



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

November 16, 2010

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER
302-857-4557

SUBJECT: **AWARD NOTICE**
CONTRACT NO. GSS10208-SECURITY_OFF
SECURITY OFFICER SERVICES - UNARMED

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OF
KEY CONTRACT INFORMATION**

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KEY CONTRACT INFORMATION

1. MANDATORY USE CONTRACT:

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REF: Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, Department of Elections, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

2. CONTRACT PERIOD:

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Each contractor's contract shall be valid for a two (2) year period from February 1, 2011 through January 31, 2013. Each contract may be renewed for three (3) additional one (1) year period through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

3. VENDORS:

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**J. R. GETTIER & ASSOCIATES, INC.
D/B/A GETTIER SECURITY
2 Centerville Road
Wilmington, DE 19808
Contact: Louis Manerchia
Phone: (302) 652-2700 collect
Fax: (302) 225-0367
Email: lmanerchia@gettier.com**

4. SHIPPING TERMS:

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Not applicable.

5. DELIVERY AND PICKUP:

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As required.

6. PRICING:

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Prices will remain firm for the term of the contract year.

ITEM	LOCATION	PRICE PER HOUR
01	New Castle County Courthouse	\$12.32
02	Kent County Courthouse	\$12.32
03	Sussex County Courthouse	\$12.32
04	Kent County Family Court	\$12.32
05	Sussex County Family Court	\$12.32
06	Div. of Child Support Enforcement - NC	\$12.32
07	Div. of Child Support Enforcement - KC	\$12.32
08	Div. of Child Support Enforcement - SC	\$12.32
09	Hudson SSC	\$12.32
10	Georgetown SSC	\$12.32
11	Milford SSC	\$12.32
12	People's Plaza II, Dover	\$12.32
13	Belvedere State Service Center	\$12.32
14	Williams SSC	\$12.32
15	Milford SSC – WIC	\$12.32
16	Absalom Jones CC	\$12.32
17	Brandywine Zoo	\$12.32
18	Carvel Bldg.	\$12.32
19	DNREC, Richardson & Robbins Bldg.	\$12.32
20	900 King Street	\$12.32
21	Smyrna Rest Area	\$12.32
22	Townsend Bldg.	\$12.32
23	Del Tech - Wilmington	\$12.32
24	Del Tech - Stanton	\$12.32

ADDITIONAL TERMS AND CONDITIONS

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7. BILLING:

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

8. PAYMENT:

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

9. PRODUCT SUBSTITUTION:

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

10. ORDERING PROCEDURE:

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

11. REQUIREMENTS:

This contract will be issued to cover the Unarmed Security Officer requirements for the New Castle County Courthouse, Kent County Courthouse, Sussex County Courthouse, Kent County Family Court, Sussex County Family Court, Division of Child Support Enforcement, Smyrna Rest Area, Division of State Service Centers, Division of Corporations-Townsend Bldg., DNREC – Richardson and Robbins Bldg., Absalom Jones Community Center, Carvel Bldg, Old Courthouse (900 King Street), and the Brandywine Zoo and shall be accessible to any School District, Political Subdivision, or Volunteer Fire Company.

12. HOLD HARMLESS:

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

13. NON-PERFORMANCE:

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

14. FORCE MAJEURE:

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

15. AGENCY'S RESPONSIBILITIES:

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.

16. FORMAL CONTRACT AND/OR PURCHASE ORDER:

No employee of the Contractor(s) is to begin any work prior to receipt of a State of Delaware Purchase Order signed by authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office. A purchase order, telephone call, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Contractor(s).

17. VENDOR RESPONSIBILITY:

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or a subcontractor provided it. Subcontractors, if any, shall be clearly identified in the Vendor's proposal.

18. TERMINATION OF INDIVIDUAL ORDERS OR PURCHASE ORDERS:

As a central contract, the contract resulting from this RFP shall include individual orders from state agencies and other entities authorized by law to procure from this contract. The individual orders may be terminated as follows:

- a. Termination for Cause - If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner his obligations, or if the Vendor violates any of the covenants, agreements, or stipulations of this contract, the Agency shall have the right to terminate the P.O. by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor in the performance of the P.O. shall, at the option of the Agency, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the Agency.
- b. Termination for Convenience - The Agency may terminate the P.O. at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the department, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the Agency.
- c. Termination for Non-Appropriations - In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

19. CHANGES:

Both parties may, from time to time, require changes in the services to be provided by the Vendor under the Scope of Work. Such changes, including any increase or decrease in the amount of the Vendor's compensation, which are mutually agreed upon by and between the Agency and the Vendor shall be incorporated in written amendments to the Purchase Order or contract.

20. RIGHTS AND OBLIGATIONS:

The rights and obligations of each party to this agreement shall not be effective, and no party shall be bound by the terms of this agreement, unless and until a valid executed purchase order has been approved by the Secretary of Finance, and all procedures of the Department of Finance have been complied with. A separate purchase order shall be issued for every project.

21. TERMINATION OF CONTRACT:

As a central contract, the contract resulting from this RFP may be terminated as follows by Government Support Services.

- a. Termination for Cause - If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least 30 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.
- b. Termination for Convenience - The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.
- c. Termination for Non-Appropriations - In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

22. AMENDMENTS:

This contract may be amended, in writing, by mutual agreement of the successful vendor and Government Support Services.

SCOPE OF WORK:

A. OVERVIEW:

The Vendor(s) shall provide all equipment, materials and labor to supplement the State of Delaware's need for SECURITY OFFICER SERVICES - UNARMED as described herein. The contract will require the Vendor(s) to cooperate with the ordering agency to insure the State receives the most current state-of-the-art material and/or services.

B. STATEMENT OF NEEDS:

The Contractor shall furnish all labor, personnel, equipment and supplies necessary to perform unarmed security officer services for the various locations in strict conformity with the methods and conditions specified herein. Vendors must provide pricing for the items listed in the Excel Spreadsheet, Appendix A.

C. DEFINITIONS:

1. "Agent" – The designated representative of the State of Delaware who has the responsibility for overseeing Contractor performance within a specific agency.
2. "Security Company" – A licensed and bonded detective agency under the laws of the State of Delaware and the regulation of the Board of Examiners of the Delaware State Police and Private Detectives.
3. "Proposal" – An offeror's response to the Request for Proposal (RFP) including information, rates and fees and detailing the information required by the RFP.
4. "Employee" – A licensed security officer employed by the Security Company. The Contractor shall obtain a security clearance and a security officer license for any current, new, or other employees working under this contract from:

Division of State Police
Bureau of Identification
Detective Licensing
655 Bay Road
Dover, DE 19901
Phone: (302) 739-5871

- * The building is located in the Blue Hen Mall and Corporate Center; Suite 1B.

D. STANDARDS AND QUALIFICATIONS OF SECURITY OFFICERS:

In order to be considered, the bidder shall be experienced in the provision of office and commercial security unarmed services.

The bidder shall demonstrate sufficient staff availability and organizational abilities to provide consistent and continuous services as required in the specifications.

Each security officer shall meet the following general requirements:

1. Shall be at least twenty-one (21) years of age.
2. Shall be a high school graduate or equivalent, with at least two years experience in security enforcement work.
3. Shall have the ability to meet and deal positively and courteously with the general public.
4. Shall speak; read and write English fluently, comprehend general orders and policy statements and possess the ability to communicate effectively both orally and in writing.
5. Shall be able read, understand and apply printed rules and directions.
6. Shall maintain poise and self-control.
7. Shall be able to stand and/or walk for an entire shift.
8. Shall be capable of self-defense, to ward off a potential attacker or to protect a citizen from attack.
9. Shall be able to climb stairs, run and lift objects weighing up to 50 pounds.
10. Shall be certified in CPR by the American Red Cross for the specified locations identified in the specifications.
11. Shall be well proportioned in height and weight, and in good general health without physical defects or abnormalities which may interfere with the performance of duties.
12. Shall be free of any communicable disease.
13. Shall possess binocular vision, correctable to 20/20.
14. Shall be capable of hearing ordinary conversation at 20 feet and whispered conversation at 10 feet without the benefit of artificial hearing devices.
15. Shall be certified in AED by the American Red Cross for the specified locations identified in the specification.

E. TRAINING:

1. Adequate training of the security officers must be assured.

Upon award of the contract, one instruction period (the length of which shall be determined by the appropriate Agent) will be provided by the Agent for all employees under this contract. Thereafter, a like instruction period shall be provided by the Security Company for new employees prior to assignment to a position or facility. The Security Company shall send a qualified representative to the initial agency instruction period that shall be responsible for the training of the new employees during the term of the contract. The Agent and the Security Company shall mutually agree on the person who shall be trained to instruct new security officers during the term of this contract. All cost for training new security officers shall be borne by the Security Company.

2. The Agent shall provide an initial orientation to the facility.

The orientation will include but is not limited to:

- a. Tour of the facilities
- b. Fire and safety equipment
- c. Maintenance equipment
- d. Fire Alarm system
- e. Security system
- f. Emergency procedures
- g. Use of incident report
- h. Organization and mission of the Agency
- i. Post assignments
- j. Response procedures to emergencies, fire alarms, injured or sick persons, bomb threats, police assistance, or other disasters.
- k. Orientation to Agency programs
- l. Sign-in and out procedures

F. SECURITY OFFICER EQUIPMENT:

The Security Company shall issue each security officer such protective devices or communications equipment as specified by the contract.

G. SECURITY OFFICER UNIFORM AND APPEARANCE:

A standardized dress code for security officers is defined below. The uniform shall be provided by the Contractor and shall include:

1. Identification Badge – shall be worn on the outer garment, easily visible
2. Dress shirt, slacks, tie – shall be clean and pressed
3. Shoes – in good repair and polished
4. The uniform shall **NOT** be similar in design, color or appearance to that of the Capitol Police, the City of Wilmington Police Department, the New Castle County Police, the Delaware State Police or any other recognized police agency or department within the State of Delaware. The Office of Management and Budget, Government Support Services shall be the sole authority with regard to acceptable uniform design. A color photograph of the uniform(s) shall be furnished with the bid showing front, side and back views for summer and winter uniforms. All costs for uniforms shall be borne by the Security Company.

