STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

February 27, 2018

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

FROM: STEVEN CHILLAS
STATE CONTRACT PROCUREMENT OFFICER II
302-857-4549

SUBJECT: **AWARD NOTICE – Addendum #4 Effective March 3, 2020**
CONTRACT NO. GSS18208-SECURITY
Security Officer Services - Unarmed

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OF
KEY CONTRACT INFORMATION

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GOVERNMENT SUPPORT SERVICES – CONTRACTING
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

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, 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 three (3) year period from April 1, 2018 through March 31, 2021. Each contract may be renewed for two (2) one (1) year periods 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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Sunstates Security, LLC
801 Corporate Center Dr., Suite 110
Raleigh, NC 27607
FSF: 0000195465
POC Information

Carol Lescas PH: 302-652-4282 EM: Clescas@SunstatesSecurity.com

4. SHIPPING TERMS

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F.O.B. destination; freight pre-paid.

5. PRICING

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Prices will remain firm for the term of the contract year. Refer to Pricing Spreadsheet (Appendix C) for contract rates by location and year.

ADDITIONAL TERMS AND CONDITIONS

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6. 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.

7. 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.

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.

8. 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.

9. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS18208-SECURITY on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

10. REQUIREMENTS

This contract will be issued to cover the Security Officer Services – Unarmed requirements for the State of Delaware.

For a complete list of contract specifications please refer to the original bid solicitation document(s). Any contract specific documentation will be accessible through the hyperlink(s) provided on this contract's details page.

11. 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.

12. 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.

13. 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.

14. 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.

c) When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.

d) The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.

e) If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. http://gss.omb.delaware.gov/divisionwide/forms.shtml.

15. Amendments/ Changes/ Addendums to original RFP

The below listed modifications are changes to the original Request for Proposal and will include listed amendments and addendums. Refer to the original RFP located on the contracting page for the original Statement of Work. http://contracts.delaware.gov/

1. Addendum #1 updates contact information.
2. Addendum #2 updates contact information.
3. Addendum #3 adds Middletown Visitation Center to the contract and to the pricing spreadsheet under site 37, includes new scope of work for all State Service Centers, eight (8) floating hours added to Sussex County Libraries, the addition of the Fernhook Building and DeLaWarr State Service Center to contract for 35 hours per standard week.

4. Addendum #4 adds the WIC Program located at the Hudson State Service Center.

DNREC, Richardson & Robbins Building
STATEMENT OF WORK (pre-award modification of RFP SOW)

POSITION: VISITOR CENTER SECURITY OFFICER

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

HOURS: 7:50 AM – 4:30 PM: Monday – Friday
: 2nd Shift: 12:00 PM – 7:00 PM:

A. **DUTIES:**

1. Visitor Center Security Officer provides customer service for DNREC, for internal and external contacts in person. Greets visitors and directs them to appropriate staff/office and issues visitor passes.

2. Communicates information between the Department and the Goodwill Cleaning Company and Facilities Management to ensure after hours security measures are followed. This includes passing on information from GCC to Facilities Management when appropriate.

3. Due to location of guard station, will serve as the Primary Fleet Services key keeper for the DNREC closed motor pool site.

4. Will sort UPS and Fed-Ex packages deliveries upon receipt. Will notify appropriate section for pick-up.

5. Handle calls to main line and transfer to appropriate Division.

6. Facilitates requests for use of the Auditorium to ensure location is available to agency and public in order to provide availability during and after hours.

7. Facilitates the security and communication of repairs/replacement of equipment within Office of the Secretary (copier repairs, etc).

8. Issues temporary badges to visitors and employees who have misplaced them. Ensures positive control of all temporary badges.

CARVEL STATE OFFICE BUILDING
STATEMENT OF WORK

POSITION: Security Officer

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

HOURS: 4:00 PM – 12:00 AM: Monday - Friday
12:00 AM – 8:00 AM: Monday – Friday
12:00 AM – 8:00 AM, 8:00 AM – 4:00 PM, 4:00 PM – 12:00 AM: Saturday, Sunday, Holiday

A. DUTIES:

1. 4:00 PM – 12:00 AM security officer will have responsibility of assisting with screening person(s).

