

Louisiana
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
SPECIFICATIONS

UNARMED SECURITY GUARD SERVICE

DESCRIPTION

This specification defines the minimum requirements and duties for Unarmed Uniformed Security Guards for the Department of Transportation and Development District 04 Bossier City Headquarters located at 3339 Industrial Drive, Bossier City, LA 71112. Additional details, such as documentation procedures, call out processes, etc. will be provided during the training period.

Guards shall respond to emergency calls, 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 04 (the District) department heads.

DOTD POINT OF CONTACTS

John Holley, ADA of Business

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318-549-8388

GUARD DUTIES

Shifts

All guards must report to the Headquarters Front Desk at the beginning of each shift to pick up their DOTD provided equipment, i.e.: cellular phone, portable radio and a Master Security ID Card. Guards must arrive on time, dressed in their uniform and ready to work their shift. At the beginning of each shift, the guard is to ensure that the **Switchboard telephone, located in the Administrative/Headquarter Building is transferred** to the Guard Station.

Outgoing guard must review with the incoming guard any issues that arose during the previous 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, complaint calls, vandalism, DOTD emergency 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 Record of Radio Station Operation Form.

At the end of the shift, guard must turn in all completed Daily Record of Radio Station Operation Form, Daily Guard Inspection Report Form, After Hours Sign-in Form and any Emergency Call Out Logs from the previous shift and all DOTD issued equipment to the ADA of Business office before leaving the premises.

Emergency and/or Complaint Calls

Guards on duty must ensure they are ready and able to answer any and all incoming calls, whether the call came through via phone, switchboard, or radio. Guards may, at any time during any shift, receive calls that

are related to a roadway emergency that requires immediate action or a complaint call regarding any number of issues. It is critical that guards are able to appropriately interpret the caller's needs and respond accordingly in a timely manner.

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 Emergency Call Out Log 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 Emergency Call Out Log must be completed in its entirety for each 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 Contract with the information they gathered from the caller. The proper line of communication will depend on the location and nature of the call.

ALL calls occurring during a guard's shift must be logged, in detail, on the guard's Emergency Call Out Log and/or the Daily Record of Radio Station Operation Form, 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, Contract numbers, and job duties is provided for the guards to use as a reference.

Patrol

Guards are to be stationed at the Guard Station unless they are on patrol. Before beginning any patrol, guard must transfer all calls to the DOTD provided Cell Phone. Guards shall visually and physically patrol the grounds and exterior of buildings by foot in a safe and professional manner. While patrolling the complex, guards must look for unlocked vehicles and exterior entrances of buildings, any signs of vandalism, theft, trespassing, etc. Guards are only allowed to enter the Guard Station and the Administrative/Headquarters Building during tours. While patrolling the Administrative/Headquarters Building, guards must look for unlocked exterior doors, and ensure office lights and restroom vents throughout the interior of the building are turned off. Guard must ensure the door used to enter and exit the Administrative/Headquarters Building is locked after each tour. Time of each patrol and findings must be logged on the Daily Guard Inspection Report Form.

Patrols are to be performed a minimum of once every four 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 gate. Gate must be unlocked around 6:00 am each weekday morning and locked between 5:30 pm and 6:00 pm each weekday evening. Guards are required to lock and unlock this location for District employees and/or District approved visitors if an emergency call out should occur during the shift.

Guards shall raise the American and State Flags each weekday by 6:00 AM and lower them each weekday by 5:30 PM. Flags shall not be flown during inclement weather, on weekends, holidays or when proclamations are issued by the Federal or State Government. DOTD Personnel will notify Guards when proclamations are issued.

Guards must ensure that only DOTD District 04 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:

- Daily Record of Radio Station Operation Form (per shift)
- Daily Guard Inspection Report Form (per shift)
- Emergency Call Out Report Form (as required)
- After Hours Sign-In Form (as required)

These forms are used to maintain written documentation of any events or happenings that occur during a shift and to verify the guards work hours. These documents are considered legal documents that can be used in court cases. Scratch/scribble through, white-out nor black-out marks are allowed on these documents. A single straight line through text is the only acceptable method for all necessary corrections to these documents.

UNIFORMS AND EQUIPMENT

Contractor, in accordance with the terms of the referenced 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.

Contractor shall provide a golf cart or utility task vehicle (UTV), in good working order, for use in patrols across the campus. Under no circumstances shall the personal vehicles of individual security personnel be used to conduct security rounds. In the event the designated patrol vehicle is unavailable due to unforeseen repairs, any substitute motor vehicle utilized in its absence must be properly licensed and insured in compliance with current State laws and all applicable DOTD requirements under this contract.

DOTD EQUIPMENT

The District will make available to the guard on duty a cellular phone and a portable radio to be used only for guard service related duties. Guards are responsible for the safe keeping of the phone and portable radio and must ensure it is charged and available for use during each shift. If at any point the cell phone and/or portable radio becomes inoperable, the guard must notify the ADA of Business or designee of the issue as soon as possible.

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.

Guards will also be issued a Master Security ID Card. This card is to be used while on patrol at each designated guard checkpoint throughout the complex. Guards are responsible for the safekeeping of the card. At the end of each shift, the Master Security ID Card, cell phone and portable radio shall be turned in to the ADA of Business office before leaving the premises.

SCHEDULE

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. 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.

Guard service shall be provided on the following days:

- Regular Coverage
 - **Monday – Friday**, service shall begin at 4:00 PM until 8:00 AM the following day for a total of 16 hours of coverage each day.
 - The District will inform the Contractor if additional weekday coverage is required.
 - **Saturday and Sunday**, service shall begin at 8:00 AM on Saturday until 8:00 AM on Monday for a total of 48 hours of coverage for the two days of service.
- Holiday Coverage
 - Holidays that fall on **Monday – Friday**, during a holiday week, shall have guard service that begins at 8:00 AM, on the observed or proclaimed holiday, until 8:00 AM the following day for 24 hour coverage per holiday day.
 - **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. The District will inform the Contractor of any holidays proclaimed by the Governor.
 - 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

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 while on the job. 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.

Prior to a guard providing service on their own, each guard must go through “on-site” training, before he/she shall be left alone on a shift. Initial training will be provided by DOTD personnel and include, at a minimum, 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. Dates and times of training will be established during the initial meeting between the Contractor and the District.

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

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 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.

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.