



Request for Information for Armed Security Services for DCFS Offices

RFI Response Deadline: Friday, August 21, 2026 at 4:00 p.m. CDT

Date of Issuance: Friday, July 24, 2026

This Request for Information (RFI) is solely for information and planning purposes and does not constitute a solicitation. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for any or all of the services included in the RFI.

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a response to this RFI identified as such must be clearly marked and will be handled in accordance with the Louisiana Public Records Act. R.S. 44:1-44 and applicable rules and regulations. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

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1. GENERAL INFORMATION

1.1. Introduction and Purpose

The Louisiana Department of Children and Family Services (DCFS or “Agency”) is issuing this Request for Information (RFI) to identify vendors that can provide Armed Security services for all DCFS offices throughout the State of Louisiana. DCFS seeks to gather information from interested vendors regarding capabilities and pricing models. This RFI is exploratory and non-binding. DCFS encourages all capable parties to respond.

1.2. Background

DCFS stands as a pillar of support for the state’s most vulnerable populations. With a deep-rooted commitment to child welfare, family empowerment, and community resilience, DCFS works to ensure that every Louisianian served by our agency is treated with dignity, compassion, and respect. DCFS’s mission is to protect children, empower families, and strengthen communities so every child grows up safe, stable, and strong.

DCFS is comprised of the Division of Child Welfare (CW), the Division of Family Support (FS), and the Office of Management and Finance (OMF). Under the general supervision of the Secretary, these principal offices perform the primary functions and duties assigned to DCFS.

CW is responsible for safeguarding children through the investigation of abuse and neglect, managing foster care placements, and facilitating adoption services. Guided by executive leadership, it works closely with local partners and judicial systems to ensure child safety, permanency, and well-being.

FS administers key public assistance programs including Child Support Enforcement (CSE), Temporary Assistance for Needy Families (TANF), and other services for individuals. Its core function is to help families achieve economic stability and access essential resources that support long-term self-sufficiency.

OMF oversees financial and procurement operations, human resources, technology and systems management, policy and rulemaking, and strategic planning. It ensures that all programs are adequately resourced, compliant with state and federal regulations, and aligned with the department’s broader goals.

2. ADMINISTRATIVE INFORMATION

2.1. RFI Coordinator

Request for copies, questions, and submission responses to this RFI must be directed to the RFI coordinator listed below:

Jada Williams

Procurement Manager
Jada.Williams.DCFS@LA.GOV

This RFI has been posted to Louisiana Procurement and Contract Network (LaPAC) and the DCFS Website, which can be found at the following links:

LaPAC: <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

DCFS Website: <https://www.dcms.louisiana.gov/page/requests-for-proposals>

2.2. Schedule of Events

DCFS reserves the right to deviate from this Schedule of Events at any time without notice.

Activity/Event	Date
Public notice of RFI	Friday, July 24, 2026
Deadline for receipt of responses	Friday, August 21, 2026 at 4:00 p.m. CDT

2.3. Response Content

2.3.1. Executive Summary

The executive summary should provide administrative information including, at a minimum, authorized representative contact name and phone number, email address, and any other pertinent contact information. This section should also include a summary of qualifications, ability, and willingness to comply with the State's requirements.

2.3.2. Corporate Background and Experience

The responder should provide a brief description of the organization, including its history, corporate structure, organizational details, and years in business. Responders should also describe their experience with services of this type with other corporate/governmental entities of comparable size.

2.3.3. Approach and Methodology

Responders are encouraged to answer as many questions as applicable; however, complete responses to all questions are not required. The responder should provide:

2.3.3.1. The recommended approach and methodology to accomplish the Scope of Services;

2.3.3.2. A list of issues/concerns that were not taken into consideration in the Scope of Services that may be essential for the agency to consider; and

2.3.3.3. A list of DCFS office locations to which the vendor can provide Armed Security services.

2.3.3.4. The minimum wage an Armed Security Guard shall be paid.

2.3.4. Cost Estimate

The responder should provide a general overview of its pricing model. While this is an RFI, a high-level understanding of potential costs is beneficial.

2.4. Response Instructions

2.4.1. Response Submittal

Responders interested in providing information for this RFI must submit responses containing the information specified no later than the deadline stated in the Schedule of Events. Responses must be submitted via email to the RFI Coordinator. Hand-delivered responses will not be accepted.

It is solely the responsibility of the responder to ensure that their submission is delivered prior to the deadline. Responses misdirected or otherwise received late may not be considered.