2. The security officer will walk each floor of the building hourly, checking all areas including restroom and kitchenettes.

3. The security officer will perform an exterior perimeter check of the building to ensure all doors are secured.

4. Security officer may ask to see State of Delaware identification of any tenant in the building during the shift.

5. Security officer will contact State Police Communications at 302.659.2341 in the event of any suspicious activity or building emergency. If no response in 30 minutes by Division of Facilities Management (DFM) on-call personnel, security officer will contact DFM's New Castle County Superintendent at 302.233.8210.

6. Guard must be equipped be a mobile device during each shift.

7. Special instructions, if necessary, will be provided in a written format to the security officer.

FAMILY VISITATION CENTER (CHILD INC)
STATEMENT OF WORK I

Position: Security Officer

(Middletown)

Location: 210 Cleaver Farm Road, Middletown, DE 19709

Hours: Wednesday: 5:30 PM – 9:30 PM
Friday: 5:30 PM – 9:30 PM
Saturday: 8:30 AM – 5:30 PM
Sunday: 8:30 AM – 5:30 PM

(Hudson State Service Center)

Location: 501 Ogletown Road, Newark, DE 19720 **(Hudson State Service Center)**

Hours: Wednesday: 2:30 PM – 9:30 PM
Thursday: 2:30 PM – 9:30 PM
Sunday: 8:30 AM – 7:30 PM

(Belvedere State Service Center)

Location: 310 Kiamensi Road, Wilmington, DE 19805

Hours: Friday: 3:30 PM – 9:30 PM
Saturday: 8:30 AM – 6:30 PM

The Family Visitation Center Coordinator will notify the Contractor of any changes in the work schedule, which will include any closures due to inclement weather, as soon as possible. The Contractor will not bill for hours not worked when ample notice has been provided (a minimum of 6 hours).

A. MEASURABLE OBJECTIVE:

The Family Visitation Center(s) provide individualized 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 and within the Family Visitation Center Rules, Regulations, Policies and Procedures.

B. DUTIES:

1. The Contractor is responsible for providing at least one trained unarmed security officer at visitation center. Officers will have sufficient training in the use of OC Spray, hand-held magnetometers, age appropriate restraint devices, CPR, First Aid, and in issues related to family violence. The Division, Visitation Center Coordinator, and/or designated visitation center staff will notify the Contractor if additional security officers are required, as needed.

2. The Contractor is responsible for providing security officers with OC Spray and hand-held magnetometer when deemed necessary by the visitation center(s).

3. The Contractor will provide at least two hand held two-way radios for each site. The Family Visitation Center Coordinator will advise the Contractor if additional two-way radios are necessary and the Contractor shall provide the additional radios requested.

The Contractor will ensure that the hand held two-way radios are in good working condition at all times including supplying batteries, antenna replacement, etc.

4. The Contractor will notify the Visitation Center Coordinator and/or designated visitation center staff, as soon as possible if there are any changes with any security officer's work schedule. A minimum of 6-hours' notice of any changes (lateness, absence) is required. The Contractor will provide a replacement/substitute officer to cover scheduled Security Officer's shift. All replacement/substitute security officers will have prior clearance and be trained in all aspects of the required duties to the satisfaction of the Family Visitation Center Coordinator.

5. All information pertaining to families or family members (to include their identity) that use or plan to use Family Visitation Center services is held in the strictest level of confidence, along with any specific information pertaining to identities and/or visits. All information contained in the case files, on digital recorder, and/or video tape is confidential. No information will be released, unless subpoenaed by a court of law.

6. All Security Officers performing services at the visitation center will notify the Visitation Center Coordinator and/or designated visitation center staff immediately if there is a conflict of interest (i.e. they are related to or are personally familiar with any families or family members that use or plan to use the visitation center). The Contractor will provide a replacement officer (an officer with prior clearance and trained in all aspects of the required duties to the satisfaction of the Family Visitation Center Coordinator). 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.

7. 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.