H. ASSIGNMENT OF SECURITY OFFICERS:

1. Prior to the placement of any security officer in State Facilities, he/she shall be required to complete a Contract Security Personnel Form (enclosed), which will be reviewed by Capital Police.
2. The Security Company shall not reassign an employee without the approval of the appropriate Agency.
3. At any given location, the average monthly security officer turnover rate shall **NOT** exceed 20%. If the average rate exceeds 20%, the vendor may be judged as not in compliance with the terms and conditions of the contract and shall be subject to the remedies herein.
4. The Security Company shall upon notice by the Agent replace any security officer(s) within twenty-four (24) hours with or without cause shown. Failure to replace the security officer within the twenty-four (24) hours may be grounds for denying payment for the period in question.
5. The Agent has the authority to set and/or change shift assignments of the Security Company at any time such change is deemed necessary.
6. The Contractor is encouraged to assign the same employees to the same shift on the same days of the week. This is to ensure these employees become totally familiar with all phases of the assigned responsibility, and that the agency staff becomes familiar with them.
7. Replacement security officers shall have prior clearance and be trained in all aspects of the required duties to the satisfaction of the Agent.

H. ASSIGNMENT OF SECURITY OFFICERS (continued):

8. Security Officers will be expected to work a post until a replacement officer can report. Security Officers shall not leave their post until properly relieved of their duties.
9. The Contractor shall at no time furnish security officers who have not met, or will not meet within thirty (30) days the minimum qualifications and training as required by the contract, including those who have been interviewed and cleared through the Agent.
10. All security officers shall be punctual and have a good attendance record. Officers who have a record of unauthorized absences will not be allowed to continue to work under this contract.
11. Security Officers shall make no arrest or detention without express written instructions or consent of the Director of the Agency. Officers shall not sign a complaint on behalf of any State Agency or Agency employee, request towing of any vehicle without the consent of the Agent.
12. Prior to start of any work, The Security Company shall furnish to the appropriate agent, the age and qualifications of the security officers assigned under this contract. The Security Company shall also furnish each officer's rank, tenure, and a detailed listing of company training programs received including course description, subject matter, and the instructor's qualifications.
13. Within five (5) days after the award of this contract, the contractor shall submit (in writing) to the appropriate Agent, the names, social security numbers and birth dates of all employees who will be working under this agreement. All prospective employees must clear a security check and submit a Delaware SPI background check and Criminal History Record to the agency before they are permitted to work. The same information for new employees shall be submitted ten (10) working days prior to their scheduled starting date.

I. SECURITY OFFICER LOGS:

Security Officer Logs are to be provided and maintained for each facility in accordance with the specifications.

1. The Contractor shall provide a log book in the form of a ledger for daily shift entries of all activities and special notices. The logbook format must meet the approval of the Agency. This log book is to be reviewed weekly by the Agent or his/her representative, and the security services' supervisor, and signed or initialed by both. Any unusual entries must be brought to the attention of the Agent or his/her representative. In addition, the representative of the Security Company shall advise the Agent of any position vacancies prior to their occurrence. This shall include absenteeism, vacations, holidays, etc.
2. A regular weekly review meeting will be scheduled between the Agent or his/her representative, and the designated representative of the Security Company as appropriate, at an agreed upon day of the week and time.

I. SECURITY OFFICER LOGS (continued):

3. All security officers shall sign in and out in the log book. At the beginning of each shift, all security officers shall prepare the officer's log by assigning that day's date in the upper right hand corner of the page. The officer on duty on that shift will then print his/her name followed by his/her signature in the appropriate space.
4. All incidents must be reported in this log, which shall be available for inspections.
5. At the conclusion of each shift, officers will leave the log for review by their supervisor, who will then bring all logs and reports to meetings scheduled with the Agent or his/her representative. The supervisor shall provide the Agent or his/her representative with a copy of the log prior to scheduled meetings.
6. All entries in the security officer's log shall be printed and readable. Any falsification of information written or printed in the log is grounds for denying payment to said Contractor for all shifts containing false entries.

J. SECURITY COMPANY:

1. The Security Company shall furnish detailed information of life insurance, health and retirement programs sponsored for its employees.
2. The Security Company shall provide Branch Level Supervisory site checks at each location as determined by the appropriate Agent, but no less than once weekly.

K. TERMINATION OF CONTRACT:

The Agency may terminate the contract at the time it sells or gives up control of the facility/property.

L. HOURLY BILLING RATES:

The hourly rate submitted as the base price to the Bid shall be for non-overtime work regardless of the day of the week, or hour of the day the work is to be performed. This same rate shall be used when required by the State to work special hours providing additional security services under the contract. The State shall not be responsible to pay overtime rates made necessary due to the contractor's failure to provide security officers at non-overtime rates. Overtime, which is the responsibility of the State, must be approved by the Agent in advance. The hourly billing rates will be used in computing additions to, or deductions from the monthly payment to the contractor for changes to the specified duties and services, for extra work required by the State or for penalties imposed on the Contractor as indicated elsewhere in the Specifications. Each hourly rate shall include direct wages, all indirect expenses, material and supplies normally used, use of any equipment and the contractor's overhead and profit.

M. INVOICES:

1. Payment of Invoices:

- a.** At the end of each calendar month, the Contractor shall render to the Agent or his/her designee their invoice in triplicate for work done during the month. Invoices shall indicate the number of non-overtime work hours for the entire month. The Contractor shall indicate their Federal Tax Identification number on the face of each invoice billed to the State.
- b.** Each invoice submitted shall clearly identify the month for which payment is due under this invoice period in a conspicuous place on the face of the invoice. The cost of the Contractor's On-site Commander shall be included in the supervisory hourly rates listed on the base bid on the enclosed Bid Proposal Form. Willful misrepresentation of any facts whatsoever shall constitute just cause for termination of the contract.
- c.** The Agent or his designee shall not be responsible for any invoice submitted prior to the last day each month as called for in 12.1.a above or after the 15th of the following month for which the service was rendered.
- d.** Contractor shall maintain time sheets, training attendance records, required certifications and any other documentation referenced in these specifications for a period of three years following the contract. Further, the contractor shall produce any and all backup documentation with five (5) business days of a request by the Agent or the Agency Assistant Director. Failure to provide backup documentation shall constitute grounds for reduction of the invoice, pro-rated based on the period of time for which documentation is not provided.
- e.** Additions or deletions to the bid amount for changes to the scope of work shall be made in accordance with the hourly rates submitted with the bid.

2. Adjustment of Charges:

- a.** Upon the occurrence of any of the acts or omissions listed below, or elsewhere in the specifications, there shall be equitable adjustment of the Contract Security Officer Service charges to fairly reflect the reduced value of its services.
- b.** For any security officers working at this site that have not been properly trained in advance of assignment, their time shall be reduced from the total number of hours worked.
- c.** Failure to maintain complete records of all hours of each security officer assigned to the facility engaged in working.
- d.** Failure to maintain complete records, reports and logs of events occurring on each assigned post for each tour of duty.
- e.** Falsification of any entries in the security officer log by the Contractor's personnel.
- f.** Improper or incomplete dress of security officers.

2. Adjustment of Charges (continued):

- g. Failure to conduct a proper background investigation of all security officers assigned, including educational requirement.
- h. The State having utilized State personnel to provide security when the Contractor fails to do so under the provisions of this contract.
- i. The contractor fails to adequately train extra or replacement security officers as specified by the specifications.
- j. Security officers asleep on post or excessive telephone/cell phone misuse or use of/any activity which involves video games, DVD players, computers and televisions.

N. STATE'S RIGHTS:

Nothing in these conditions shall be deemed to limit the State's right or remedies in the event the State's actual damage exceeds the amount withheld from billing. The State's failure, at any time, to require performance of the provisions shall in no way affect the State's rights to enforce it for subsequent occurrences. If the Agent finds it necessary to assign State personnel to provide security for any amount of time for which the Contractor was responsible under this contract; the State reserves the right to refuse payment for that period of time the Contractor failed to provide services, and to hold the Contractor liable for any wages paid to State personnel to perform security duties normally performed by the Contractor.

O. PROJECT MANAGER:

The Contractor shall provide the name and telephone number of a "project manager" who will serve as their representative and will be the primary contact with the State. This person will be available during normal hours and at other times in case of emergency, to make all necessary arrangements for security services.

Contractor shall provide one (1) Site Commander who will be responsible for the entire security plan for the facilities and will represent the Contractor in all matters of concern regarding this contract in terms of:

- 1. Supervising all watches
- 2. Making up a weekly watch schedule and submitting a copy to the Agent.
- 3. Reading daily security log to ensure that all entries made are done so as directed by Agent.
- 4. Meeting with Agent or his/her representative on bi-weekly basis and bring to their attention any problem(s) that is or may be affecting any aspect of security operations at the facility.

O. PROJECT MANAGER (continued):

5. Assuring all watches are covered as directed by these specifications, and that, all security officers are properly relieved and dealing with the Contractor at the highest local level if necessary should a problem arise in this regard.
6. Do a daily read out of the logbook making note of any rounds missed and checking the log for a notation as to why rounds were missed.
7. Following all directives given to him by the Agent.
8. Doing a work up of the security officers' daily time sheet.
9. Shall assure that each security officer is thoroughly trained in every aspect of watch standing at this facility, or as specified by this contract, prior to these security officers standing any watch alone.
10. Shall be available from Monday 7:30 a.m. to the following Friday 5:30 p.m. per week, five (5) days per week basis and will respond to the facilities to direct operations as needed or requested by the Agent, and must have a home telephone with that number registered with the Agent. Shall provide a 24 hour telephone number for access by the Delaware Health and Social Services Campus. Additionally, the Brandywine Zoo is a seven day a week operation, and the contractor shall provide a telephone number and contact 24 hours a day, seven days per week.
11. Shall make no less than one (1) visit per week to the site to check on the security officer and to deal with any problems that may arise.

P. HOLIDAY PAY:

The contractor shall assume all costs for holiday pay.

**NEW CASTLE COUNTY COURTHOUSE, KENT COUNTY SUPERIOR COURTHOUSE,
SUSSEX COUNTY COURTHOUSE**

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: New Castle County Courthouse
Kent County Courthouse
Sussex County Courthouse

SHIFTS: 12:01 AM – 7:00 AM: MONDAY THROUGH FRIDAY – ONE OFFICER (NCCCH)
12:01AM – 8:00AM: MONDAY THROUGH FRIDAY – ONE OFFICER (NCCCH)
12:01 AM – 8:00 AM: SAT, SUN & HOLIDAYS – ONE OFFICER (NCCCH)
4:00 PM – 12:00 MIDNIGHT: MONDAY THROUGH FRIDAY – ONE OFFICER (NCCCH)
8:00 AM – 4:00 PM: SAT, SUN & HOLIDAYS – ONE OFFICER (NCCCH)
8:00 AM – 4:30 PM: MONDAY THROUGH FRIDAY – ONE OFFICER (KCCH)
4:30 PM – 12:00 MIDNIGHT: MONDAY THROUGH FRIDAY – ONE OFFICER (KCCH)
8:00 AM – 1:00 PM: SATURDAY – ONE OFFICER (KCCH)
4:30 PM – 10:00 PM: MONDAY THROUGH FRIDAY – ONE OFFICER (SCCH)
10:00 AM – 5:00 PM: SAT, SUN & HOLIDAYS – ONE OFFICER (SCCH)

A. **START OF SHIFT:**

All security officers shall report to their assigned areas at the beginning of each shift prepared to assume their duties.

