copy of license issued by the Louisiana State Board of Private Security Examiners.

Armed Guard and Security Services to work approximately 40 hours per week, per security guard to cover the hours of 7:30 a.m. - 4:30 p.m. Contract from July 1, 2025 until June 30, 2026 for the Office of Public Health, 1450 Poydras Street, New Orleans, Louisiana, 70112.

Responsibilities are as follows for three security guards Monday - Friday, excluding State holidays.

- 1) Guard 1 Hours: 7:30 a.m. - 3:30 p.m. Guard will rotate between floors 12, 16, 18 and 21. Between 7:30 a.m. - 8:30 a.m. Guard 1 will also monitor floors 19 and 20 until Guards 2 and 3 arrives.
- 2) Guard 2 Hours: 8:00 a.m. - 4:00 p.m. will be stationed to monitor floor 19.
- 3) Guard 3 Hours: 8:30 a.m. - 4:30 p.m. will be stationed to monitor floor 20. Between 4:00 p.m. - 4:30 p.m. Guard 3 will rotate between floors 12, 16, 18, 19, 20 and 21.
- 4) Breaks: Two 15 minutes breaks. One in the AM and one in the PM. Cannot leave building or socialize. Cannot attend office functions.
- 5) Lunch: 30 minutes each. Guard 1 from 11:30 a.m. – 12 p.m. Guard 2 from 12:00 p.m. - 12:30 p.m. Guard 3 from 12:30 p.m. - 1:00 p.m.
- 6) At no time are guards allowed to leave the premises, including breaks and lunch.
- 7) Protect personnel from bodily harm and/or injury by restraining unruly clients.
- 8) A written incident report is required on any and all incidents and must be submitted to receptionist daily.
- 9) Reading of newspapers, books, radios, t.v. etc. while on duty is prohibited.
- 10) Sleeping on duty is prohibited.
- 11) Uniform is required at all times. If a jacket is worn, it must be a uniform with security emblem visible.
- 12) The company's form of communication is to be worn at all times.

The Contractor will procure insurance 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 costs and expenses for or any account of any lawsuit or damages of any character whatsoever resulting from injuries or damages sustained by any person, 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 to be in all respects, an independent Contractor and none of his employees are 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.

At the option of the State of Louisiana and acceptance by the Contractor, this Contract may be extended for two additional 12-month periods at the same price, terms and conditions. Contract is not to exceed thirty-six months.

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 are interrupted or stopped, the Agency shall have the right to terminate this Contract upon 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 State Agency reserves the right to interview and accept or reject any security guard(s) prior to being assigned by the Contractor. The Contractor must have an established business.

Armed

The guard must be at least 25 years of age and registered armed.

In accordance with Louisiana revised statutes 47:3270-3298, 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.

Contractor will provide State Procurement with the names, social security numbers, and addresses of personnel, which our office will confirm with the Louisiana State Board of Private Security for required training and registration cards of each employee assigned to the Contract.

Security officers shall have in possession at all time, when on duty, registration cards issued by the Louisiana State Board of Private Security Examiners.

Security Personnel

It is desirable that security officers have a minimum of 5 years experience in armed security service; however, all officers must have a minimum of 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 that are clean, pressed and well maintained. The Contractor must assist his personnel to assure proper alterations, uniform belts, and uniform type shoes. The Contractor shall be responsible for furnishing a minimum of two 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 the 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 State Agency reserves the right to request additional drug screens for security guards for reasonable cause. Any security guard(s) who test positive on any drug screens shall be immediately dismissed.

If at any time a change in personnel is made, the Contractor must provide the Office of State Procurement the information on new employee(s) on drug testing, before he may begin work.

The Contractor shall be responsible for all cost associated with the drug testing.

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 State Agency. The Contractor must maintain complete and accurate records to substantiate services provided to the State 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.

The State Agency reserves the right to request additional reports, which contain documented proof the requirements, as Stated herein, is being complied with.

On a periodic basis and/or at the request of the State 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 State 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 cellular device or answering service number so that he/she may be contacted by the Agency contact 24 hours per day by telephone/or cell phone. All calls must be returned within a two hour period.

Any change in telephone/cellular numbers must be made available to the Agency, as well as, State Procurement within a 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 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 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 the 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-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, State Procurement shall notify Contractor of reported performance issue(s) submitted by Agency. Contractor has 7 days, from the date of notice, to respond to the reported performance issue(s), in writing to State Procurement. Contractor's failure to respond to Agency's initial notice of deficiencies in performance, or failure to respond to State Procurement notice of performance issues within the required number of days specified in each notice may constitute ground for Contract termination.

The Agency contact shall review invoices(s) and any reductions must be approved by State Procurement prior to any withholdings of payment(s). Should the Contractor's invoice 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 State Procurement once a chronic or non-remedied issue is recognized. Agency shall submit to 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 State Procurement.

Also, if the Contractor received 2 or more reductions, within any 30 work day period or a total of 15 reductions during a 12-month period, the Contract may be automatically terminated for default.

REQUIREMENTS FOR: Orleans Parish/Office of Public Health

GENERAL INFORMATION:

The Program Manager at the Baton Rouge location of the Office of Public Health will monitor the Contract. All security related matters are to be referred to her by the security officers on this post. Incidents should be reported to the Contractor.

ASSIGNMENT:

This assignment is located at 1450 Poydras Street, New Orleans, Louisiana 70811. This post requires the service of three uniformed, armed security officers Monday - Friday.

Hours of operation are from 7:30 a.m. - 3:30 p.m., 8:00 a.m. - 4:00 p.m., and 8:30 a.m. - 4:30 p.m.

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

Guards **shall** maintain control of visitors and vendors from 7:30 a.m. - 4:30 p.m. five days per week, Monday - Friday, excluding State holidays. Service will involve approximately 40 hours per week, per security guard.

Contractor shall furnish official time and attendance reports for actual hours worked and submit copies of the reports with their invoice for payment along with a brief weekly narrative report.

Guards **shall not** be paid for late arrivals.

Guards **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, the Office of Public Health will deduct the entire shift of that security officer for that day.

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

No personal calls are allowed while on duty outside of breaks, lunch and emergencies.

The Office of Public Health 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 at 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 officer's desk and available at all times.

Contractor shall provide guard with cell phone for Agency to communicate with guard when away from station.

REPORTING FOR DUTY:

The officers assigned to this post are to arrive on time. 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, and in general, be prepared to assume duties.

RESTROOM & MEAL BREAKS:

Security Officers may take a break for meals in coordination with the other guards where there is always two active guards on shift. When the security officer goes to the restroom, he should inform the receptionist. Security officer should not leave the premises for meal breaks.

BUILDING OFFICE HOURS:

Monday - Friday the building will open at 6:00 a.m. and close at 6:00 p.m.

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.

SPECIFIC DUTIES:

Security Officer 1 will arrive on duty and sign in at 7:30 a.m., Security Officer 2 will arrive at 8:00 a.m. and Security Officer 3 will arrive at 8:30 a.m.

Security Officers will be alert at all times and be on standby. Should a panic alarm sound, the security officer should take appropriate action to assist employee.

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.