

**LOUISIANA
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
SPECIFICATIONS**

**UNARMED SECURITY GUARD SERVICE
DISTRICT 05 HEADQUARTERS
8010 DESIARD RD, MONROE, LA 71203**

DESCRIPTION

This specification defines the minimum requirements and duties for Unarmed Uniformed Security Guards for the Department of Transportation and Development District 05 Monroe Headquarters located at 8010 DeSiard Rd, Monroe, LA 71203. Additional details, such as documentation procedures, call out processes, etc. will be provided during the training period.

Guards shall receive and forward emergency calls and bridge opening requests to the appropriate DOTD personnel, 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 05 (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 daily Guard Service Security Patrol Log. Guards must arrive on time, dressed in their uniform and ready to work their shift. Guards shall not have personal visitors while on duty, under any circumstances.

Outgoing guard must review with the incoming guard any issues that arose during the 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 daily Guard Service Security Patrol Log.

At the end of the last shift of the day or weekend, the guard must bring the daily Guard Service Security Patrol Log, Call Log/Complaint Record and/or Bridge Opening Notice forms for all shifts to the ADA of Operations office before leaving the premises.

Emergency, Complaint, and Bridge Opening Calls

Guards may, at any time during any shift, receive a call related to a roadway emergency requiring immediate action, a call to open a waterway bridge, or a complaint call regarding any number of issues. Guards on duty must ensure they are ready and able to answer any and all incoming phone calls. A cell phone will be provided so all incoming calls can be received while making rounds. The guards must be able to adequately interpret a caller's needs and contact appropriate DOTD personnel in a timely manner for response. Guards may also be required to communicate with personnel by DOTD radio, when necessary.

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 Call Log/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 Call Log/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 two 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 as well as Kansas City Southern Railroad and the American Medical Response contacts listed on the Bridge Opening Notice form.

ALL calls occurring during a guard's shift must be logged, in detail, on the daily Guard Service Security Patrol Log and the Call Log/Complaint Record and/or Bridge Opening Notice forms, 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 daily Guard Service Security Patrol Log and tap the security "guard button" before beginning the first patrol. The District uses a security system called "PIPE" to track the security guards patrol path. There are eight "guard button" locations throughout the grounds that must be scanned by the guard while on patrol. Guards will be issued a "PIPE" scan tool each shift. They must tap the "PIPE" on the guard button until it beeps to show that they have physically been to each location.

While on patrol, all incoming calls will be forwarded to the DOTD guard cellphone to ensure no calls are missed. Guard is responsible for ensuring the phone is charged and ready for use during the shift.

Patrols are to be performed a minimum of once every 3 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 around 5:30 am each weekday morning and locked around 5:30 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 05 personnel and/or approved visitors are allowed on the premises. Guards will be informed of approved visitors in advance. Secure areas will be defined by the District during the training process.

DOCUMENTATION

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

- Guard Service Security Patrol Log (each shift daily)
- Bridge Opening Notice (as required)
- Call Log/Complaint Record (as required)

The Guard Service Security Patrol Log must be completed for 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.

DOCUMENTATION AUDIT

The District shall perform an audit of the daily Guard Service Security Patrol Log, Call Log/Complaint Record and Bridge Opening forms, as well as the invoice at the end of each month to ensure all paperwork is accurate and properly completed. Invoice must agree with both the number of hours worked, as documented on the Guard Service Security Patrol Log and the contract price as stated within the contract. All inconsistencies identified by the District during the audit will be sent to the Contractor for correction within 24 hours of invoice receipt, or as soon as practicable. Payments will be made within 30 calendar days from receipt of correct invoice and documentation. Corrections should be made within 72 hours of notification.

GUARD SERVICE PERFORMANCE ISSUES

Reports of guard performance issues will be sent to the Contractor within 24 hours.

UNIFORMS AND EQUIPMENT

The 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.

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.

The guards will be issued a “PIPE” scan tool to be used during each patrol. The cellular phone and “PIPE” scan tool must be returned to the reception desk the following business day. The cellular phone and “PIPE” scan tool are not to leave DOTD property.

SCHEDULE

The 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. The 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.

The ADA of Operations, ADA of Business and/or the District designee, the Administrative Program Manager 3, may be reached at 318-342-0100.

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
- Weeknights (16 Hours Monday - Friday) 3:45 pm until 7:45 am
 - Whenever possible, the District ADA of Business or designee will notify the Contractor at least 24 hours in advance of the need for additional coverage.
- Weekends (24 Hours) 7:45 am on Saturday until 7:45 am on Monday
- All Holidays (24 hours)

The District reserves the right to adjust the stated schedule, as needed, with notice to the Contractor, in order to meet the needs of the Department.

Guards shall consume all meals during their designated shift at the District 05 job site. 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.

The initial guard service training on 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, and the proper operation of the radio and switchboard will be provided by District 05 personnel. Any additional training sessions

needed for replacement or additional guards must be provided by the Contractor in accordance with DOTD training procedures. Prior to a guard providing service on their own, each guard must go through 8 hours of “on-site” training provided by the Contractor.

The 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

The 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 picture ID/photo of each guard assigned to the location.
- 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 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.

The 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.