B. **DEFINITION OF A SHIFT:**

The security officer's shift shall consist of two on-duty periods separated by one-half hour lunch period taken between the hours of 12:00 p.m. – 2:00 p.m. The two on-duty periods shall equal eight hours.

C. **DEFINITION OF AN EIGHT HOUR SHIFT:**

1. A shift shall consist of eight (8) consecutive hours on duty or two (2) on duty periods separated by a meal period.
2. During the shift the security officer shall remain within monitoring range of the security station except where exempted by SOP.
3. The security officer shall not be considered off duty unless he/she has been relieved by the next shift officer or by Capitol Police. Under no circumstances will the facility be left unprotected.

**NEW CASTLE COUNTY COURTHOUSE, KENT COUNTY SUPERIOR COURTHOUSE,
SUSSEX COUNTY COURTHOUSE**

STATEMENT OF WORK – (Continued)

D. DAILY ROUTINE:

1. Security officers shall meet and greet the public as they enter facilities and security screen all persons entering the facility as required SOP.
2. Security officers shall monitor all alarm and building systems at their post. These include but are not limited to: Fire alarms, panic alarms, elevator alarms, door alarms and building system alarms.
3. Security officers shall monitor CCTV security camera screens.
4. Security officers shall make key hit rounds of facilities.
5. Security officers shall initiate and maintain sign-in logs for visitors, employees, and contract cleaners.
6. Security officers shall initiate and maintain daily report logs and report in writing any special incidents.
7. Security officers shall respond to telephone calls per SOP.
8. The contract security shall acquire a working knowledge of their assigned facility and monitor and report all discrepancies to the appropriate agency.

E. CERTIFICATION:

All security offices shall be certified in CPR by the American Red Cross. The certification shall be current during their assignment to this contract.

F. PURCHASE ORDER:

Purchase Orders will be issued by the Secretary's Office of Public Safety. The northern operation Commander of the Capital Police will be responsible for directing all work for those locations. Contact Sgt. Jack Kirkpatrick (302) 577-3801 on all matters pertaining to the execution of the work for those areas.

**KENT COUNTY FAMILY COURT
& SUSSEX COUNTY FAMILY COURT**

STATEMENT OF WORK

POSITION: TWO (2) SECURITY OFFICER (ONE IN EACH COUNTY)

LOCATION: Kent County Family Court – 400 Court Street, Dover, DE 19901
Sussex County Family Court – 22 The Circle, Georgetown, DE 19947

The Security Company will provide one (1) unarmed security officer in each County.

SHIFTS: Kent County: Monday – Friday, excluding legal State holidays 4:00 p.m. – 9:00 p.m.
Sussex County: Monday – Friday, excluding legal State holidays 4:00 p.m. – 9:00 p.m.
* Overtime may be required by the Courts in terms of extended shifts or holiday and weekend hours. There should be some flexibility considered as to the hours as these times may change in the future.

A. **DAILY ROUTINE:**

1. The security officer assigned to each County will be stationed at the security desk on the first floor of the building. The security officer will be at this desk until the building closes at 4:30 p.m. The security officer will be responsible for screening litigants that enter the court through the magnetometer. They will also screen all parcels that are brought into the court through the x-ray machine. They will also be responsible to monitor security cameras, panic alarms, and other security equipment. The security officer will remain at this station until all litigants have completed their business and will be responsible to secure the front doors.
2. The security officer will be expected to follow procedures relating to evening security. This shall include the completion of a Daily Activity Sheet and Daily Sign in Sheet relating to the cleaning crew assigned to the buildings. Additionally, the security officer will be responsible to sign in and out all members of the cleaning company, issue and collect all necessary key cards and keys that the company may require.
3. The security officer will be expected to conduct security rounds of both the interior and exterior of the building according to SOP and in coordination with the Family Court Security Supervisor.

**KENT COUNTY FAMILY COURT
& SUSSEX COUNTY FAMILY COURT**

STATEMENT OF WORK

B. PROCEDURES FOR REPORTING PROBLEMS:

1. If a mechanical problem occurs in either County the security officer should contact the Security Supervisor in the County. If a problem occurs after hours the security officer should call 659-2341 in either County. This is the number of the Communications Center that handles all after hours calls for Facilities Management.
2. In an emergency the security officer should call 911. For non-emergencies in Kent County they should call 739-4863 and Sussex County 855-2980. Both numbers listed here are non-emergency number for the Communications (dispatch) in both Counties.

C. PROCEDURES FOR END OF SHIFT:

End of shift procedures include:

1. Turning off all unnecessary lighting.
2. Securing all required interior and exterior doors.
3. One of the two required exterior checks are to be performed just before end of shift.
4. Lock both gates to the employee lot (Kent County only).

D. MISCELLANEOUS:

Additional duties may be assigned as determined by the Security Supervisor in either County.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	NEW CASTLE CO COURT	SUSSEX CO COURT	KENT COUNTY COURT
Feb. 2011	588	166.00	340
Mar. 2011	657	182.50	388
Apr. 2011	635	185.50	361
May 2011	658	191.00	372
Jun. 2011	634	177.00	372
Jul. 2011	651	192.50	361
Aug. 2011	657	182.50	388
Sep. 2011	642	184.00	372
Oct. 2011	636	187.00	345
Nov. 2011	658	198.00	372
Dec. 2011	658	191.00	377
Jan. 2011	658	191.00	372
Total	7732	2228	4420

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	KENT COUNTY FAMILY COURT	SUSSEX COUNTY FAMILY COURT
Feb. 2011	100	100
Mar. 2011	115	115
Apr. 2011	100	100
May 2011	105	105
Jun. 2011	110	110
Jul. 2011	100	100
Aug. 2011	115	115
Sep. 2011	105	105
Oct. 2011	100	100
Nov. 2011	95	95
Dec. 2011	105	105
Jan. 2011	105	105
Total	1255	1255

DIVISION OF CHILD SUPPORT ENFORCEMENT (DCSE)

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: New Castle County Office - 84A Christiana Road, New Castle, DE 19720
Kent County Office - 1120 Carroll's Plaza, Dover, DE 19901
Sussex County Office - 9 Academy Street, Georgetown, DE 19947

SHIFTS: 8:00 AM – 4:30 PM: Monday through Friday, excluding legal State holidays

A. **DUTIES:**

At a minimum, Security officers for DCSE will be responsible to:

1. Patrol agency facilities to prevent vandalism, loitering, trespass, solicitations, theft, and safety concerns.
2. Record visitors to the building on a sign-in/sign-out sheet, and report unusual occurrences in the work area to the DCSE contact person as soon as possible.
3. Assist and inform clients, staff, and visitors.

B. **LOCATION SPECIFICS:**

Specific Security officer requirements for each DCSE office should consist of the following duties:

New Castle Office:

- The security officer will be stationed at a desk in the lobby.
- The work hours will be 8:00 to 4:30 on weekdays.
- The contact person is Mark Newman 395-6662, and the backup employee is Ruth McClain 395-6697.
- The security officer will make checks throughout the work area of the building approximately every ½ hour or sooner throughout the day. (Or sooner is defined as meaning: if clients enter the work area of the building the security officer will make checks between the work area, parking lot, and lobby every five minutes until the work area is clear). All checks made of the work area will be recorded on a log sheet and submitted to the contact person at the end of each week.
- The security officer will ensure that all visitors entering the building sign in and out, and maintain the sign in/out sheets in accordance with DCSE procedures.
- The security officer will maintain a copy of, and be familiar with, the evacuation plan for the building. In the event of an evacuation, the security officer would assist in maintaining order and promptly turn the sign-in sheets over to the contact person.
- The security officer will maintain a copy of the DCSE employee list for the building.
- The security officer will maintain a copy of the other occupant phone list for the building and the maintenance phone numbers for the building.

DIVISION OF CHILD SUPPORT ENFORCEMENT (DCSE)

STATEMENT OF WORK

B. LOCATION SPECIFICS (continued):

Dover Office:

- The security officer will be stationed at a desk in the lobby.
- The work hours will be 8:00 to 4:30 on weekdays.
- The contact person is Carol Hansen 739-4878, and the backup employee is Michael Morgan 739-7730 ext. 418.
- The security officer will make checks approximately every ½ hour, or sooner throughout the day, into the common area where the other agencies are located and in the parking lot, but the majority of the time is spent in the lobby of DCSE providing high visibility.
- When clients are taken into the work area, the security officer will make checks between the work areas and lobby every five minutes until the work area is clear.
- All checks made of the work area will be recorded on a log sheet, and submitted to the contact person at the end of each week.
- The security officer will ensure that all visitors entering the building sign in and out, and maintain the sign in/out sheets in accordance with DCSE procedures.
- The security officer will maintain a copy of, and be familiar with, the evacuation plan for the building. In the event of an evacuation, the security officer would assist in maintaining order and promptly turn the sign-in sheets over to the contact person.
- The security officer will maintain a copy of the DCSE employee list for the building.
- The security officer will maintain a copy of the outside agency occupant phone list for the building and the maintenance phone numbers for the building.

Georgetown Office:

- The security officer will be stationed at a desk in the lobby.
- The work hours will be 8:00 to 4:30 on weekdays.
- The contact person is Gary Belkot 856-5045 ext. 221, and the backup contact employee is Fran Bucci 856-5045 ext. 226.
- The security officer will check around the perimeter of the building at the start of the day and approximately every ½ hour thereafter.
- The security officer will make checks throughout the work area of the building approximately every ½ hour or sooner throughout the day. (Or sooner is defined as meaning: if clients enter the work area of the building the security officer will make checks between the work area, parking lot, and lobby every five minutes until the work area is clear).