Security personnel will:

a. Closely monitor video equipment to ensure safety of clients and staff.

b. Ensure visits are being recorded both visual and audio daily.

c. Notify the family visitation center staff if recording equipment is inoperable as well as log the faulty equipment in the officer's daily log.

8. The Contractor will advise the Family Visitation Staff/Coordinator 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. The contractor will provide a copy of their incident report to the Family Visitation Center Staff/Coordinator upon execution.

All recording will be reused after 28 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 Coordinator. 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).

9. 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.

10. Security Officers will initiate and maintain the Family Visitation Security Log for all clients entering and exiting the building.

11. The Contractor is responsible for providing on-site security for the family visitation center(s) during the previously specified hours. 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 pocketbooks, purses, diaper bags, presents/gifts, backpacks, etc. upon arrival;

b. Confiscating any items that are prohibited as delineated by the visitation center;

c. Monitoring the outside perimeter on-foot at least twice a day (not to occur during individual supervised visits). Each on-foot patrol will be logged, with time-out and time-in recorded, as well as any incidents or observations.

d. Active and continuous viewing of surveillance cameras and recording devices within the facility;

e. Ensuring the safety of children, victims of domestic violence, and the staff while in or on the premises of the visitation center; including walking staff to their vehicles at the close of business;

f. Interaction with a very diverse population and have a high degree of tolerance; be even tempered; have the ability to diffuse hostile and/or aggressive situations; have the ability to be firm but fair; understanding; and have thoughtful discretion;

g. Carry-out established procedures with Family Visitation staff for securing the Visitation Center at the end of operational hours; and

h. Answer, respond to and resolve emergency alarms; Enter and disarm alarm; Secure and lock-up building.

i. Report threats and/or veiled threats made towards Family Visitation staff, children, adult victims to the Program Coordinator, immediately.

j. Refrain from engaging in any activity, verbal or non-verbal, that may be perceived as an alliance, bond, friendship or the development of such with clientele or staff.

C. TRAINING

1. The Family Visitation Center(s) staff shall provide an initial orientation to the Visitation Center to the Contract upon award of the contract and thereafter, for new employees (including any potential replacements or substitutes) prior to assignment to the Visitation Center.

2. The orientation will include but is not limited to:

a. Internal and external tour of the Visitation Center, State Service Center, Community Center and/or other facilities.

b. Fire and safety equipment;

c. Maintenance equipment;

d. Fire Alarm system;

e. Security system;

f. Use of incident report;

g. Organization and mission of Visitation Center;

h. Post assignments;

i. Response procedures to emergencies, fire alarms, injured or sick persons, bomb threats, police assistance, or other disasters;

j. Orientation to Visitation Center services;

k. Sign-in and out procedures; and

l. Any information considered appropriate by the Visitation Center as necessary to perform duties.

3. Proficiency will be assessed by the Family Visitation Center Coordinator and/or designated Visitation Center staff via observation, feedback, and instruction.

4. The initial orientation period shall last for a period of no less than seven (7) business days/shifts.

5. The Contractor will have the assigned site commander conduct no less than one (1) visit per week to the Visitation Center(s) to check on the security officer(s) and to deal with any problems that may arise.

6. Security Personnel will attend and actively participate in the monthly service training provided by the Family Visitation Center Staff. Fees for training will be limited to the regular hourly rate.

D. MEAL BREAK:

Meal break will be a ½ hour “working” meal break at work station based on the public safety exemption. Vendor will need to schedule this accordingly with Family Visitation Center Coordinator to ensure no overtime is billed.

FAMILY VISITATION CENTER (PEOPLE'S PLACE II)
STATEMENT OF WORK II

Position: Security Officer

(Milford State Service Center)
Location: 13 North Church Avenue, Milford, DE 19963

Hours: Wednesday – 5:00 PM to 9:30 PM
Friday – 5:00 PM to 9:30 PM
Sunday – 11:30 AM to 9:30 PM

(**Thurman Adams State Service Center)**
Location: 546 South Bedford Street, Georgetown, DE 19947

Hours: Friday – 4:30 PM to 9:30 PM
Saturday – 11:30 AM to 6:30 PM
Sunday – 8:30 AM to 6:30 PM

(People's Place – Dover)
Location: 165 Commerce Way, Dover, DE 19904

Hours: Wednesday – 3:30 PM to 9:30 PM
Friday – 3:30 PM to 9:30 PM
Saturday – 11:30 AM to 6:30 PM
Sunday – 11:00 AM to 6:30 PM

The Family Visitation Center Manager will notify the Contractor of any changes in the work schedule, which will include any closures due to inclement weather, as soon as possible. The Contractor will not bill for hours not worked when ample notice has been provided (a minimum of 6 hours).