2.5. Additional Instructions and Notifications to Responders

2.5.1. RFI Addenda/Cancellation

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum, (if any) does not constitute a commitment by the State to issue an RFP or any other process resulting in award of a contract of any type or form. In addition, the State may cancel this informal process at any time without penalty.

2.5.2. Ownership of Response

The materials submitted in response to this request shall become the property of the State.

2.5.3. Cost of Preparation

The State shall not be liable for any costs incurred by responders associated with developing the response, preparing for discussions (if any) or any other costs incurred by the responder associated with this RFI.

3. SCOPE OF SERVICES

3.1. Deliverables

DCFS is seeking an Armed Security solution that can provide the following services:

- 3.1.1. Contractor shall provide all labor, supervision, uniforms, materials and equipment necessary to provide licensed, Armed Security Guard Services to the Agency in accordance with the specifications and all the terms and conditions provided herein.
- 3.1.2. Contractor shall provide an Armed Security Guard who enforces regulations and procedures designed to prevent breaches of security, exercises judgement, and uses direction 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.
- 3.1.3. All Contractor personnel are expected to work in a manner which will maintain the security and 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. The Agency 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 Agency.
- 3.1.4. The Security Guard is to be stationed on site and shall not allow unauthorized personnel in the facility at any time. Duties include, and are not limited to, greeting visitors, asking for State approved identification, providing visitor information, and maintaining any required logs. The Contractor will be notified of any emergency closings by the Agency and the Contractor shall not bill the Agency for those days.
- 3.1.5. The Contractor is to provide services and employment in his firm's name only, and will not implicate the Agency directly or by interference in these transactions. The Contractor is in all respects an independent Contractor, and none of its 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.
- 3.1.6. The Contractor shall purchase all licenses necessary for the conduct of these operations and pay all applicable Local, State and Federal taxes. In accordance with Louisiana Revised Statutes 37:3270 – 3298, the Contractor must be currently licensed by the Louisiana State Board of Private Security Examiners. The

Contractor will procure insurance and show evidence of such insurance prior to contract award.

3.2. Contractor Responsibilities

- 3.2.1. 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.
- 3.2.2. The Contractor will provide Sexual Harassment training to all personnel. The Contractor is responsible for all training costs, and proof of training must be provided upon Agency request.
- 3.2.3. 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 the Contract. The Contractor shall assign its best-qualified and performing personnel to any awarded contracts. If for any reason any security personnel is deemed unsuitable by the Agency, the Contractor shall agree to replace the personnel within 24 hours.
- 3.2.4. Specifications, rules, regulations and clearances shall be established prior to assignment and maintained throughout the term of the Contract. Contractor must understand and adhere to established security and/or property entrance policies and procedures of the Agency.
- 3.2.5. The Contractor shall provide relief security Guards 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(s) within 2 hours of the request from the site location.
- 3.2.6. The Contractor must provide a Point of Contact who can be reached on a 24 hour basis, 7 days a week, 365 days a year, 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 Agency to manage billing, accounting, answering questions, providing reports and resolving any issues or concerns that may arise. The Point of Contact and Backup must have the authority, knowledge and ability to address and resolve issues related to the implementation and operation of the Contract.
- 3.2.7. The Contractor shall supply auditable payroll invoices with supporting data. Upon request of the Agency, the Contractor shall within five (5) working days furnish a certified copy of the latest payroll period prior to the date of the request. This record shall reflect payments for all the Contractor's employees working under their awarded Contract during the payroll period.

- 3.2.8. Contractor shall provide at least one Armed Security Guard each day for coverage of office. Failure to do so will result in a deficiency complaint submitted to the Office of State Procurement. There will be no exception to this requirement.

3.3. Screening Requirements

- 3.3.1. The Contractor shall screen all prospective employees prior to job site assignment.
- 3.3.2. A criminal history background check and drug screening must be conducted on all Armed Security Guards including any replacement Guards before being assigned to the Agency. The Contractor shall be responsible for all costs associated with all background and drug testing. If at any time a change in personnel is made, the Contractor must provide information on the new employee's criminal background and drug testing results before they may begin work.
- 3.3.3. The Agency maintains all rights to request drug testing at no cost to the Agency for all Armed 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 and the date and time reported.
- 3.3.4. The Agency reserves the right to request additional drug screenings for any Armed Security Guard that gives reasonable cause. Any Armed Security Guard that tests positive on any drug screening shall be immediately dismissed.
- 3.3.5. Armed Security Guards must be at least 21 years of age. Experience in Armed Security Guard services or law enforcement is preferred. The Guard must carry their valid Security Officer Identification Card at all times while performing their duties, and must present it for inspection when requested by the Agency or any law enforcement officer.
- 3.3.6. 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.

