

## Attachment B - Specifications

RFx No.: 3000025824

Title: \*Fax Bid\*Guards & Security Services -LDH

### **The intent of these specifications is to provide for a complete security guard service contract**

#### **GENERAL CONDITIONS:**

All of Contractor personnel are expected to work in a manner that will maintain the security and best interest of the Louisiana Department of Health, 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 the public interest 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 he will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

#### **CONTRACTOR QUALIFICATIONS:**

The Contractor's company must have at least 3 years of satisfactory experience in the full-time security guard business.

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:

1. The year the company submitting the bid was formed.
2. Total number of years of this company's security experience, operating under current business name.
3. Total number of security employees employed with the company.
4. Total number of businesses and/or comparable facilities currently under contract for security guard services.
5. Total number of security employees (full-time and part-time), as well as management personnel, that bidder intends to utilize for all facilities in this contract.
6. Copy of current 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. Certificate holder is to be issued in the name of: State of Louisiana, Office of State Procurement, 1201 N. 3rd St. Baton Rouge, LA 70802.

The Contractor will hold and save the Agency, its officers, agents, employees, and volunteers harmless from liability of any nature or kind, including cost and expenses for, or any account of, any law suit or damages of any character whatsoever resulting from injuries 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 in all respects an independent contractor, and none of his employees is 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 Contractor shall purchase all licenses necessary for the conduct of these operations and pay all applicable local, state, and federal taxes.

The Contractor shall pay security guards a minimum wage of \$22.97.

#### **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.

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### **ARMED:**

The security guard must be at least 21 years of age if registered armed.

### **UNARMED:**

The security guard must be at least 21 years of age if registered unarmed, or if registered to carry a baton.

In accordance with Louisiana Revised Statutes 37:3270-3298, 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.

The Agency and/or the Office of State Procurement have the right to verify with the State Board of Private security Examiners that the Contractor's guards are registered and have proper training. If the Board finds that the guards are not registered and trained properly, the contract may be cancelled, and guard(s) must leave the State facility immediately.

Registration cards issued by the Louisiana State Board of Private Security Examiners must be in the security guard's possession at all times when on duty at the Agency.

### **SECURITY PERSONNEL:**

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 the Louisiana State Board of Private Security Examiners and that are clean, pressed, and well-maintained. The Contractor must assist his personnel to ensure proper alterations are completed, uniform belts, and type of shoes are correct. 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 be involved in issues regarding cost/payment of uniforms, belts, etc. For guards. Security officers will not report to their position in a combination of uniform and civilian clothing, with torn or frayed uniforms, or with hems out of trousers.

### **REQUIRED EQUIPMENT:**

Communication Devices  
Handheld Metal Detectors

### **SCREENING REQUIREMENTS:**

The 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 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 who tests positive on any drug screen shall be immediately dismissed.

The State of Louisiana reserves the right to request that the Contractor provide the Office of State Procurement employee drug testing results at no additional cost to the State.

The 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.

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### **REPORTING REQUIREMENTS:**

The Contractor may be required to submit monthly shift sheets to the Agency. The Contractor must maintain complete and accurate records to substantiate services provided to the 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 Agency reserves the right to request additional reports, which contain documented proof that the requirements as stated herein are being complied with.

On a periodic basis, and/or at the request of 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 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.

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 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.

### **STAFFING STANDARDS:**

The Contractor shall have a paging device / cell phone or answering service number so that he/she may be contacted by the Agency contact 24 hours per day. All calls must be returned within a 2-hour period.

Any change in telephone / pager numbers must be made available to the Agency, as well as the Office of State Procurement, 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 or the Office of State Procurement within a 7-day period. Correspondence shall be made on the Contractor's official stationery.

### **RESPONSIBILITIES OF THE CONTRACTOR:**

All security personnel, equipment, uniforms, and any other equipment necessary to perform duties must be provided by the Contractor.

The Contractor agrees that all contracted security personnel will be oriented to and are responsible for being familiar with and adhering to the Agency's contracted security duties and responsibilities as outlined in this contract. The Agency requests that the Contractor does not change the personnel, when at all possible, unless said personnel are not performing satisfactorily.

If requested by the Agency, the Contractor agrees to provide to the Agency a written security personnel schedule on a weekly basis, which depicts names of assigned personnel and times of shifts. Any deviation from this schedule is to be promptly reported to Clarissa Jackson, Leandrea Follins, and/or the designated site contact persons.

Contractor may contact Clarissa Jackson by phone at (504)-599-1793 and Leandrea Follins by phone at (504)-599-1809 or email [Clarissa.Jackson@la.gov](mailto:Clarissa.Jackson@la.gov) or [Leandrea.Follins@la.gov](mailto:Leandrea.Follins@la.gov).

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If for any reason any security personnel is deemed unsuitable by the Agency, the Contractor shall agree to replace the personnel within a 24-hour period

If requested by the Agency, the Contractor agrees to provide a weekly report inclusive of a report indicating security personnel assignments and the results of monitoring checks.

The Contractor is to communicate (report to, inform, consult, and/or advise) as appropriate and necessary to only Agency personnel, as designated.