DIVISION OF CHILD SUPPORT ENFORCEMENT (DCSE)

STATEMENT OF WORK

B. LOCATION SPECIFICS (continued):

Georgetown Office (continued):

- All checks made of the perimeter and work area will be recorded on a log sheet, and submitted to the contact person at the end of each week.
- All windows and doors will be checked at the end of the day to ensure they are secure.
- The security officer will ensure that all visitors entering the building sign in and out, and maintain the sign in/out sheets in accordance with DCSE procedures.
- The security officer will maintain a copy of, and be familiar with, the evacuation plan for the building. In the event of an evacuation, the security officer would assist in maintaining order and promptly turn the sign-in sheets over to the contact person.
- The security officer will maintain a copy of the DCSE employee list for the building.
- The security officer will maintain a copy of the other occupant phone list for the building and the maintenance phone numbers for the building.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	NEW CASTLE	DOVER	GEORGETOWN
Feb. 2011	170.00	170.00	170.00
Mar. 2011	195.50	195.50	195.50
Apr. 2011	170.00	170.00	170.00
May 2011	178.50	178.50	178.50
Jun. 2011	187.00	187.00	187.00
Jul. 2011	170.00	170.00	170.00
Aug. 2011	195.50	195.50	195.50
Sep. 2011	178.50	178.50	178.50
Oct. 2011	178.50	178.50	178.50
Nov. 2011	161.50	161.50	161.50
Dec. 2011	178.50	178.50	178.50
Jan. 2011	170.00	170.00	170.00
Total	2133.50	2133.50	2133.50

Division of Child Support Enforcement

**IRS 1075 Publication: Exhibit 7
Contract Language for General Services**

I. PERFORMANCE

In performance of this contract, the contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- 1) All work will be done under the supervision of the contractor or the contractor's employees.
- 2) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
- 3) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
- 4) The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- 5) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
- 6) All computer systems processing, storing, or transmitting Federal tax information must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal tax information.
- 7) No work involving Federal tax information furnished under this contract will be subcontracted without prior written approval of the IRS.
- 8) The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.
- 9) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.
- 10) (Include any additional safeguards that may be appropriate.)

Division of Child Support Enforcement

**IRS 1075 Publication: Exhibit 7
Contract Language for General Services**

II. CRIMINAL/CIVIL SANCTIONS:

- 1) Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.
- 2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Inspection by or disclosure to anyone without an official need to know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC section 7213A and 7431.
- 3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

Division of Child Support Enforcement

**IRS 1075 Publication: Exhibit 7
Contract Language for General Services**

III. INSPECTION:

The IRS and the Agency shall have the right to send its officers and employees into the offices and plants of the contractor for inspection of the facilities and operations provided for the performance of any work under this contract. On the basis of such inspection, specific measures may be required in cases where the contractor is found to be noncompliant with contract safeguards.

DELAWARE STATE SERVICE CENTERS

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: Hudson State Service Center – 501 Ogletown Road, Newark, DE 19711
Georgetown State Service Center – 546 S. Bedford Street, Georgetown, DE 19946
Milford State Service Center – 11-13NW Front Street, Milford, DE 19963
People’s Place II, Inc. – 165 Commerce Way, Dover, DE 19904
Belvedere State Service Center – 310 Kiamensi Road, Wilmington, DE

SHIFTS: **Newark location – Hudson State Service Center:**

Monday: 3:30p.m. – 9:15p.m.

Tuesday: 2:30p.m. – 9:15p.m.

Wednesday - Friday: 3:30p.m. – 9:15p.m.

Saturday: 8:30a.m. – 6:15p.m.

Sunday: 8:30a.m. – 7:15p.m.

Major Holidays as scheduled (Christmas, Memorial Day, July 4th, etc.)

Georgetown location – Georgetown State Service Center:

Friday: 4:15p.m. – 9:30p.m.

Saturday & Sunday: 8:00a.m. – 7:00p.m.

Major Holidays as scheduled (Christmas, Memorial Day, July 4th, etc.)

Milford location – Milford State Service Center:

Wednesday & Friday: 4:15p.m. – 9:15p.m.

Sunday: 8:30a.m. – 6:30p.m.

Major Holidays as scheduled (Christmas, Memorial Day, July 4th, etc.)

Dover location – Peoples Place II, Inc. Facility:

Friday: 4:30p.m. – 9:00p.m.

Saturday: 8:30a.m. – 7:00p.m.

Sunday: 12:00p.m. – 7:00p.m.

Major Holidays as scheduled (Christmas, Memorial Day, July 4th, etc.)

Belvedere State Service Center*:

Friday: 3:30p.m. – 9:15p.m.

Sunday: 8:30a.m. – 6:15p.m.

The Contractor will be notified by the Division or the Visitation Center Coordinator of any changes in the work schedule. A minimum of 6 hours notice for schedule changes will be given to the Contractor. The Contractor will not bill for hours not worked when ample notice has been provided.

DELAWARE STATE SERVICE CENTERS

STATEMENT OF WORK

A. **MEASURABLE OBJECTIVE:**

The Family Visitation Center will provide safe, supervised visitation sessions, supervised exchanges and supportive services to parents and children who have been the victims of family violence, and to parents who have been perpetrators or alleged perpetrators of domestic abuse, when conducting contact with the children is appropriate.

B. **DUTIES:**

1. The Contractor is responsible for providing one trained unarmed security officer at each site during specified hours as detailed below. Officers will have sufficient training in the use of OC Spray, age appropriate restraint devices, CPR, and in issues related to family violence.
2. The Contractor is responsible for providing security officers with OC Spray.
3. The Contractor will provide two hand held two-way radios for each site.
4. In the event the Visitation Center is closed due to inclement weather, the Visitation Center Coordinator will notify the Contractor of any changes in the work schedule as soon as possible. A radio announcement will be made on WSTW 93.7FM, WILM 1450AM, WDEL 1150AM AND WJBR 99.5FM in New Castle and WZBH 93.5FM, WAFL 97.7FM, WDSD 94.7 AND WBOC TV Channel 16 and WMDT TV Channel 47.
5. All information pertaining to families or family members that use or plan to use Family Visitation services is held in confidence; along with any specific information pertaining to identities and/or visits. All information contained in the case files and on digital recorder and/or video tape is confidential and will not be released, unless subpoenaed by a court of law.
6. Surveillance equipment is located throughout the center and will be monitored during the operational hours of the visitation center. All digital recorders will operate in extended play mode, will display time and date stamp, be organized and coded as instructed on site.
7. The Contractor will advise the Division in writing of any problems or issues related to the facility, security or equipment and will document in writing all incidents both intentional and accidental that occur on-site.

All recording will be reused after four-five days unless an incident has been captured or unless otherwise requested by site. Written documentation denoting the specifics of the incident and referencing the digital recording will be directed to the Visitation Center Program Manager and Division. The recording will be removed, marked with the date, time and any other appropriate references and placed in a secure location. The recording will be released as evidence if a court issued subpoena is received. Incidents recorded will be retained for maximum of three years from the date of the incident(s).

DELAWARE STATE SERVICE CENTERS

STATEMENT OF WORK

B. **DUTIES (continued):**

Security personnel will:

- a. Monitor equipment to ensure safety of clients and staff
 - b. Ensure visits are being recorded both visual and audio daily
 - c. Notify the family visitation staff (DSSC and service provider) if equipment is inoperable
8. The Contractor understands that the Security Officers may be subpoenaed to testify in a court of law. Testimony must be limited to the facts of the case and no opinions about any case should be given. Fees for testimony will be limited to the regular hourly rate.
9. The Contractor is responsible for providing on-site security for the Hudson, Northeast, Georgetown, Dover and Milford Visitation Centers. The Security Officers will assist the Visitation Center Coordinator and staff in enforcing the rules of the visitation center. Specific responsibilities of the officers include but are not limited to:
- a. Searching all baggage including diaper bags, presents, etc. upon arrival;
 - b. Confiscating any toys of violence (e.g., guns, tanks, etc.) upon arrival. Toys should be returned to parent at departure;
 - c. Confiscating any food brought into the visitation center by a parent with the exception of baby formula or special dietary needs made known to visitation center staff;
 - d. Monitoring the outside perimeter on-foot at least twice a day (not to occur during individual supervised visits);
 - e. Viewing activity within the facility using surveillance monitors provided by the family visitation center; and,
 - f. Ensuring the safety of children, victims of domestic violence and the staff while in or on the premises of the family visitation center.
 - g. Interact with a very diverse population and have a high degree of tolerance, be even tempered, and have the ability to diffuse hostile and/or aggressive situations, and have the ability to be firm but fair, understanding and compassionate.
10. Security Officers will initiate and maintain sign-in logs for all visitors, clients, and employees entering the building.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	Hudson	G'Town	Milford	People's PI	Belvedere*
Feb. 2011	201.00	109.00	80.00	88.00	
Mar. 2011	219.25	109.00	85.00	88.00	
Apr. 2011	216.50	125.25	85.00	103.00	
May 2011	224.25	120.00	90.00	95.00	
Jun. 2011	212.50	109.00	85.00	88.00	
Jul. 2011	216.50	125.25	85.00	103.00	
Aug. 2011	219.25	109.00	85.00	88.00	
Sep. 2011	212.50	114.25	85.00	92.50	
Oct. 2011	210.75	120.00	80.00	92.50	
Nov. 2011	213.50	109.00	85.00	88.00	
Dec. 2011	222.25	125.25	85.00	103.00	
Jan. 2011	224.25	120.00	90.00	95.00	
Total	2592.50	1395.00	1020.00	1130.00	Indeterminate

- * Due to budget restraints, the hourly requirement for contract year Feb. 1, 2011 – Jan. 31, 2012 **cannot** be determined at this time. It is possible that services will **not** be needed. However, the vendor is asked to provide a per hour price.

WILLIAMS STATE SERVICE CENTERS

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: William State Service Center – 805 River Road, Dover, DE 19901

SHIFTS: 4:00p.m. – 8:00p.m. Wednesdays (except State Holidays)

A. **DUTIES:**

1. The security officer will be stationed in the lobby on Wednesdays from 4:00p.m. to 8:00p.m.
2. The security officer will escort staff to their vehicles at the close of the building.
3. The security officer will ensure that the parking lot is patrolled on a regular basis.
4. The security officer will maintain a copy of the evacuation plan for the building.
5. The security officer will maintain a copy of the employee list for the building.
6. The security officer may be assigned additional duties by the building manager.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	Williams
Feb. 2011	16.00
Mar. 2011	20.00
Apr. 2011	16.00
May 2011	16.00
Jun. 2011	20.00
Jul. 2011	16.00
Aug. 2011	20.00
Sep. 2011	16.00
Oct. 2011	16.00
Nov. 2011	20.00
Dec. 2011	16.00
Jan. 2011	16.00
Total	208.00

**MILFORD STATE SERVICE CENTER
WIC PROGRAM**

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: Milford State Service Center/WIC Program – 11-13 Church Ave, Milford, DE 19963

SHIFTS: 1st and 3rd Wednesday of every month from 3:00p.m. to 7:00p.m.