3.4. Uniforms and Equipment

- 3.4.1. Armed 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, with proper alterations, uniform belts and appropriate type shoes, at no cost to the State. The Contractor is responsible for furnishing a minimum of two complete seasonal uniforms, and ensuring uniforms are without rips and frays and are not combined with civilian clothing.

- 3.4.2. 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.
- 3.4.3. Contractor shall have backup uniforms on hand at all times in the event an employee needs one. Failure to have uniforms available to officers in order to provide Armed Security services as described within this contract is not an acceptable reason not to provide an Armed Security Guard. This shall result in a deficiency complaint being filed with the Office of State Procurement which may result in termination of contract.
- 3.4.4. Armed Security Guards shall be provided equipment which allows for communication with their supervisor, their home office, 911, the local police and the Agency and Contract Points of Contact. Keys or access cards may be issued to the Armed Security Guards by the Agency, which shall be secured and maintained by the Contractor.
- 3.4.5. The 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.

3.5. Armed Security Guard Responsibilities

- 3.5.1. Immediately upon reporting for duty, the Armed Security Guard shall (unless specifically instructed otherwise by the Agency):
 - 3.5.1.1. Occupy their designated work station on time, dressed in uniform, with all required equipment ready to assume their daily duties at the time specified by the Agency.
 - 3.5.1.2. Remain awake and alert at all times.
 - 3.5.1.3. Prevent unauthorized personnel from being on the Agency's premises at any time.
 - 3.5.1.4. 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 and out on a daily log provided by the Agency, unless specified differently. The Armed Security Guard is required to hand in the daily log book to the Agency's Point of Contact when the book is completely filled.
 - 3.5.1.5. Read all entries from the previous shift and become acquainted with any problems and incidents that may have occurred.

- 3.5.1.6. Confer with the Agency's Point of Contact, if present, or the Armed Security Guard being relieved to ascertain if there are any special instructions for the upcoming shift.
- 3.5.1.7. Keep lines of communication between the Contractor, the Agency's Point of Contact and, when appropriate, the Office of State Procurement open at all times.
- 3.5.1.8. Ensure that any incident 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. Armed Security Guards 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.
- 3.5.1.9. Possess the ability to restrain and detain persons as necessary to ensure the safety of the Agency's staff and customers.
- 3.5.1.10. Appear in court to testify regarding incidents which occur in and around the Agency's location.
- 3.5.1.11. Carry a holstered firearm when on duty that must remain in their possession at all times. 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 ammunition in order to perform their contracted duties. The use of personal weapons is strictly prohibited. Weapons regulated for armed Guard use according to the Louisiana State Board of Private Security Examiners are:
 - 3.5.1.11.1. .38 caliber revolver
 - 3.5.1.11.2. .357 caliber revolver
 - 3.5.1.11.3. 9mm semi-automatic
 - 3.5.1.11.4. .40 caliber semi-automatic
 - 3.5.1.11.5. .45 caliber semi-automatic

3.6. Work Hours and Compensation

3.6.1. Standard Workday

- 3.6.1.1. Contractor shall ensure there is one (1) Armed Security Guard per shift from 7:00 AM to 5:00 PM Monday through Friday. The Armed Security

Guard is allowed a 30-minute lunch break. The Armed Security Guard may leave their post during lunch but must remain on the premises.

- 3.6.1.2. The schedule time may be adjusted, and the office shall give notice to Contractor should the scheduled hours be adjusted.

3.6.2. Holidays

- 3.6.2.1. Holiday rates shall only be paid for Armed Security Guards authorized to work by the Agency on a state observed holiday.
- 3.6.2.2. The holiday rate of pay will be 1.5 times the chargeable hourly rate.
- 3.6.2.3. The following holidays are observed by the state: New Year's Day, Martin Luther King, Jr. Day, Mardi Gras Day, Good Friday, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day. Additional holidays may be proclaimed by the Governor and/or Commissioner of Administration.
- 3.6.2.4. The Agency shall notify the Contractor and Armed Security Guard of any state designated or special/emergency office closure days for which the Contractor shall not bill the Agency.

