

Draft Specification 990D87 - Guard Services at Welcome Centers and Rest Areas

A. Responsibilities – Contractor

1. The contractor shall furnish guards to protect designated property against fires and thefts and to prevent damage or destruction by sabotage, riots or other intentional acts of violence.
2. The contractor shall furnish guards for each protected property on the days and at the times identified in the bid documents. The days and times are approximate and are subject to change by ALDOT. Actual days and times shall be specified in the “post orders” for each protected property.
3. The contractor shall furnish guards in strict conformity with the practice and standards as may be prescribed by the department from time to time.
4. The contractor shall furnish guards completely outfitted with uniforms, badges and all necessary equipment.
5. The contractor shall neither furnish, nor allow guards to carry, handguns, firearms, tasers, pepper spray or other similar items while on duty.
6. The contractor shall furnish replacement or substitute guards for regularly assigned guards whenever necessary. The contractor shall furnish a trained/experienced replacement guard within two hours maximum when an on-duty guard becomes unable to continue or is removed from duty.
7. The contractor shall furnish additional guards as requested in case of alarm out, power out, or other emergency conditions.
8. The contractor shall designate a local or toll-free contact phone number to be staffed twenty-four hours a day, seven days per week. The phone shall be staffed by a company employee or an answering service, but not an answering machine. The contractor must respond to the phone calls within thirty minutes. The contractor must furnish the phone number to ALDOT and to the purchasing division prior to the issuance of a purchase order.
9. The contractor shall carefully investigate the character, integrity, reputation, honesty, sobriety, truthfulness and reliability of all guards to be furnished to ALDOT. Copies of all applications and a record of all such investigations shall be open to inspection, review

and reproduction by ALDOT. If required by the Division Engineer, copies of applications shall be provided by the contractor prior to a new guard beginning work.

10. The contractor and ALDOT shall jointly perform a site security survey of the protected property to determine the duties and responsibilities of the guards, including the number and location of primary posts, scheduled duty hours, maintenance of “pass-on” logs, frequency of security patrols, security patrol routes, security patrol stations and frequency of unannounced supervisor visits. The contractor shall schedule and conduct the site security review and publish a comprehensive “post order” within fourteen days of issuance of a purchase order.
11. The contractor shall supervise the performance of the guards and shall, within the intervals specified in the “post orders” and at unannounced times, visit the protected property to determine the manner in which the guards are discharging their duties. The guard’s duty logs shall be reviewed during each visit and signed off by the contractor. The contractor shall submit written documentation of each visit and associated findings to designated ALDOT personnel within five business days of the visit.
12. The contractor shall purchase and install an ALDOT-retained complete guard tour verification system for each protected property.
13. The contractor-provided guard tour verification system shall be either a Guardsman Mechanical Watchclock System, Model GDS-12, manufactured by Detex or a GCS ProxiPen Kit manufactured by Detex. Selection of the system shall be determined by the appropriate ALDOT Division Engineer. Each installation shall include all necessary components to produce a fully functional system. Each installation shall be configured so that reports, whether printed or electronic, are delivered directly to designated ALDOT personnel.
14. The contractor shall install the selected guard tour verification system, including the placement of keys, radio frequency ID (RFID) tags, etc., as determined by the site survey and documented in the “post order”.
15. After installation of the guard tour verification system is complete, the contractor shall conduct a walk-through of the system with ALDOT. Upon successful demonstration to ALDOT that the system, including all reporting functions, is working correctly, ALDOT will reimburse the contractor for the actual cost of the installed system upon receipt of copies of the appropriate invoices and the warranty documentation.

16. The contractor shall be responsible for maintaining the guard tour verification system in working order at all times. During times when the verification system may be unavailable, the contractor shall provide a no-cost backup verification system acceptable to the ALDOT Division Engineer. Repairs to the verification system must be approved by ALDOT in advance and, once complete, may be submitted to ALDOT for reimbursement.
17. When the bid documents specify the use of a vehicle at a protected property by the guards, it shall be furnished by the contractor.
18. All vehicles used by the guards that enter the protected property, whether required for patrols or not, shall be marked on each side with a star and the words "Security Police" therein. The star and the wording shall be colored so as to stand out against their backgrounds and may be magnetized for easy removal.

