



RFx.: 3000025185

## Attachment B - Specifications

### Title: Armed Security Guard Services – DCFS-EBR

The purpose of this solicitation is to establish Contracts for Licensed Armed Security Guard Services for DCFS East Baton Parish for a period beginning date of award and ending June 30, 2026.

The scope of work for this solicitation is to provide all labor, supervision, uniforms, materials and equipment necessary to provide licensed, armed Security Guard services to 1919 North Blvd, Baton Rouge, LA 70806 in accordance with the specifications and all of the terms and conditions provided herein.

The Security Guard is to be stationed on site at the designated locations. Security Guard duties are to include but not be limited to: greeting visitors; asking for State approved identification; providing visitor information; and maintaining any required logs. Services must be available 365 days per year during the hours specified by the Agency and dependent upon the Agency's calendar, as well as emergency closings. The Contractor will be notified of any emergency closings by the Agency, and the Contractor shall not bill the Agency for those days.

All Contractor personnel are expected to work in a manner which will maintain the security and best interest of the State of Louisiana and the Agency. The Agency reserves the right to require the Contractor to remove any employee deemed incompetent, careless, insubordinate, or otherwise objectionable, or any person whose actions are deemed to be contrary to public interest or inconsistent with the best interest of the Agency.

The Contractor agrees that during the term of the Contract, their employee(s) will conduct themselves in a professional and prudent manner.

This post requires the service of one uniformed armed Security Guard for each office listed above, Monday through Friday, excluding State holidays. Hours of operation are from 8:00 am to 4:30 pm. With the option for the Agency to require additional part-time uniformed armed Security Guards, Monday through Friday, excluding State holidays, with a flexible four consecutive hours per day work schedule. Begin and end hour at Agency's discretion but requested to Contractor with a minimum one-week notice.

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

Guard **shall** maintain control of visitors and vendors from **8:00 am to 4:30 pm** five days per week, Monday through Friday, excluding State holidays.

**Contractor shall** furnish official time and attendance reports for actual hours worked and submit copies of the reports with their invoice for payment.

Contractor **shall not** be paid for late arrivals. Time sheets must reflect time actually worked.

Guard **shall not** sleep during their assigned working hours. They must be attentive at all times.

If any Guard is found out of uniform, unarmed or physically unable to perform job duties, DCFS will deduct the entire shift of that Security Guard 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.

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.

**Minimum Qualifications for Bidder:**

At all times of service, the Agency expects the Contractor to assign its best-qualified and performing personnel to any awarded Contracts as a result of this solicitation. All armed Security Guards must be at least 21 years of age.

In accordance with Louisiana Revised Statutes 37:3270-3298, all bidders who may be eligible for award must be licensed by the Louisiana State Board of Private Security Examiners and be operating as a licensed Security Guard business with no less than three years of satisfactory experience in the full-time Security Guard services business prior to award. The Louisiana State Board of Private Security Examiners may be contacted at 225-272-2310.

The Contractor shall provide copies of licenses and certificates upon request. The State of Louisiana reserves the right to terminate the Contract if unlicensed employees perform services under the Contract.

The Agency reserves the right to verify with the State Board of Private Security Examiners that the Contractor's Security Guards are registered and have proper training. Permanent registration cards must be in the Security Guard possession at all times while on duty at any Site Location(s). If the Board finds the Security Guard not registered and not trained properly, the Contract may be cancelled and Security Guard must leave the Site Location(s) immediately.

Training to maintain licenses is the financial responsibility of the Contractor and not the State of Louisiana. The Contractor shall purchase all licenses necessary to conduct these operations and pay all applicable local, State and Federal taxes.

**Guard Level Descriptions:**

**1. Armed Guard**

Enforces regulations and procedures designed to prevent breaches of security, exercises judgment and uses discretion in responding to incidents and emergencies, determining whether to intervene directly, asking for assistance (time permitting) in keeping situations under control or performing surveillance, or reporting incidents or situations to the appropriate authority for handling.

**2. Supervisory/Shift Supervisor/Field Supervisor**

Serves as a liaison to the Agency. Investigates all matters concerning security and safety at Site Location(s) and reports findings to all Security Personnel levels at Site Location(s). Making recommendations for improvements in safety and service.

**Security Guard Qualifications:**

**Armed Guards** must be at least 21 years of age and experienced in Armed Security Guard Service or law enforcement is preferred. The Guard must carry their valid Security Guard Identification Card at all times while performing their duties. During the course of performing their duties, a registered Guard must present their Guard card for inspection when requested by the Agency or any Law Enforcement Guard.