A. **DUTIES:**

1. The security officer will be stationed at the front desk in the lobby from 3:00p.m. to 7:00p.m.
2. The officer will maintain a list of all visitors to the building.
3. The officer will escort the WIC staff to their vehicles at the close of the WIC clinic.
4. The officer will maintain a copy of the evacuation plan for the building. In the event of an evacuation, the officer will assist in maintaining order and turn the materials over to the contact person.
5. The officer will maintain a copy of the employee list for the building.

B. **CONTACTS:**

David Miller (628-2006) and Laureen Briody (424-7145)

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	Milford WIC
Feb. 2011	8
Mar. 2011	8
Apr. 2011	8
May 2011	8
Jun. 2011	8
Jul. 2011	8
Aug. 2011	8
Sep. 2011	8
Oct. 2011	8
Nov. 2011	8
Dec. 2011	8
Jan. 2011	8
Total	96

ABSALOM JONES COMMUNITY CENTER

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: Absalom Jones Community Center – 310 Kiamensi Road, Wilmington, DE 19804

HOURS: 8:30AM – 3:30PM: Monday – Friday
5:30PM – 11:30PM: Monday – Friday

* Excluding State holidays. Saturday and Sunday hours will vary depending upon the provided schedule for the Gymnasium and the Art Center. Hours to be determined by monthly schedule.

A. DUTIES:

1. The security officer is to maintain security and access control to the Absalom Jones Center during the above hours.
2. The security officer will perform a perimeter check of the building and insure that all doors are secured and no one is in an area un-authorized by the site staff.
3. Special instructions, if necessary will be provided in a written format to the security officer.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	ABSALOM
Feb. 2011	330.00
Mar. 2011	379.50
Apr. 2011	330.00
May 2011	346.50
Jun. 2011	363.00
Jul. 2011	330.00
Aug. 2011	379.50
Sep. 2011	346.50
Oct. 2011	330.00
Nov. 2011	313.50
Dec. 2011	346.50
Jan. 2011	346.50
Total	4141.50

* Saturday and Sunday hours will vary depending upon the provided schedule for the Gymnasium and the Art Center. Hours to be determined by monthly schedule.

BRANDYWINE ZOO

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: Brandywine Zoo – 1001 North Park Drive, Wilmington, DE 19802

HOURS: 3:45PM – 12:00AM (365 days a year)
11:45PM – 8:00AM (365 days a year)

A. SCOPE OF WORK:

Contractor shall provide security services at the Brandywine Zoo as follows:

1. One unarmed security officer from 3:45p.m. to 12:00a.m. (Midnight) and a second shift officer from 11:45p.m. to 8:00a.m., 365 days a year. No double shifts are acceptable.
2. Hours may be increased or decreased within 12 hours notice by the State.
3. Security officers will carry out the standard operating procedures defining the duties of the individual posts as described on the attached schedule. These procedures may be amended by mutual agreement. Supervision of the security officers will be the responsibility of the contractor's management. Site supervisor must visit site weekly.
4. Upon authorization, the appropriate signs, stating that the premises are under protection of the security service, shall be posted on the premises by the contractor.
5. Management personnel of the contractor will make recommendations to the Zoo for improvement of safety; security of life, limb and property.
6. Security officers shall be alert, physically fit, cause or aid in the apprehension of all persons guilty of misconduct by contacting the State Park Enforcement or the City of Wilmington Police, and shall aid in the prosecution of said persons by testifying on behalf of the State of Delaware, Dept. of Natural Resources and Environmental Control (DNREC).
7. In the performance of their duties, the security officers shall note and bring to the attention of the contractors' supervisors any recommendations to enhance security, safety, and fire prevention.
8. The contractor shall assume all costs of workmen's compensation, uniforms, weapons, badges, training, sickness, vacation, retirement, recruiting, advertising costs, liability insurance, overtime and holiday pay.
9. All copies of insurance policies concerning general liability and false arrests shall be filed with the Dept. of Natural Resources and Environmental Control (DNREC) upon award of contract.
10. Additional trained security personnel shall be available for use during emergencies, strikes, or other special situations as they arise at an hourly rate stated in the contractor's quotation.

BRANDYWINE ZOO

STATEMENT OF WORK

A. SCOPE OF WORK (continued):

11. The Dept. of Natural Resources and Environmental Control (DNREC) may, with due cause being shown; require the contractor to make immediate replacement of any security officer. Any replacement individual must work one full shift with a security officer who has experience working at the Brandywine Zoo. The Dept. of Natural Resources and Environmental Control (DNREC) reserves the right to refuse any individual who, in its opinion, cannot responsibly carry out the duties as described in the Standard of Operating Procedures.
12. Supervisors shall be available for consultation and/or information regarding the security field on a 24 hour basis, 365 days a year, and shall establish security procedures as part of the contract operations at no additional cost to the Department of Natural Resources and Environmental Control (DNREC). It is the responsibility of the security company to inform the State of personnel changes within 24 hours prior to the shift.
13. In accordance with the Delaware Code, Title 24, Chapter 13, all security officers must be registered with the Delaware State Police, and they must carry a surety bond of \$5,000.
14. In addition to the regular scheduled trained security officers, the security company shall have two additional security officers trained and ready, to insure total coverage of all scheduled hours.

B. STANDARD OPERATING PROCEDURES:

1. Duty hours are 3:45p.m. to 8:00a.m. each day. Security officer will not leave his/her post until relieved by one (1) full-time animal keeper. (This is for the morning shift only.)
2. Post is not to be left for any reason without relief.
3. Patrols should be continuous every hour. The key stations at the otters, concession stand, llama platform, and stair entrance should be monitored at least every thirty minutes. The key stations at the exotic animal house and education buildings are to be monitored at least every sixty minutes. The key at the security officer office is to be monitored every fifteen minutes when the security officer is not outside on patrol.
4. Personnel are to be alert at all times for sounds or sights of distress from the animals (these must be reported at once).
5. Because of the requirement for regular patrols to all the key stations, the officers must keep their breaks in the office to under fifteen minutes per hour. Security personnel are to remain outside of the office patrolling the entire zoo as much as possible.
6. Logs of each shift must be maintained, dated and signed.

BRANDYWINE ZOO

STATEMENT OF WORK

B. STANDARD OPERATING PROCEDURES (continued):

7. All signs of unusual activity are to be immediately acted upon, reported as required, and logged in the log book.
8. During security duty hours, no visitors or animals are permitted.
9. All security officers will report on a daily basis any necessary recommendations for improvement of safety of life, limb and property (i.e., lights out, fence weaknesses).
10. (a) No animals are to be fed or touched.
(b) No cages are to be unlocked.
(c) No offices are to be entered.
11. The Tour of Duty System will be provided by the Brandywine Zoo, and the contractor shall use it.

C. BRANDYWINE ZOO MAP:

Attached

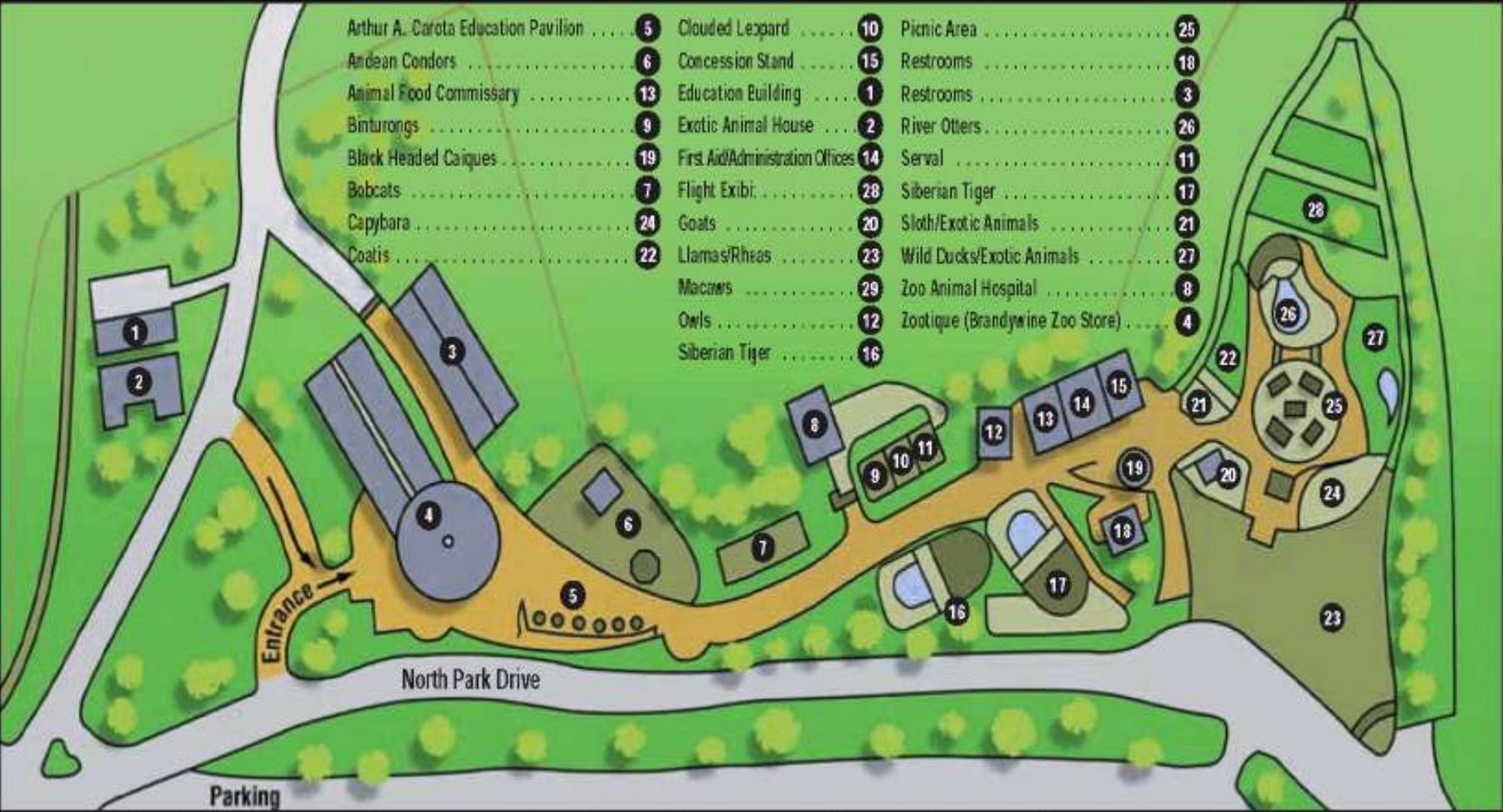
HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH		BRANDYWINE ZOO
Feb.	2011	462.00
Mar.	2011	511.50
Apr.	2011	495.00
May	2011	511.50
Jun.	2011	495.00
Jul.	2011	511.50
Aug.	2011	511.50
Sep.	2011	495.00
Oct.	2011	511.50
Nov.	2011	495.00
Dec.	2011	511.50
Jan.	2011	511.50
Total		6022.50

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BRANDYWINE ZOO



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CARVEL BUILDING

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: Carvel Building – 820 North French Street, Wilmington, DE 19801

HOURS: 7:30AM – 3:30PM: Monday – Friday, excluding legal State holidays

A. **BILLING:**

Billing for Security Service will be sent to Facilities Management.