A. MEASURABLE OBJECTIVE:

The Family Visitation Center(s) provide individualized 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 and within the Family Visitation Center Rules, Regulations, Policies and Procedures.

B. DUTIES:

1. The Contractor is responsible for providing at least one trained unarmed security officer at visitation Center; Officers will have sufficient training in the use of OC Spray, hand-held magnetometers, age appropriate restraint devices, CPR, First Aid, and in issues related to family violence. The Division, Visitation Center Manager, and/or designated Visitation Center staff will notify the Contractor if additional security officers are required, as needed.

2. The Contractor is responsible for providing security officers with OC Spray and hand-held magnetometer when deemed necessary by the visitation center.

3. The Contractor will provide at least two hand held two-way radios for each site. The Family Visitation Center Manager will advise the Contractor if additional two-way radios are necessary and the Contractor shall provide the additional radios requested. The contractor will ensure that the hand held two-way radios are in good working condition at all times including supplying batteries, antenna replacement, etc.

4. The Contractor will notify the Visitation Center Manager and/or designated visitation center staff, as soon as possible if there are any changes with a security officer's work schedule. A minimum of 6 hours' notice of any changes (lateness, absence) is required. The Contractor will provide a replacement/substitute officer to cover scheduled Security Officer's shift. All replacement/substitute security officers will have prior clearance and be trained in all aspects of the required duties to the satisfaction of the Family Visitation Center Manager.

5. All information pertaining to families or family members (to include their identity) that use or plan to use Family Visitation Center services is held in the strictest level of confidence, along with any specific information pertaining to identities and/or visits. All information contained in the case files, on digital recorder, and/or video tape is confidential. No information will be released, unless subpoenaed by a court of law.

6. All Security Officers performing services at the visitation center(s) will notify the Visitation Center Manager and/or designated Visitation Center staff immediately if there is a conflict of interest (i.e. they are related to or are personally familiar with any families or family members that use or plan to use the visitation center). The Contractor will provide a replacement officer (an officer with prior clearance and trained in all aspects of the required duties to the satisfaction of the Family Visitation Center Manager). 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.

7. 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.

Security personnel will:

a. Closely monitor video equipment to ensure safety of clients and staff.

b. Ensure visits are being recorded both visual and audio daily.

c. Notify the family visitation center staff if recording equipment is inoperable as well as log the faulty equipment in the officer's daily log.

8. The Contractor will advise the Family Visitation Staff/Manager in writing, of any problems or issues related to the facility, security or equipment and will document, in writing, all incidents. This includes both intentional and accidental that occur on-site. The contractor will provide a copy of their incident report to the Family Visitation Center Staff/Manager upon execution.

All recording will be reused after 28 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. 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).

9. 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.

10. Security Officers will initiate and maintain the Family Visitation Security Log for all clients entering and exiting the building.

11. The Contractor is responsible for providing on-site security for the family visitation center(s) during the previously specified hours. The Security Officers will assist the Visitation Center Manager 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 pocketbooks, purses, diaper bags, presents/gifts, backpacks, etc. upon arrival;

b. Confiscating any items that are prohibited as delineated by the Visitation Center;

c. Monitoring the outside perimeter on-foot at least twice a day (not to occur during individual supervised visits);

d. On-going and continuous viewing activity within the facility using surveillance monitors provided by the Visitation Center;

e. Ensuring the safety of children, victims of domestic violence, and the staff while in or on the premises of the Visitation Center; including walking staff to their vehicles at the close of business;

f. Interaction with a very diverse population and have a high degree of tolerance; be even tempered; have the ability to diffuse hostile and/or aggressive situations; have the ability to be firm but fair; understanding; and have thoughtful discretion;

g. Carry-out established procedures with family visitation staff for securing the visitation center at the end of operational hours;

h. Answer, respond to and resolve emergency alarms; Enter and disarm alarm(s); Secure and lock-up building.

i. Refrain from personal conversations with families (VP and NVP). Conversations shall be limited to the policy and practice of the visitation center(s).