\* Weapons regulated for Armed Guard use according to Louisiana State Board of Private Security Examiners are:

- a) .38 Revolver
- b) .357 Revolver
- c) 9 mm Semi-Automatic
- d) .40 Semi-Automatic
- e) .45 Semi-Automatic

The Contractor shall provide relief Security Guard as necessary to ensure that each assignment is performed daily per Contract specifications, regardless of employee absenteeism.

The Contractor shall provide the required relief Security Guard within two hours of the telephone request from the Agency.

**Contractor Responsibilities:**

Contractor shall ensure Security Guard services are performed in accordance with these specifications.

The Contractor shall provide a telephone number at which the Contractor/Manager can be reached, on a 24 hour basis, 7 days a week, 365 days a year.

Contractor/Manager Telephone Number: \_\_\_\_\_

All uniformed Guards must be equipped with **permanent registration cards** issued by the Louisiana State Board of Private Security Examiners.

Awarded Contractor must remain in compliance with all State laws pertinent to security/law enforcement operations in effect during the determined Contract period. This includes any laws which would go into effect by the Louisiana State Board of Private Security Examiners.

Contractor must provide a Point of Contact, as well as a backup to fill in during any time of absence for the entire length of the Contract. The Point of Contact will work with the State to manage the Contract which includes, but not limited to billing, accounting, answering questions, providing reports, and resolving issues. The Point of Contact must have the authority, knowledge and ability to address and resolve issues related to the implementation and operation of the Contract.

Contract Point of Contact Name: \_\_\_\_\_

Contract Point of Contact Telephone Number: \_\_\_\_\_

Backup Point of Contact Name: \_\_\_\_\_

Backup Point of Contact Telephone Number: \_\_\_\_\_

Contractor shall supply auditable payroll invoices with supporting data. Contractor shall also supply auditable documentation to verify all pre-employment screening and testing, as well as employee training which has been satisfactorily completed. Contractor to be responsible for written Guard-post orders subject to the specifications and instructions stated herein.

The Contractor is to contract for services and employment in their firm's name only, and will not implicate the State directly or by inference in these transactions. The Contractor is to be in all respects an independent Contractor and none of their employees are to be regarded as employees of the State.

The Contractor shall ensure continuity of the Security Guard personnel initially assigned to a Site Location post unless objected to by the Agency, or a mutually acceptable alternative schedule is agreed upon with the Agency.

Specific specifications, rules, regulations, and clearances shall be established prior to assignment and maintained throughout the term of the Contract. Contractor must adhere to established security and/or property entrance policies and procedures established by the Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter the premises.

The Contractor shall submit monthly shift reports to the Agency, as noted in **Reporting Requirements**, page five, of this solicitation.

Upon request in writing by the Agency, the Contractor shall within five 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 their awarded Contract during the payroll period. The Agency may request copies on any, or all such payrolls during the life of an awarded Contract.

The Contractor shall provide relief Security Guards as necessary, to ensure that each assignment is performed daily per Contract specifications, regardless of employee absenteeism.

**Uniforms and Equipment:**

1. Security Guards shall wear appropriate uniforms that have been approved by the Louisiana State Board of Private Security Examiners and that are clean, pressed and well-maintained. Guards should report in full dress and be prepared to stand his or her post immediately upon arrival. Guards should have appropriate gear for weather conditions. Guards are to be clean shaven and maintain proper personal hygiene. The Contractor must ensure proper alterations, uniform belts and appropriate type shoes are worn at all times. The Contractor shall be responsible for ensuring all Security Guard uniforms are well-maintained, and without rips and frays at no cost to the State. The State of Louisiana will not get involved in issues regarding cost/payment of uniforms, belts, etc. for Security Guards. Security Guards shall not report to duty in a combination of uniform and civilian clothing with torn or frayed uniforms, or with hems out of trousers.
2. Uniforms must clearly identify the employee as a Security Guard working for the Contractor and include a picture ID badge prominently placed on the uniform. Badges may not resemble those of local law enforcement agencies.
3. If the Agency requires an un-uniformed Security Guard, the name badge requirement may be waived for that Security Guard.
4. Security Guard shall be equipped with communication equipment to be able to communicate with their supervisor, their home office, 911, the local police, and the Agency.
5. Keys or access cards may be issued to the Security Guard by the Agency. The Contractor is responsible for securing and maintaining the keys or access cards. The Agency will replace lost keys or access cards at the Contractor's expense.
6. When applicable, Security Guard vehicles are to be owned or leased, licensed and insured by the Contractor.

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Vehicles used by the Contractor shall display the company's name and telephone number and shall be kept clean and well maintained at all times.