B. **SUPERVISION:**

Capital Police Department will be responsible for supervision of the Security Officer on the site.

C. **DUTIES:**

1. The loading dock door is to remain closed whenever possible. Office furniture and supplies normally come in through the loading dock area. Anything small enough should be sent to the front entrance to be x-rayed. All other items that are too large to be x-rayed should be visually inspected. UPS, Fed-Ex and USPS normally come through front entrance.
2. A policy will be established in the building for departments to notify CPD of any deliveries expected. The CPD will distribute a list of all deliveries expected. If a delivery arrives and it is not on the list of deliveries, it will not be accepted. Verify deliver is to be coming to this building with the list. Departments should come to the loading dock to retrieve delivery items or direct driver to floor number/room number with the delivery.
3. Restroom relief can be done by securing the loading dock door prior to leaving site of the entrance.
4. In addition to these duties, Security Officer will be responsible for any additional Security Service needed at the site, as required by Capital Police.

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HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	CARVEL BLDG.
Feb. 2011	160
Mar. 2011	184
Apr. 2011	160
May 2011	168
Jun. 2011	176
Jul. 2011	160
Aug. 2011	184
Sep. 2011	168
Oct. 2011	160
Nov. 2011	152
Dec. 2011	168
Jan. 2011	168
Total	2008

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DNREC, Richardson & Robbins Building

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: DNREC, Richardson & Robbins Bldg. – 89 Kings Hwy, Dover, DE 19901

HOURS: 2:00PM – 8:00PM: Monday – Friday

* Additional hours are subject to the event schedule of the DNREC Auditorium calendar. All events are to end by 10:00p.m. and may include weekends.

A. **DUTIES:**

1. The security officer is to carry out the standard operating procedures as defined in the building security standard operating procedures.
2. Patrols must be continuous.
3. Logs of each shift must be maintained, dated and signed.
4. All signs of unusual activity are to be immediately acted upon, reported as required and logged into the log book.
5. Depending on the situation, call the police, caution and judgment is to be used to ensure safety of guard and the safety and security of the building. Emergency contact numbers are provided in the Standard Operating Procedures.

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HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	DNREC
Feb. 2011	120
Mar. 2011	138
Apr. 2011	120
May 2011	126
Jun. 2011	132
Jul. 2011	120
Aug. 2011	138
Sep. 2011	126
Oct. 2011	120
Nov. 2011	114
Dec. 2011	126
Jan. 2011	126
Total	1506

- * Additional hours are subject to the event schedule of the DNREC Auditorium calendar. All events are to end by 10:00p.m. and may include weekends.

STATE OF DELAWARE
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“Old” Family Court Building

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: 900 King Street, Wilmington, DE 19801

HOURS: 8:00AM – 5:30PM: Monday – Friday, excluding legal State holidays

A. **PURPOSE:**

To establish a policy and subsequent procedures to ensure the proper screening of the following persons entering the building commonly referred to as the “old” Family Court Building located at 900 King Street in the City of Wilmington:

- Members of the general public
- Any State of Delaware employee who is not in possession of a valid State Employee Identification
- Any employee of the building who is not in possession of a valid employee identification specific to the building.

The screening process is to include all packages, parcels, purses, etc., entering the building in the possession of the above named individuals/groups.

As a result, these efforts should help to promote a safe and secure environment conducive to the mission of the building and the services offered therein.

B. **POLICY:**

Through appropriate funding, the Division of Delaware Capitol Police will provide the following for the front lobby screening operation for the building located at 900 King Street:

- One (1) unarmed “contractual” Security Officer
- One (1) magnetometer
- One (1) portable “handheld” security detection device (Security Handwand)

The “contractual” Security Officer assigned to the building will be monitored and supervised by the Delaware Capitol Police

Break reliefs for the “contractual” Security Officer will be provided by the “contractual” Security Officer’s employer.

The building will be “unlocked” by a representative of Facilities Management at 8:00 a.m. each morning the building is “open” for business. For each day the building is open for business, a representative from Facilities Management will secure the building at 5:00 p.m.

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“Old” Family Court Building

STATEMENT OF WORK

B. POLICY (continued):

Before securing at the end of his/her assigned shift, the “contractual” Security Officer assigned to the building will complete a “walk through” of the building to ensure that all non-employees of the building have vacated the premises.

It will be the responsibility of the “contractual” Security Officer assigned to the building to be cognizant of his/her surroundings and to remain diligent in his/her efforts to promote a safe and secure environment for both members of the general public and employees of the facility. The “contractual” Security Officer must be resourceful and cognizant in his/her efforts to prevent unwarranted and unauthorized items from becoming accessible beyond the front lobby screening area.

Additionally, the “contractual” Security Officer when having contact with individuals entering the building will remain polite, respectful and professional while conducting their duties associated with the screening operation.

The main function and area of responsibility for the “contractual” Security Officer will be to oversee and monitor the front lobby screening operation. At no time is the front lobby to be left unattended between the hours of 8:00 a.m. and 5:00 p.m. during regular business of the building.

In the event of an emergency or the need for a police response, the “contractual” Security Officer will either contact the Delaware Capitol Police by dialing 255-0022 or dial “911”.

At no time will the “contractual” Security Officer leave the screening area unattended.

C. PROCEDURES:

1. Persons entering the front lobby

a. Employees

Employees of the building will be exempt from the screening process provided they are in possession of a valid state issued employee identification or in possession of an employee identification specific to the building.

It will be the responsibility of the employee entering the building to either show or display their approved identification for the “contractual” Security Officer’s review before being permitted to enter the building without having to undergo the screening process.

Any employee of the building who is not in possession of their required identification will be required to be “screened” under the same guidelines as the general public wanting to enter the building.

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“Old” Family Court Building

STATEMENT OF WORK

1. **Persons entering the front lobby (continued)**

b. **General Public**

All members of the general public and non-employees of the building will be required to enter and complete the screening process before being permitted to enter the building.

The “contractual” Security Officer will ensure that all members of the general public and non-employees of the building “sign in” after completing the screening process. The information requested/required will be the following.

- The person’s name
- The time the person entered the building
- The desired location within the building.

The “contractual” Security Officer will also record the time each person exits the building.

The “contractual” Security Officer assigned to the screening operation must be attuned to the many needs of persons entering the building, as well as, be constantly aware of individuals attempts to bring prohibited items and/or contraband into the facility. Just as law enforcement and security officials are always examining ways to improve security, a percentage of persons area slo continually exploring ways to defeat the security process.

2. **Magnetometer**

All persons who are not employees of the building or do not have the required identification will be required to enter through the designated magnetometer monitored by the “contractual” Security Officer.

The “contractual” Security Officer monitoring the magnetometer will in addition to observing the equipment; monitor, examine, and review all items placed in the “security” containers to ensure that no item prohibited from entering the facility is allowed to enter through this avenue.

It will be the responsibility of the “contractual” Security Officer monitoring the magnetometer to visually observe each individual walking through the area and to further observe for any “alarm” or “indication” that the person walking through the designated area possesses an item prohibited from entering the facility.

Should an “alarm” sound or an indication is given that the person may have an item upon their person that is prohibited, the “contractual” Security Officer will inquire if the individual has any such item(s) upon their person.

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STATEMENT OF WORK

2. **Magnetometer (continued)**

If an individual should have such an item upon their person, the “contractual” Security Officer will instruct the individual to remove the item and repeat the process of walking through the magnetometer. This process may continue for several times, however, should the magnetometer continue to indicate an item(s) on the individual’s person, the individual will be instructed that a “secondary” screening process must be completed which will require the use of a portable handheld device (security “hand wand”).

Any person who refuses to access the building by entering the “magnetometer”, will not be permitted to enter the building, unless they medically are prohibited from doing so.

For individuals who are medically prohibited from entering the magnetometer due to medical condition such as; a pacemaker or defibrillator, the “contractual” Security Officer upon being so advised, will instruct the individual to “walk around” the magnetometer at which time the screening process will be completed by using the security hand wand. Signs will be clearly posted in both English and Spanish to announce the presence of the magnetometer instructing those individuals entering the building with a ‘pacemaker’ to notify the “contractual” Security Officer of their condition.

NOTE:

The magnetometer is a tool used to assist in the detection of prohibited items. The magnetometer is primarily designed to provide an “indication” as to the location of an inappropriate or metallic item on a person by illuminating a series of lights. However, everyone must be aware that the magnetometer is mechanical and is subject to give “false” or “misleading” indications. Therefore, never solely rely on the indications provided by the magnetometer.

3. **Portable Handheld Detection Device (Security Handwand)**

The use of portable handheld detection devices here in referred to as the “handwand” will be used to further facilitate the screening of individuals entering the facility.

The “handwand” is to be used in conjunction with the magnetometer and serves as a “secondary” means of ensuring that an individual does not possess an item on their person that is prohibited from entering the facility.

When required or needed, the “contractual” Security Officer will use the “handwand” to screen the outer garment area of an individual’s clothing. This process will be completed by the “contractual” Security Officer in a manner that is not “intrusive” to the person or in a way that would construe a violation of the person’s dignity.

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“Old” Family Court Building

STATEMENT OF WORK

3. **Portable Handheld Detection Device (continued)**

Should the “contractual” Security Officer during the use of “handwand” receive an indication that an individual may have a prohibited or unknown item upon their person; the “contractual” Security Officer will ask the individual to remove the item from its location for a review and examination of the item.

If an item is discovered and found to be acceptable, the person will be permitted to keep the item in their possession.