B. Responsibilities – Guards

1. Guards shall at all times and to the best of their ability perform their assigned duties and shall promptly report to designated ALDOT personnel all fires, thefts, attempted thefts, suspicion of thefts, damage or destruction of property, suspicion of damage or destruction of property, sabotage or attempted sabotage, suspicion of sabotage or attempted sabotage, riots, acts or attempted acts of violence and all other matters relating to the safety of the protected property which are discovered by the guards or which in the exercise of due diligence should be discovered. Reports are to be immediately made to ALDOT designated personnel in-person, by phone or by radio. Written documentation of all such reports shall be submitted to designated ALDOT personnel within 24 hours of the event.
2. Guards shall be subject to all ALDOT policies and regulations while on the premises of the protected property.
3. Each guard shall be physically and mentally capable of maintaining order in stressful, confrontational and dangerous situations and shall be capable of assessing when to contact law enforcement officials for assistance with removing disruptive, unruly persons from the protected property.
4. Each guard shall be capable of standing and walking for prolonged periods of time.
5. Each guard shall wear a complete uniform at all times while on duty: uniform shirt, coordinated long pants, belt, coordinated baseball style cap, coordinated uniform jacket (when needed) and dark closed-toe work shoes with socks.

6. Guards shall be courteous, neat, clean and presentable while on duty.
7. Guards will conduct defined security patrols at intervals specified by ALDOT and as documented in the post orders for each protected property.
8. Except when travelling as required between protected properties, the guards are to be on the grounds of the protected properties and are to be clearly visible and accessible to the public and to ALDOT employees.

C. Responsibilities – ALDOT

1. ALDOT will specify the principal responsibilities and duty hours of the guards.
2. ALDOT will specify the number, location and order of posts to be visited on each security patrol.
3. ALDOT will specify the intervals at which security patrols must be performed.
4. The ALDOT Division Engineer or designated representative may, for any reason, require the contractor to remove a guard and provide another guard.
5. ALDOT reserves the right to screen, including the performance of a background check, and reject any and all uniformed guards before their placement.
6. ALDOT reserves the right to require, at ALDOT's expense, guards to undergo a physical examination by a licensed physician. Should the contractor or a guard request a second opinion, those examinations shall at the contractor's expense.

D. General Requirements – Contractor

1. The contractor shall be licensed by the appropriate municipal, county, and state agencies.
2. The contractor shall carry and keep in full force at all times general liability insurance (bodily injury and property damage) with a minimum of \$1,000,000 for each occurrence and \$1,000,000 aggregate. This requirement may be covered by the contractor's general liability insurance alone or together with the contractor's excess liability insurance umbrella coverage. The contractor shall furnish insurance certificates with the bid.

3. The contractor shall carry workmen's compensation insurance in the name of the contractor sufficient under the laws of the state of Alabama. The contractor shall furnish workmen's compensation insurance certificates with the bid.
4. The contractor shall have a mandatory training program for all guards. The contractor shall furnish proof of that training program with the bid. That proof shall be by letter from a training agency or from descriptive literature submitted by the contractor.
5. The contractor shall have a drug and alcohol testing program for all guards. The testing program shall include mandatory drug testing for all new guards and random drug testing for all guards. The testing program shall also include provisions for supervisor directed drug and alcohol testing of all guards. The contractor's bid shall include proof that such a program exists and is in effect.
6. The contractor's bid shall include three or more reliable references with address, phone number and contact person. The references are to be within the state of Alabama.

E. Training, Certification and Personal Requirements

1. Guards shall have a high school diploma or G.E.D.
2. Guards shall be certified by a licensed physician as being in good health and physically fit for the performance of security duties.
3. Guards must have a working knowledge of local and state statutes regarding law enforcement and public safety. Guards must have training and experience in human relations and crowd management.
4. Guards shall not have been convicted of any felony or misdemeanor other than a violation of a motor vehicle or traffic law.

F. Contract Period

1. This contract shall be valid for a period of twelve months from the date of award.
2. This contract includes the option to renew for a second, third, fourth and fifth year.

G. IMPORTANT NOTE. Absence of any item required to be submitted with the bid shall be grounds for rejecting the bid. References to items submitted with a previous bid or that may be on file with the purchasing division do not satisfy this requirement.