C. TRAINING

1. The family visitation center staff shall provide an initial orientation to the visitation center to the Contract upon award of the contract and thereafter, for new employees (including any potential replacements or substitutes) prior to assignment to the visitation center.

2. The orientation will include but is not limited to:

a. Internal and external tour of the Visitation Center, State Service Center, Community Center and/or other facilities.

b. Fire and safety equipment;

c. Maintenance equipment;

d. Fire Alarm system;

e. Security system;

f. Use of incident report;

g. Organization and mission of Visitation Center;

h. Post assignments;

i. Response procedures to emergencies, fire alarms, injured or sick persons, bomb threats, police assistance, or other disasters;

j. Orientation to Visitation Center services;

k. Sign-in and out procedures; and

l. Any information considered appropriate by the Visitation Center as necessary to perform duties.

3. Proficiency will be assessed by the Family Visitation Center Manager and/or designated visitation center staff via observation, feedback, and instruction.

4. The initial orientation period shall last for a period of no less than seven (7) business days/shifts.

5. The Contractor will have the assigned site commander conduct no less than one (1) visit per week to the visitation center(s) to check on the security officer(s) and to deal with any problems that may arise.

D. MEAL BREAK:

Meal break will be a ½ hour “working” meal break at work station based on the public safety exemption. Vendor will need to schedule this accordingly with Family Visitation Center Manager to ensure no overtime is billed.

STATEMENT OF WORK

SUSSEX COUNTY LIBRARIES

POSITION: SECURITY OFFICER

LOCATION: Sussex County Libraries
Sussex County (Greenwood, South Coastal and Milton)
Sussex County Delaware

SHIFTS: 8 hours per day, six days per week (Monday thru Saturday)

A. **DUTIES:**

At a minimum, Security officers for Sussex County Libraries will be responsible to:

1. Monitor inside and outside of the libraries and monitor for illegal activity.
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.
4. Monitor library patrons.
5. Monitor interior and exterior of building(s)
6. Perform a safety check of facilities once per month.

B. **MEAL BREAK:** Work performed eight hours per day, meals eaten on site

STATEMENT OF WORK
FERNHOOK BUILDING-BRIDGE CLINIC
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

POSITION: UNARMED SECURITY OFFICER

LOCATION: 14 Central Avenue, New Castle, DE 19720

SHIFTS: Monday – Friday: 8:30a.m. – 5:00p.m.
*Excludes State of Delaware Observed Holidays

A. AWARDED CONTRACTOR DUTIES:

1. The contractor is responsible for supplying One (1) unarmed security officer.

2. Officers will have sufficient training in the use of various security equipment, age appropriate restraint devices, CPR, First Aid, and in issues related to behavioral health.

3. The Contractor shall not reassign an employee without the approval of the Division.

4. The Contractor shall, upon notice by the Division, 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 Contractor will notify the designated Bridge Clinic Manager and/or designated staff, as soon as possible if there are any changes with any security officer's work schedule. The Contractor will provide a replacement/substitute officer to cover scheduled Security Officer's shift. All replacement/substitute security officers will have prior clearance and be trained in all aspects of the required duties to the satisfaction of the Division.

6. The Division has the authority to set and/or change shift assignments of the Contractor at any time such change is deemed necessary.

7. The Security Company 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 business hours and at other times in case of emergency, to make all necessary arrangements for security services.

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

   a. Supervising all watches;
   b. Making up a weekly watch schedule and submitting a copy to the Division;
   c. Reading daily security log to ensure that all entries made are done so as directed by the Division;
   d. Meeting with the Bridge Clinic Manager or their representative on a 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;
   e. 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;

f. 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;
g. Following all directives given to them by the Division;
h. Doing a work up of the Security Officer's daily time sheet;
i. 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.
j. The Contractor will have assigned Site Commander carry-out no less than one (1) visit per week to the Bridge Clinic to check on the security officer and to deal with any problems that may arise.