For any item discovered that is prohibited from entering the building, the “contractual” Security Officer will review and examine the item to determine if the item is illegal by nature to possess. For any item found or discovered to be illegal, the “contractual” Security Officer will notify the Division of Delaware Capitol Police and request the response of a Police Officer. The contact number for the Delaware Capitol Police in New Castle County is 255-0022.

For any item or property that is legal to possess but not permitted to enter the building, the “contractual” Security Officer assigned to the building will take receipt of the item or property and secure the item or property until the individual possessing the item or property has completed his/her business in the building.

After taking possession of the item or property, the “contractual” Security Officer will issue a receipt for the property to the individual possessing the item. The receipt will include an identifying number, the current date, and the property owner’s signature.

This will include items such as: knives, scissors, mace, or any other item that could be used to cause injury.

After completing the “handwanding” of an individual and the determination or decision is made that the person possesses no item that would be prohibited or illegal to possess, the person will be permitted to enter the facility.

Any person who refuses to participate in the use of the “handwand” will not be permitted to enter the building.

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“Old” Family Court Building

STATEMENT OF WORK

4. **Parcels, Packages, Purses, Briefcases, etc., Entering the Building**

Since the building will not be equipped with an “x-ray” machine, all parcels, packages, purses, briefcases, etc., will be required to be physically inspected by the “contractual” Security Officer for all non-employees of the building.

Just as in the above sections pertaining to the “magnetometer” and the “handwand”, any item(s) found to be prohibited from entering the building will be required to be submitted to the “contractual” Security Officer. Once submitted to the “contractual” Security Officer, the officer will complete the following:

- Receive the item prohibited and issue the owner of the property a “receipt”
- Store the property until the return of the owner
- Return the property to the owner upon their return

Any person who refuses to have their parcel, package, purse, briefcase, or other item physically inspected will not be permitted to enter the building.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH		900 King St.
Feb.	2011	190.00
Mar.	2011	218.50
Apr.	2011	190.00
May	2011	199.50
Jun.	2011	209.00
Jul.	2011	190.00
Aug.	2011	218.50
Sep.	2011	199.50
Oct.	2011	190.00
Nov.	2011	180.50
Dec.	2011	199.50
Jan.	2011	199.50
Total		2384.50

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SMYRNA REST AREA

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: Smyrna Rest Area – 5500 Dupont Parkway, Smyrna, DE 19977

SHIFTS: Sunday – Saturday: 10:00p.m. – 6:00a.m.

DUTIES:

- A. The Security Company shall maintain a central dispatch location during service hours to receive, log and process reports from Security Officers in conformance with standard operating procedures issued by the Agent. Security Officers will contact the Dispatcher from the station when they report for duty, when they complete a security round (at least every half hour), or to report an emergency or unusual occurrence. This Dispatcher shall maintain a daily service log, which shall be forwarded weekly upon completion to the Agent. The Dispatcher must be able to be directly contacted by the Agent at any time during service hours.
- B. At a minimum, Security Officers are required to:
1. Patrol location facilities to prevent vandalism, loitering, trespass, solicitations and dumping on State property.
 2. Patrol station facilities and immediately report break-ins, light failures, flooding or other operational and safety concerns.
 3. Record and report unusual occurrences.
- C. Service hours and days are subject to change by the Agent in response to operational considerations.
- D. Security service at a location may be terminated without penalty by the Agent upon thirty (30) days written notice to the Security Company should there be failure of the Legislature of the State of Delaware to make sufficient funds available for the continued operation of service.

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SMYRNA REST AREA

STATEMENT OF WORK

DUTIES (continued):

- E. Security officer is to observe and report the following occurrences to the police, security officer supervisor and the appropriate Rest Area/DOT contact as issued in letter format to the winning vendor after the contract has been awarded.

Police and Fire Departments	911
Carl Bestek, Rest Area Manager	652-4440
Tom Lankford, Maintenance Superintendent	684-3456
Maria Fantini, Assistant Central District Engineer	653-0126
Vasuki Hiraesave, Central District Engineer	674-4901

1. To report anyone breaking and entering into the building (main or maintenance) or any and all vehicles within the parking lots and private vehicles in employee parking lot. When security officer is here with Rest Area personnel, he/she should check with the Rest Area Supervisor as to what doors and windows should be locked. Any doors or windows that cannot be locked shall be reported to the security officer's supervisor and the Rest Area official.
 2. Depending on the situation, call the police, supervisor and a DOT or Rest Area official immediately, if you suspect trouble. Caution and judgment is to be used to ensure your safety and the safety and security of the Rest Area facility.
 3. In the event that the Rest Area has a fire, the security officer is to sound the alarm and then call the Smyrna Fire Department immediately (DIAL 911 OR "O"). Then, call your supervisor and Rest Area Official. Do not try to fight the fire.
 4. The security officer's job is to ensure that Rest Area property and equipment can be protected by the State Police and the Smyrna Fire Departments. The security officer is the Rest Area's ears and eyes during the time he/she is on duty and is to report any unusual occurrences to these departments to ensure the safety and security of the facility. The security officer's supervisor and Rest Area official are to be notified immediately after the Police and Fire Departments.
- F. The Security Company shall provide one (1) clock and four (4) key locations. All keys shall be permanently attached to each location.
- G. The Security Company shall, on a weekly basis, furnish legible and decipherable tape from the time clock which provides the times the security officer made his/her rounds.

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SMYRNA REST AREA

STATEMENT OF WORK

DUTIES (continued):

H. REPORTING ON POST FOR SECURITY OFFICERS

1. Security Officer shall report on post at the proper scheduled time.
2. Security Officer shall patrol the Rest Area grounds and main buildings every one-half hour (1/2) and the maintenance building every hour and log times in the book. During inclement weather, officer shall wear appropriate clothing to make the stated rounds.
3. After each thirty-minute patrol, the officer shall record any occurrence on the log sheet.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	SMYRNA REST AREA
Feb. 2011	224
Mar. 2011	248
Apr. 2011	240
May 2011	248
Jun. 2011	240
Jul. 2011	248
Aug. 2011	248
Sep. 2011	240
Oct. 2011	248
Nov. 2011	240
Dec. 2011	248
Jan. 2011	248
Total	2920

The Rest Area reserves the right to adjust or change the hours within 30 days written notice to the Security Officer Services provider.

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SECRETARY OF STATE, DIVISION OF CORPORATIONS – TOWNSEND BUILDING

STATEMENT OF WORK

POSITION: SECURITY OFFICER

LOCATION: Townsend Building – 401 Federal Street, Dover, DE 19901

SHIFTS: Monday – Friday, excluding legal State holidays: 6:00p.m. – 12:30a.m.
* Hours may vary from time to time due to scheduled events or unforeseen circumstances.
Advance notice will be given whenever possible.

A. **OVERVIEW:**

1. During the shift the security officer shall remain within monitoring range of the security station except where exempt by SOP.
2. The security officer shall not be considered off duty until all employees have left the premises for the evening. Under no circumstances will the facility be left unprotected if employees remain on the premises.
3. Security officer shall meet and greet the public as they enter the facility and security screen all persons entering the facility as required SOP.
4. Security officer shall monitor all alarm and building systems at their post. These include but are not limited to: fire alarms, panic alarms, elevator alarms, door alarms and building system alarms.
5. Security officer shall make rounds of facility.
6. Security officer shall require all visitors to the Division of Corporations to sign the established visitors log per SOP.
7. Security officer shall initiate and maintain daily report logs and report in writing any special incidents.
8. Security officer shall respond to telephone calls per SOP.
9. The security officer shall acquire a working knowledge of their assigned facility and monitor and report all discrepancies to the appropriate agency representative.

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SECRETARY OF STATE, DIVISION OF CORPORATIONS – TOWNSEND BUILDING

STATEMENT OF WORK

B. DAILY ROUTINE:

1. The security officer assigned will be stationed at the security desk on the basement floor of the building in keeping with the SOP.
2. The security officer will remain in the building until all employees have completed their business and will be responsible to secure all doors in keeping with the SOP.
3. The security officer will be expected to conduct security rounds of both the interior and exterior of the building in keeping with the SOP.

C. PROCEDURES FOR REPORTING PROBLEMS:

1. If mechanical problem occurs the security officer should contact the evening shift manager for Division of Corporations.
2. In an emergency the security officer should call 911 and notify the evening shift manager for the Division of Corporations.

D. PROCEDURES FOR END OF SHIFT:

1. Turning off all unnecessary lighting
2. Securing all exterior doors.
3. One of the two exterior checks are to be performed just before end of shift and during that period of time when employees are in the parking lot as they complete their shift and are going home for the evening.
4. At a minimum, security officer will be responsible to patrol agency facilities to prevent vandalism, loitering, trespass, theft, and safety concerns.
5. Record and report unusual occurrences.
6. Assist and inform staff and visitors.
7. The security officer will make checks throughout the work area of the building approximately every ½ hour or sooner throughout the shift. (Or sooner is defined as meaning: if non-employees enter the work area of the building the security officer will make checks between the work area and lobby every five minutes until the work area is clear). All checks made of work area will be recorded on a log sheet and submitted to the contact person at the end of each week.

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SECRETARY OF STATE, DIVISION OF CORPORATIONS – TOWNSEND BUILDING

STATEMENT OF WORK

D. PROCEDURES FOR END OF SHIFT (continued):

8. The security officer will maintain a copy of and be familiar with the evacuation plan for the building. In the event of an evacuation the security officer would assist in maintaining order and assisting employees to evacuate the building.
9. The security officer will maintain a copy of the Division of Corporations employee list for the building.
10. The security officer will maintain a list of all visitors to the office.
11. In the event the Division of Corporations is closed due to inclement weather, the contractor should monitor state mandated closing information via a radio announcement made on one of the following stations WSTW 93.7FM, WILM 1450AM, WDEL 1150AM and WJBR 99.5FM in New Castle County and WZBH 93.5FM, WAFL 97.7FM, WDSD 94.7FM and WBOC TV Channel 16 and WMDT TV Channel 47. Every effort will be made to contact the Contractor if the Division of Corporations closes for inclement weather or for any other unforeseen circumstance.
12. The Contractor will advise the Division in writing of any problems or issues related to the facility, security or equipment and will document in writing all incidents both intentional and accidental that occur on-site.
13. The Contractor will monitor the outside of the building on-foot at least twice during the shift. During inclement weather, officers shall wear proper clothing to make these rounds as indicated. After each patrol, the officer shall record on the log sheet any occurrence.
14. The security officers will report any unusual activity to the contractors Security Office and to the Division of Corporations evening shift manager.
15. The security officers are expected to provide security service for the entire building. Security Officers will sign in at the reception desk upon arriving and leaving. The evening shift manager will review the monthly invoice statement and notify the contractor if revisions are warranted. If no revisions are warranted the evening shift manager will forward the invoice to the appropriate State agency.
16. Opening procedures will include: inspect all floors for items missing or moved, trash and debris, burned out lights and anything unusual.
17. During the course of the shift the officers must observe guests discretely, for unusual behavior.
18. A sweep of all floors shall be done at least once during the shift.