References - If requested, Bidder must furnish this Agency with at least two references regarding any previous or current employers with which the Bidder has or had provided a security services contract.

1. Name of Employer:

Address:

City, State, ZIP:

Telephone:

Email:

2. Name of Employer:

Address:

City, State, ZIP:

Telephone:

Email:

The Contractor is to provide protection against unauthorized persons on premises. Noted violations are to be reported immediately to Clarissa Jackson, Leandrea Follins, and/or the designated site contact persons.

Contractor may contact Clarissa Jackson by phone at (504)-599-1793 and Leandrea Follins by phone at (504)-599-1809 or email [Clarissa.Jackson@la.gov](mailto:Clarissa.Jackson@la.gov) or [Leandrea.Follins@la.gov](mailto:Leandrea.Follins@la.gov).

Uniformed guards to be equipped with registration cards issued by the Louisiana State Board of Private Security Examiners.

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

Payment of services - payment will be made monthly upon receipt of invoice from the Contractor that documents the actual hours of services provided. Hours will be verified with sign-in sheets.

In accordance with Louisiana Revised Statutes 37:3270 - 3298, all Bidders eligible for award must be currently licensed by the Louisiana State Board of Private Security Examiners prior to award. Contact the Board at (225)-272-2310.

"Non-performance" shall be defined as failure to meet any requirements as specified in the contract. Non-performance will be at the discretion of the Administrator of the Facility where services are being provided.

The Contractor hereby agrees to adhere to the mandates dictated by Title VI and Title VII of the Civil Rights Act of 1964 as amended; Section 402 of the Vietnam Era Veterans Adjustment Assistance Act of 1974; Section 503 of the Rehabilitation Act of 1973 and to Section 202 of Executive Order 11246 as amended. The Contractor agrees that he/she

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will not discriminate in the rendering of services to and/or employment of individuals because of race, sex, age, color, religion, national origin, disabled veteran, political belief, veteran status, or any other non-merit factor.

### REQUIREMENTS FOR LOUISIANA DEPARTMENT OF HEALTH ORLEANS – MIDTOWN ES OFFICE:

#### **EXPECTATIONS OF THE GUARDS:**

Guard(s) should always look and behave professionally.

Tardiness, sleeping, idle conversation, laptops, talking on cell phone, playing games of any type, personal visitors, use of profanity, alcohol, drugs, or tobacco of any type while on duty are prohibited.

Guard(s) shall be dressed in full uniform and always armed. Uniforms shall be clean and pressed.

Guard(s) are not permitted to carry any weapons other than issued firearm. This includes all knives.

Guard(s) are required to give full attention to his/her duties and should be available and in range of and/or always carrying office radio.

Guard(s) shall remain at designated post when not making required rounds and shall not leave premises without Agency approval.

Guard(s) shall provide assistance for authorized personnel against bodily harm, theft, or vandalism to property.

Guard(s) should be available to check in all visitors according to Agency policies. In addition, guard(s) should be available to escort all visitors to appropriate areas and be available during overtime hours to escort employees to their vehicles when necessary.

Guard(s) shall make rounds around the entire complex before and after business hours.

Guard(s) shall make hourly rounds around the entire complex. During rounds, guard shall check all interior public access doors and all exit doors to ensure they are locked. Guard shall walk out of an exit door and around building perimeter working their way back through the parking lot, assessing LDH assigned parking spots, and return to the inside of the building.

Guard(s) are to report any unauthorized vehicles in LDH assigned parking spots.

Guard(s) are to provide protection against personnel on premises. Noted violations are to be reported immediately to the ES Manager and/or the Designated Site Contact persons.

Guard(s) shall promptly report to ES Manager and/or Designated Site Contact of any theft, suspicion of theft, incidents, or suspicious people and follow-up with a written report within 24 hours.

Guard(s) shall be required to open the building each morning when shift begins. Additionally, alarm panels shall be disarmed, lights turned on, and all building exits checked/secured.

Guard(s) shall be required to clear the building of all remaining personnel, turn off lights, secure all exits, arm the building alarm, lock exit doors, each evening before leaving the premises when shift ends.

Guard(s) shall not be paid for late arrivals.

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### **LOCATION OF WHERE GUARDS NEED TO BE:**

Guard(s) should be located at 820 O'Keefe Avenue, New Orleans, LA 70113.

Guard(s) post is located in the waiting room during business hours.

Building is open to the public from 8:00 AM - 4:30 PM, Monday through Friday.

### **GUARD SCHEDULES (RESTROOM AND MEAL BREAKS):**

Guard shifts are as follows:

First guard: Monday through Friday, 6:30 AM – 3:00 PM

Second guard: Monday through Friday, 8:30 AM – 5:00 PM

Agency does not anticipate overtime hours. However, if a situation occurs at the end of the workday, Agency would expect security services to be provided as needed with appropriate approvals.

Security personnel may take a break for meals at a time when activity is at a lull, and the interviewing/reception areas are empty.

A minimum of one guard will always be required in the lobby.

Security personnel should not leave the premises for meal breaks.

Meal breaks shall be held in the office break room.

Security personnel should inform the receptionist when visiting the restroom.

Restroom breaks should be taken only when two guards are present, ensuring continuous office coverage.