

ARMED SECURITY GUARD SERVICES FOR DCFS/ LAKE CHARLES REGION CW  
LOCATED AT:  
Calcasieu Parish Child Welfare - 1919 KIRKMAN STREET LAKE CHARLES, LA 70601

**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, Lake Charles Region 6, 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.

To establish a contract for Licensed Armed Security Guard Services for DCFS Child Welfare Calcasieu 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 various Site Locations in accordance with the specifications and all of the terms and conditions provided herein.

The Security Guard(s) are to be stationed on site at the designated locations. Security Guard(s) 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 three hundred sixty-five (365) days per year during the hours specified by the Site Location and dependent upon Site Location's calendar, as well as emergency closings. The Contractor will be notified of any emergency closings by the Site Location(s) Point of Contact and the Contractor shall not bill the Site Location(s) 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 its Site Locations. The Site Location(s) Point of Contact reserves the right to require the Contractor to remove any employee(s) 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 Site Location.

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

**Minimum Qualifications for Contractor:**

At all times of service, the Site Location(s) Point of Contact expects the Contractor to assign its best-qualified and performing personnel to any awarded contracts as a result of this solicitation. All armed and unarmed Security Guards must be at least twenty-one (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 (3) years 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.

Site Location(s) Point of Contact 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(s) possession at all times while on duty at any Site Location(s). If the Board finds the Security Guard(s) not registered and not trained properly, the contract may be cancelled and Security Guard(s) 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.

The Contractor shall pay security guards a minimum wage of \$13.50.

**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 and unarmed Security Guard services for at least three (3) consecutive years prior to awarding of contract.

**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 twenty-four (24) hour basis, seven (7) days a week, three hundred and sixty five (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.

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 Site Location, or a mutually acceptable alternative schedule is agreed upon with the Site Location.

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 for each requesting Site Location(s). 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 Site Locations Point of Contact, as noted in Reporting Requirements of these specifications.

Upon request in writing by the Site Location Point of Contact, the Contractor shall within five (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 their awarded contract during the payroll period. The Site Location Point of Contact 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.

### **Guard Level Descriptions:**

#### **1. Armed Guard**

Enforces regulations and procedures designed to prevent breaches of security, exercises judgement 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 Site Location(s) Point of Contact. 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:**

1. **Armed Guards** must be at least twenty-one (21) years of age and experienced in Armed Security Guard Service or law enforcement is preferred. The guard must carry their valid Security Officer 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 Site Location(s) Point of Contact or any Law Enforcement Officer.

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

**Security Guard Responsibilities:**

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

- A. Occupy their designated work station ready to assume their daily duties at the time specified by Site Locations Point of Contact.
- 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 Site Locations office, unless specified differently by the Site Locations Point of Contact. The guard is required to hand in the log book to the Site Locations Point of Contact 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.
- D. Confer with Site Locations 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, Site Location(s) Point of Contact 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(s) 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 Site Location.
- G. Possess the ability to restrain and detain persons as necessary to ensure the safety of the Site Locations staff and customers.
- H. Appear in court to testify regarding incidents which occur in and around the Site Locations.

- I. 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.
- J. Security Officer will arrive on duty at 8:00 am, sign in 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.
- K. 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.
- L. Between 4:00 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 door and check all windows and exterior doors.

**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.

**Building Office Hours:**

Monday through Friday the building will open at 8:00 am and close at 4:30 pm, excluding state holidays.

**Work Hours:****1. Standard Work Day**

- A. A standard workday consists of an eight (8) hour shift plus a thirty (30) minute lunch period.
- B. Work shifts will vary per Site Location.

**2. Holidays**

- A. The holiday rate of pay will be one and one-half (1-1/2) times the chargeable hourly rate.
- B. Holiday rates shall only be paid for Security Guards authorized to work by the Site Location(s) Point of Contact 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
  - Juneteenth

- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

### 3. Overtime

- A. The Overtime rate of pay will be one and one-half (1-1/2) times the chargeable hourly rate.
- B. Overtime is the amount of hours in excess of the standard forty (40) hour work week.
- C. Overtime is not allowed unless approved by the requesting Site Location.

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

### **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. 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 a Site Location 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 Site Location Point of Contact.
5. Keys or access cards may be issued to the Security Guard by the specific Site Locations. The Contractor is responsible for securing and maintaining the keys or access cards. Specific Site Locations 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. 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 Site Location 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 Site Location in good operating condition less reasonable wear and tear.

**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 Site Locations Point of Contact. 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 by the Site Location basis, 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 Site Locations Point of Contact 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 Site Locations Point of Contact reserves the right to request additional reports with information if needed.

Each bidder should submit with their bid response the Security Guard Evaluation Report Form used with their current clients for the State's review and consideration. If the contractor does not currently use such a form to evaluate customer satisfaction, the State reserves the right to provide a form of their choice with which to accomplish the requirements of this section.

It is suggested that officers assigned to this post arrive at least ten (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.

**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 Administrator of the Site Location where services are being provided.

If services are not in conformity or not performed within the requirements of the contract, the Site Locations Point of Contact shall use the following guidelines in adjusting the Contractor's invoice. Start-up time not to exceed one (1) 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 Site Locations Point of Contact 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 Site Locations Point of Contact shall notify the Contractor of reported performance issue(s). The Contractor has seven (7) 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 Site Locations Point of Contacts written notice of deficiencies in performance within the required number of specified days in each notice may constitute grounds for contract termination.

The Site Location 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 Site Location to resolve the performance issues.

**Restrooms & 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 will 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 is required. A general inspection of the employee's parking area is imperative. Security Officer will monitor the parking lot between the hours of 11:30 am and 12:45 pm during the employee lunch period.

The above with the following exception at Calcasieu ES. When two (2) guards are on duty, one (1) guard will remain on roving duty.

**Miscellaneous Requirements:**

1. No Security Guard shall use, attempt to use or threaten to use any such weapon or dangerous instrument on a Site Location(s).
2. No Security Guard shall cause or threaten to cause death or physical injury to an individual on a Site Location. (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.)
3. No unauthorized person shall be allowed on the Site Location at any time.
4. No smoking shall be allowed in buildings other than designated smoking areas.
5. No office areas are to be used or disturbed by the Security Guard unless permitted by the Site Location.
6. No personal phone calls are to be made from any of the Site Locations telephones.
7. No Security Guard shall bring onto any Site Location(s) any weapon or dangerous instrument other than legal pre-authorized/ Site Location(s) approved weapon.



8. 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 Site Location.
9. 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 Site Locations property.
10. No Security Guard shall be under the influence of, carry or ingest a controlled substance while on duty, or on a Site Location(s) property except as prescribed by medical authorities, and then only if the Security Guards performance of duties will not be impaired in any way.
11. No Security Guard shall use foul, profane or any other inappropriate language.
12. Violation of the above reasonable work rules, shall subject the Security Guard to disciplinary action up to and including discharge.
13. Guard shall not be paid for late arrivals.
14. Guard shall not sleep during their assigned working hours. They must be attentive at all times.
15. If any Guard is found out of uniform, unarmed or sleeping on duty or physically unfit to perform duties, DCFS will deduct the entire shift of that security officer for that day.
16. Visitors with state identification badges that do not work in the building shall not be allowed access to the building without signing in.
17. 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.
18. Unauthorized use of property may result in a request for immediate removal from Agency's sites.
19. 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.
20. DCFS reserves the right to require immediate removal of any security personnel from their post if they are deemed unfit for any reason.

**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.