7. Contractor assumes full responsibility for all equipment issued by the Agency for the performance of the services specified herein and shall reimburse the State, at the current market rates, for all equipment lost, damaged, stolen or otherwise unavailable due to fault of the Contractor or Contractor's Subcontractors, agents or employees. Upon termination of the Contract, all equipment shall be returned to the Agency in good operating condition less reasonable wear and tear.

8. Guards 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

### **Screening Requirements:**

Qualifications for Contract Security Guard personnel will include a pre-employment screening and evaluation of a prospective employee prior to assignment to a Site Location. The Contractor shall screen all prospective employees prior to job site assignment.

A criminal history background check and drug screening must be conducted on all Security Guards including any replacement Guards before being assigned to any Site Location. The Contractor shall be responsible for all cost associated with all background and drug testing.

The Agency shall maintain all rights to request drug testing at no cost to the Agency for all Security Guards by a certified laboratory in accordance with the Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines. The report shall identify the drugs/metabolites tested for and whether results are positive or negative. The report shall also indicate the date and time of specimen collection, the date received by the laboratory, as well as the date and time reported.

The Agency reserves the right to request additional drug screenings for any Security Guard that gives reasonable cause. This shall be at the Contractor's expense. Any Security Guard who test positive on any drug screen shall be immediately dismissed.

If at any time a change in personnel is made, the Contractor must provide, at no cost to the Agency information on the new employee(s) criminal background and drug testing results before they may begin work.

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance and integrity. They shall also be responsible for taking such disciplinary action with respect to their employee(s) as may be necessary.

### **Reporting Requirements:**

Complete and accurate records must be maintained by the Contractor to substantiate services provided to the Site Location. Monthly shift reports/time sheets must be submitted to the Agency. The Contractor's records must include the Security Guard's name, position description, location, date of service and time/shift service was provided.

On a quarterly and/or as requested basis by the 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 Agency containing the following information regarding the examination and review:

Security Guard's Name \_\_\_\_\_

Security Guard's Performance Comments \_\_\_\_\_

Findings of compliance inspections \_\_\_\_\_

Date of examination and review \_\_\_\_\_

The Agency reserves the right to request additional reports with information if needed.

Contractor should submit the Security Guard Evaluation Report Form used with their current clients for the State's review and consideration prior to commencement of work. If the successful bidder does not currently use such a form

**Performance Issues:**

"Non-Performance," shall be noted as failure to meet the requirement(s) as specified in the Contract. Non-Performance, will be at the discretion of the Agency where services are being provided.

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 one week from 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 to the Contractor.
- C. Third Occurrence – Written Documentation and deduction of 1/60<sup>th</sup> of monthly invoice amount for each job incomplete or non-conformity.
- D. Fourth Occurrence – Written Documentation and deduction of 1/30<sup>th</sup> of monthly invoice amount for each job incomplete or non-conformity.

The Agency shall notify the Contractor of reported performance issue(s). The Contractor has seven days from the date of notice to respond in writing, as well as to correct the reported performance issue(s). Failure to respond to the Agency 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.

**Security Guard Responsibilities:**

It is suggested that Guards assigned to this post arrive at least 10 minutes prior to shift commencement. This will allow the Guard 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 Guard on duty) and in general, be prepared to assume duties.

Immediately upon reporting for duty, the Security Guard shall (unless specifically instructed otherwise by the Agency) adhere to the following:

- A. Occupy their designated work station ready to assume their daily duties at the time specified by the Agency.
- B. Note their time of entry and time of departure by either punching in or out on a time clock (upon availability) or by signing in or out on a log provided by the Agency, unless specified differently by the Agency. The Guard is required to hand in the log book to the Agency when the book is completely filled.
- C. Read all entries from the previous duty shift and become acquainted with any problems and incidents that may have occurred.

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D. Confer with the Agency Point of Contact, if present, or the Security Guard being relieved to ascertain if there are any special instructions for the upcoming shift.

E. Keep lines of communication between the Contractor, the Agency and (where appropriate) the Office of State Procurement open at all times.

F. Ensure that any incidents such as fire, violent storm, or individuals that may constitute a danger to the building, surroundings, residents, visitors, employees or occupants of any of the buildings are promptly reported to the police or fire Agency for response. Security Guard shall also ensure that every effort is made to sound any mechanical or electronic alarm, alert responsible parties on site to any danger and follow specified procedures as written in the facility security manual provided by the Agency.

G. Possess the ability to restrain and detain persons as necessary to ensure the safety of the Agency staff and customers.

H. Appear in court to testify regarding incidents which occur in and around the Agency.

I. Security Guards are to be knowledgeable to the alarm emergency system and the fire alarm procedures, including the evacuation of the building. There is to be a weekly review with the alarm systems.