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SECRETARY OF STATE, DIVISION OF CORPORATIONS – TOWNSEND BUILDING

STATEMENT OF WORK

D. PROCEDURES FOR END OF SHIFT (continued):

19. If they identify a suspicious person, the security officer will continue to watch closely and make verbal contact by asking if they can help or answer any questions. Watch the person or persons until they have left the building. Report the incident to the Division of Corporations evening shift manager and annotate the log with a written description of the person and their behavior, to include location and time of encounter. This will be useful if we need to review our camera recordings at a later date.
20. If a security officer witnesses a theft, they are to call 911 immediately and then contact the Division of Corporations evening shift manager.
21. Closing procedures include: checking restrooms, offices and storage areas for any lingering employees and double checking all doors to make sure they are locked except the Department of Education area. Their doors are to remain unlocked.
22. Security officers should report anyone breaking and entering into the building and any all vehicles within the parking lots to include private vehicles in employee parking lot. Any doors or windows that cannot be locked shall be reported to the security officer's supervisor and the Division of Corporations evening shift manager.
23. Depending on the situation, call the police, supervisor and the Division of Corporations evening shift manager immediately, if you suspect trouble. Caution and judgment is to be used to ensure your safety and the safety and security of the Division of Corporations personnel.
24. In the event that the security officer detects a fire, the security officer is to sound the alarm and then call the Fire Department immediately (DIAL 911 or "0"). Then, notify the evening shift manager, call your supervisor and the Capitol Police. Do not try to fight the fire.
25. Security officers shall be alert, physically fit, cause or aid in the apprehension of all persons guilty of misconduct by contacting the Capitol Police, and shall aid in the prosecution of said persons testifying on behalf of the State of Delaware.
26. In performance of their duties, the security officers shall note and bring to the attention of the contractors' supervisors and Agent's night shift supervisor any recommendations to enhance security, safety, and fire prevention.
27. All signs of unusual activity are to be immediately acted upon, reported as required, and logged in the log book.

E. CERTIFICATION:

All security officers shall be certified in CPR by the American Red Cross. The certification shall be current during their assignment to this contract.

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HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	TOWNSEND BLDG.
Feb. 2011	150.00
Mar. 2011	172.50
Apr. 2011	150.00
May 2011	157.50
Jun. 2011	165.00
Jul. 2011	150.00
Aug. 2011	172.50
Sep. 2011	157.50
Oct. 2011	150.00
Nov. 2011	142.50
Dec. 2011	157.50
Jan. 2011	157.50
Total	1882.50

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DEL TECH COMMUNITY COLLEGE – STANTON & WILMINGTON

STATEMENT OF WORK

POSITION: SECURITY OFFICER (ONE PER LOCATION)

LOCATION: Stanton Campus – 400 Stanton Christiana Road, Newark, DE 19713
Wilmington Campus – 333 North Shipley Street, Wilmington, DE 19801

SHIFTS: Monday – Thursday: 7:00a.m. – 3:00p.m. (Stanton)
Monday – Thursday: 3:00p.m. – 11:00p.m. (Stanton)
Saturday: 7:00a.m. – 3:00p.m. (Stanton)
Monday – Thursday: 7:00a.m. – 3:00p.m. (Wilmington)
Friday: 10:00a.m. – 6:00p.m. (Wilmington)
* Excluding legal State holidays.

DUTIES:

- A. Stanton: Patrol exterior and parking lots. Saturday patrols include interior.
- B. Wilmington: Patrol exterior and parking lots at 333 N. Shipley Street and at Frawley Stadium.
- C. Additional duties may be assigned as determined by the Security Supervisor.

HOURLY REQUIREMENT BY LOCATION

The below chart notes the hourly requirement for Security Officer Services for the contract year of Feb. 1, 2011 – Jan. 31, 2012.

MONTH	Stanton	Wilmington
Feb. 2011	288	160
Mar. 2011	336	184
Apr. 2011	280	160
May 2011	304	168
Jun. 2011	320	176
Jul. 2011	280	160
Aug. 2011	336	184
Sep. 2011	288	168
Oct. 2011	296	160
Nov. 2011	288	152
Dec. 2011	296	168
Jan. 2011	304	168
Total	3616	2008

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CONTRACT SECURITY PERSONNEL FORM

1. The following form must be completed by all prospective officers before working in any building.
2. Submit with criminal history check obtained from State Bureau of Identification.

NAME: _____	DOB: _____
ADDRESS: _____	CITY: _____
STATE: _____ ZIP CODE: _____	SSN: _____
DRIVERS LICENSE #: _____	STATE: _____
TELEPHONE (HOME): _____	(WORK): _____
DO YOU CURRENTLY HOLD A SECURITY OFFICER LICENSE? _____	
WHAT COMPANY? _____	DATE LICENSED: _____
HAVE YOU EVER BEEN LICENSED AS A SECURITY OFFICER WITH ANY OTHER SECURITY COMPANY? _____ NAME OF COMPANY: _____	
WHEN? _____	
WHAT IS THE HIGHEST GRADE THAT YOU HAVE COMPLETED? 9 10 11 12 1 2 3 4 (COLLEGE)	
DO YOU HAVE A HIGH SCHOOL DIPLOMA OR GED? _____ YEAR: _____	
HAVE YOU EVER BEEN CERTIFIED IN FIRST AID? _____ WHEN? _____	
HAVE YOU EVER BEEN CERTIFIED IN CPR? _____ WHEN? _____	
HAVE YOU EVER BEEN CONVICTED OF A FELONY OR MISDEMEANOR? _____	
IF YES, IDENTIFY OFFENSE, DATE AND JURISDICTION (TRAFFIC OFFENSES EXCLUDED)	

SIGNATURE: _____	DATE: _____
FOR STATE USE ONLY	
OFFICER LICENSE: _____	DIPLOMA: _____ CPR: _____
CRIMINAL HISTORY: _____	DATE STARTED: _____

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UNARMED SECURITY OFFICER SERVICES

SITE VISIT INFORMATION

If you or a representative of your company would like a site visit of any of the facilities, you may do so by contacting the facility directly and scheduling an appointment. Though not mandatory, bidders are encouraged to take advantage of the opportunity to conduct site visits.

FACILITY	CONTACT PERSON	PHONE	HOURS
Kent County Courthouse 38 The Green Dover, DE 19901	Lt. Marshall Martine	(302) 744-4384	Mon – Fri 8:00a.m. – 4:00p.m.
Sussex County Courthouse 510 South Bedford St. Georgetown, DE 19947	Sgt. Terry Helsel	(302) 222-6646	Mon – Fri 8:00a.m. – 4:30p.m.
New Castle County Courthouse 500 N. King St. Wilmington, DE 19801	Lt. Lee Clough	(302) 255-0022	Mon – Fri 9:00a.m. – 4:00p.m.
Kent County Family Court 400 Court St. Dover, DE 19901	King Harris	(302) 672-1021	Mon – Fri 8:30a.m – 4:30p.m.
Sussex County Family Court 22 The Circle Georgetown, DE 19947	Ron Mattox	(302) 855-7454	Mon – Fri 8:30a.m. – 4:30p.m.
DCSE – New Castle Administrative Office 84A Christiana Road New Castle, DE 19720	Art Caldwell	(302) 577-4815 ext. 231	Mon – Fri 8:30a.m. – 4:30p.m.
DCSE - Kent 1120 Carroll's Plaza Dover, DE 19901	Harry Sanchez	(302) 739-5626	Mon – Fri 8:00a.m. – 4:30p.m.
DCSE - Sussex 9 Academy Street Georgetown, DE 19947	Gary Belkot	(302) 856-5045 ext. 221	Mon – Fri 8:00a.m. – 4:30p.m.
Hudson SSC 501 Ogletown Road Newark, DE 19711	Dalva Washington	(302) 283-7503	
Milford SSC 11-13NW Front Street Milford, DE 19963	Cathy Savage	(302) 422-1560	
Georgetown SSC 546 S. Bedford Street Georgetown, DE 19946	Beverly Mitchell	(302) 856-5574	

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UNARMED SECURITY OFFICER SERVICES

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FACILITY	CONTACT PERSON	PHONE	HOURS
People's Plaza II, Dover 165 Commerce Way Dover, DE 19904	Cindy White	(302) 424-2420	
Belvedere State Service Center 310 Kiamensi Rd Wilmington, DE 19804	Eartha Saunders	(302) 995-8545	
Williams SSC 805 River Road Dover, DE 19901	Janet Burke	(302) 857-5007	
Milford SSC – WIC 11-13 Church Avenue Milford, DE 19963	David Miller Laureen Briody	(302) 628-2006 (302) 424-7145	Mon – Fri 8:00a.m. – 4:30p.m.
Absalom Jones Community Ctr 310 Kiamensi Rd Wilmington, DE 19804	Shaun Burke	(302) 577-8190	
Brandywine Zoo 1001 North Park Drive Wilmington, DE 19802	Nancy Falasco	(302) 571-7788 ext. 201	Sun – Sat 8:00a.m. – 4:00p.m.
Carvel Bldg. 820 N. French St. Wilmington, DE 19801	Shaun Burke	(302) 577-8190	
DNREC, Richardson & Robbins 89 Kings Hwy Dover, DE 19901	Casie Anthony	(302) 739-9000	Mon – Fri 8:30a.m. – 3:30p.m.
“Old” Court House (King St) 900 King Street Wilmington, DE 19801	Shaun Burke	(302) 577-8190	
Smyrna Rest Area 5500 Dupont Parkway Smyrna, DE 19977	Ronald Szyszkowski	(302) 653-8910	Mon – Fri 8:00a.m. – 4:30p.m.
Townsend Bldg. 401 Federal St. Dover, DE 19901	Robert Mathers	(302) 739-3077 ext. 3456 /or/ (302) 857-3456	Mon – Fri 8:00a.m. – 4:00p.m.
Del Tech – Stanton 400 Stanton Christiana Road Newark, DE 19713	Robert Jameson	(302) 453-3735	
Del Tech – Wilmington 333 N. Shipley Street Wilmington, DE 19801	John L. Mitchell	(302) 830-5233	