

**SECURITY GUARD SPECIFICATIONS  
DEPARTMENT OF CHILDREN & FAMILY SERVICES  
TALLULAH CHILD SUPPORT ENFORCEMENT – MONROE REGION**

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- \* 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 the Department of Children & Family Services, Tallulah Child Support Enforcement, 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 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 been an established business having at least three years satisfactory experience in the full time security guard services.

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 attached insurance requirements, 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 unauthorized person 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 law suit or damages of any character whatsoever resulting from injuries

## Attachment B – Specifications

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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 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.

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 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 guard must be at least 21 years of age if 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 the Agency with the names and addresses of personnel, which will be confirmed with the Louisiana State Board of Private Security for any required training and registration cards of each employee assigned to the Contract.

Guards Name \_\_\_\_\_

Attach Copy of registration Card Yes \_\_\_\_\_ No \_\_\_\_\_

Security officers shall have in possession at all times 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 3 years experience in 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 Agency reserves the right to request additional drug screens for security guards for reasonable cause. Any security guard(s) who tests positive on any drug screens shall be immediately dismissed.

If at any time a change in personnel is made the Contractor must provide the Agency 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 paging device or answering service number so that he/she may be contacted by the Agency contact 24 hours per day by telephone or pager. All calls must be returned within a 2 hour period.

Any change in telephone/beeper numbers must be made available to the Agency 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 on any or all such payrolls during the life of this Contract.

**Basis & 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 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 1/60<sup>th</sup> of monthly invoice amount for each job incomplete or not in conformity.

**Fourth Occurrence** – Written Documentation and deduction of 1/30<sup>th</sup> 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 notices of performance issues, within the required number of days specified in each notice, may constitute ground for Contract termination.

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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: TALLULAH CSE OFFICE:**

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### **GENERAL INFORMATION:**

Tonya Bullock, Child Support Enforcement Manager, is the Administrator for the Tallulah Child Support Office. 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 1614 Felicia Drive, Tallulah, Louisiana. This post requires the service of one uniformed, armed security officer Monday through Friday. Hours of operation are from 8:00 am to 4:30 pm. 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 and monitor parking lot from 8:00 am to 4:30 pm 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 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.

Visitation by friends or relatives, idle conversation with clients, fraternization with staff, use of profanity, and use of alcohol or drugs on premises is prohibited. Smoking is allowed only in designated areas.

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 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 of both CW and CSE interior offices and exterior of building is required. A general inspection of the employee's parking area is imperative. Security Officer will also 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 at 8:00 am and close at 4:30 pm.

- \* 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:**

1. 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. A written report is required on any and all incidents.
2. Security Officer: will arrive on duty at 8:00 am, sign in, unlock front entry doors to the Child Support lobby area and conduct an inspection of the parking area and perimeter of the building. Upon arrival of office personnel, officer will report to

duty station in lobby.

3. 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.
4. Security Officer will periodically check CSE lobby and receptionist areas, be visible, keep an eye on the handicapped and State car parking areas and fire lanes. 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 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.
5. Security Officer will periodically check exterior of the building and parking lot areas and monitor to curtail and/or correct any inappropriate behavior.
6. Security Officer will periodically walk around the interior of CSE offices, preferably once every 2 hours, especially when clients are meeting with staff in the interview rooms or in the conference room.
7. 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 doors and check all windows and exterior doors.

**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.

There are to be weekly review with the alarm systems.