Security Guard 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.

Security Guard will arrive on duty at 8:00 am, with the exception of the part-time Guard at Calcasieu ES who may be assigned an early arrive time, sign in and conduct an inspection of the parking area and perimeter of the building. Upon arrival of office personnel, Guard will report to duty station in lobby.

Security Guard 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 Guard should take appropriate action to assist employee.

Between 4:00 pm and 4:30 pm, the security Guard will conduct a parking lot inspection. The security Guard will secure the lobby area upon office closure by checking interviewing rooms and client restrooms. Security Guard will lock the front door and check all windows and exterior doors.

When there is no one or very few clients in the waiting area a complete roving inspection is required. A general inspection of the employee's parking area is imperative. Security Guard will monitor the parking lot between the hours of 11:30 am and 12:45 pm during the employee lunch period.

When two Guards are on duty, one Guard will remain on roving duty.

### **Miscellaneous Requirements:**

A. The Contractor is to provide protection against unauthorized persons on premises. Noted violations are to be reported immediately to Agency Contact and/or the designated site contact persons.

B. No smoking shall be allowed in buildings other than designated smoking areas.

C. No office areas are to be used or disturbed by the Security Guard unless permitted by the Agency.

D. No personal phone calls are to be made from any of the Agency telephones.

E. No Security Guard shall bring onto the Agency any weapon or dangerous instrument other than legal pre-authorized/ Agency approved weapon.

1. No Security Guard shall use, attempt to use or threaten to use any such weapon or dangerous instrument at

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the Agency.

(Weapon means any firearm, including: BB gun, whether loaded or unloaded, any knife (excluding a small pen or pocket knife) including switchblade or other knife having an automatic spring release device, police baton, nightstick or any martial arts weapon or electronic defense weapon. Dangerous instruments include any instrument, article, or substance that under the circumstances is capable of causing death or serious physical injury.)

2. No Security Guard shall cause or threaten to cause death or physical injury to an individual on a Site Location.

B. No Security Guard is to bring into any building, carry on patrol, or maintain on any post; any radio, recorder, television, reading material, music maker, game, or pictorial material unless approved in writing by the Agency.

C. No Security Guard shall be under the influence or carry the odor of alcoholic beverages while on duty, nor shall any Security Guard carry or consume any alcoholic beverages while on duty or on Agency property.

D. No Security Guard shall be under the influence of, carry or ingest a controlled substance while on duty, or on Agency property except as prescribed by medical authorities, and then only if the Security Guards performance of duties will not be impaired in any way.

E. No Security Guard shall use foul, profane or any other inappropriate language.

Violation of the above reasonable work rules, shall subject the Security Guard to disciplinary action up to and including discharge.

### **Armed Security Guard Additional Responsibilities:**

Contracted armed Security Guard must carry a firearm when on duty. The firearm must be the one they are certified to carry in the performance of the Contract. The Contractor will supply all firearms, holsters, gun belts and ammunitions in order to perform their contracted duties. The use of a personal weapon is strictly prohibited.

The Contractor is responsible for setting up a schedule for the cleaning, inspection and maintenance of weapons at a specific site away from the Agency's location. Weapons are not to be stored at the Agency's location at any time.

### **Work Hours:**

#### **1. Standard Work Day**

A. A standard workday consists of an eight hour shift plus a 30 minute lunch period. Security Guard 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 Guard goes to the restroom he should inform the receptionist. Security Guard will not leave the premises for meal breaks.

#### **2. Holidays**

A. The holiday rate of pay will be one and 1-1/2 times the chargeable hourly rate.

B. Holiday rates shall only be paid for Security Guards authorized to work by the Agency on a State-observed holiday.

C. A list of holidays observed by the State are:

- New Year's Day
- Martin Luther King, Jr. Day
- Mardi Gras Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day



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- Veteran's Day
- Thanksgiving Day
- Christmas Day

**3. Overtime**

A. The Overtime rate of pay will be one and 1-1/2 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.

D. The Agency shall not be responsible to pay overtime for a replacement Security Guard when the regularly scheduled Security Guard is not available.

**Additional Requirements:**

Bidder should provide with their bid the following information.

A. The year the company was formed.

B. Total number of years of company security experience.

C. Total number of Security Guards employed with the company.

D. Total number of Security Guards (full-time and part-time), as well as management personnel the bidder intends to utilize in the Contract.

E. Copy of license issued by the Louisiana State Board of Private Security examiners.

F. Evidence of operating as a licensed provider of private, uniformed armed Security Guard services for at least three consecutive years (prior to awarding of Contract).