3.6.3. Overtime

- 3.6.3.1. The overtime rate of pay will be 1.5 the chargeable hourly rate.
- 3.6.3.2. Overtime is the number of hours in excess of the standard 40-hour work week.
- 3.6.3.3. Overtime is not allowed unless approved by the Agency.
- 3.6.3.4. The Agency shall not be responsible for paying overtime for a replacement Armed Security Guard when the regularly scheduled Armed Security Guard is not available.

3.6.4. Adequate Staffing

- 3.6.4.1. There must be a minimum of one (1) Armed Security Guard for each office location.
- 3.6.4.2. Additional Armed Security Guards may be requested depending on the size and need of each facility. Contractor shall provide the number of Armed Security Guards being requested.

3.6.5. Payroll Guarantee

Contractor shall pay all employees on a regularly scheduled basis either weekly, bi-weekly, or monthly in accordance with contractor's payroll policy and procedure. All invoices submitted to the Agency will be processed in a timely manner within thirty (30) business days of receipt of invoice. Contractor is responsible for ensuring that sufficient funds are available in their account before distributing payroll checks to *Armed Security Guards*. Non-payment of employees providing *Armed Security* services to the Agency shall not exceed thirty (30) calendar days. Failure to pay employees within the established timeframe shall result in the Agency filing a deficiency complaint with the Office of State Procurement for further investigation and corrective action. Repeat violations of this clause shall result in termination of contract and prohibition of future bids.

3.7. Reporting Requirements

- 3.7.1. Complete and accurate records must be maintained by the Contractor to substantiate services provided to the Agency. Monthly shift reports/time sheets must be submitted to the Agency Point of Contact. The Contractor's records must include the Armed Security Guard's name, position description, location, date of service and time/shift service was provided.
- 3.7.2. On a periodic basis, and/or at the request of the Agency, the Contractor shall conduct an examination and review of the Armed Security Guard's performance while on duty. A report shall be submitted to the Agency and shall contain the following information: findings of compliance inspections, documented information (such as the date), Armed Security Guard's name and comments regarding the Armed Security Guard's performance.
- 3.7.3. The Agency reserves the right to request additional reports with information as needed.

3.8. Miscellaneous Requirements

- 3.8.1. The Contractor is responsible for setting up a schedule for the cleaning, inspection and maintenance of weapons at a specific site.
- 3.8.2. No smoking shall be allowed in buildings other than designated smoking areas.
- 3.8.3. No office areas are to be used or disturbed by the Armed Security Guard unless permitted by the Agency.
- 3.8.4. No personal phone calls are to be made from any of the Agency's telephones.
- 3.8.5. No Armed Security Guard shall bring onto any site location(s) any weapon or dangerous instrument other than legal pre-authorized/Agency approved weapon.

- 3.8.6. No Armed 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.
- 3.8.7. No Armed Security Guard shall be under the influence or carry the odor of alcoholic beverages while on duty, nor shall any Armed Security Guard carry or consume any alcoholic beverages while on duty or on the Agency's property.
- 3.8.8. No Armed Security Guard shall be under the influence of, carry or ingest a controlled substance while on duty, except as prescribed by medical authorities, and then only if the Armed Security Guard's performance of duties will not be impaired in any way.
- 3.8.9. No Armed Security Guard shall use foul, profane or any other inappropriate language.
- 3.8.10. Violation of the above reasonable work rules shall subject the Armed Security Guard to disciplinary action up to and including discharge.

3.9. Performance Issues

- 3.9.1. "Non-Performance" shall be noted as failure to meet the requirements as specified in the Contract. Non-performance will be at the discretion of the Agency.
- 3.9.2. 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 the commencement of the Contract.
 - 3.9.2.1. First Occurrence – Verbal warning: Requires the Contractor to immediately perform the services in accordance with the Contract.
 - 3.9.2.2. Second Occurrence – Written documentation: Notice from the Agency to the Contractor.
 - 3.9.2.3. Third Occurrence – Written documentation and deduction of 1/60th of monthly invoice amount for each job incomplete or non-conformity.
 - 3.9.2.4. Fourth Occurrence – Written documentation and deduction of 1/30th of monthly invoice amount for each job incomplete or non-conformity.
- 3.9.3. The Agency shall notify the Contractor of reported performance issue(s). The Contractor has 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 Agency's written notice of deficiencies in performance within the required number of specified days in each notice may constitute grounds for Contract termination.

- 3.9.4. 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 performance issues.