9. The average monthly security officer turnover rate shall **NOT** exceed 20%. If the average rate exceeds 20%, the contractor may be judged as not in compliance with the terms and conditions of the contract and shall be subject to the remedies contained herein the contract.

10. In the event the Bridge Clinic 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 Bridge Clinic closes for inclement weather or for any other unforeseen circumstance.

11. All information pertaining to clients (to include their identity) that use or plan to the use the Bridge Clinic services is held in confidence; along with any specific information pertaining to identities and/or visits. All information, to include that of security equipment is strictly confidential. No information will be released, unless subpoenaed by a court of law.

12. 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.

13. The Contractor shall at no time furnish Security Officers who have not met the minimum qualifications and training as required by the contract, including those who have been interviewed and cleared through the Division.

14. 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.

B. SECURITY PERSONNEL DUTIES:

At a minimum, Security Officers for the Bridge Clinic will be responsible to:

1. Remain within monitoring range of the security station (located at the reception desk) except when performing other herein named duties. In addition, must maintain monitoring of Security Camera Workstation (monitoring cameras and any alarm systems).

2. Shall monitor and authorize entrance and departure of employees, visitors, and other persons to maintain safety and security of premises.

3. Shall report all unauthorized persons to the Division's representatives, as soon as possible.

4. Shall operate all security/detecting devices as appropriate.

5. Shall prevent passage of prohibited articles or unauthorized persons into restricted areas.

6. Shall have the ability to restrain persons as necessary to ensure the safety of the Bridge Clinic's staff, visitors, and clients.

7. Require all visitors and clients to sign the established visitors log and issue visitor passes.

8. Interact with a very diverse population and have a high degree of tolerance, be even tempered, have the ability to diffuse hostile and/or aggressive situations, have the ability to be firm but fair, understanding, and have thoughtful discretion.

9. Shall conduct random patrols of the interior and exterior of the facility.

10. Shall submit maintenance requests for safety and security hazards.

11. Shall be proactive in maintaining the safety and decorum of the facility.

12. Shall appear in court to testify regarding incidents, which occur in and around the Agency. Fees for testimony will be subject to the regular hourly billable rate.

13. Shall prepare and submit documentation of out of the ordinary incidents.

14. Shall document all incidence of threatening behavior.

15. Shall remain in full uniform at all times.

16. Shall follow the Division's policies, procedures, and protocols related to answering alarms, investigating disturbances, and contacting Division's representatives and first responders for Police, Fire, Ambulance (in case of Emergency).

17. Exercise prudence in the execution and enforcement of facility rules and regulations.

18. Provide escort service as deemed appropriate.

19. Security officer will not use facility telephones, computers, copiers, printers or fax machines unless specifically needed to perform job duties. Use of such equipment for personal use will result in immediate complaint to Contractor and may result in request for termination of Security Officer by Division.

20. 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, visitors, and clients to evacuate the building.

C. SECURITY LOG

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

1. The Contractor shall provide a logbook 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 Division. This log book is to be reviewed weekly by the Bridge Clinic Manager or their representative, and the Security Officer's supervisor, and signed or initialed by both. Any unusual entries must be brought to the attention of the Bridge Clinic Manager or their representative. In addition, the representative of the Contractor shall advise the Division 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 Bridge Clinic Manager or their representative, and the designated representative of the Contractor as appropriate, at an agreed upon day of the week and time.

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 their name, followed by their 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 Bridge Clinic Manager or their representative.

6. All entries in the Security Officer's log shall be printing 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.

C. MEAL BREAK:

Meal break will be ½ hour "working" meal break at work station based on the public safety exemption. Vendor will need to schedule this accordingly to ensure no overtime is billed.

D. BILLING:

1. Payment of Invoices

   a. Contractor's invoices by the tenth of the month for the month preceding that indicate expenditures. The Contractor may use its own expenditure format, as long as it provides expenditure information for the site and shift.
   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. Willful misrepresentation of any facts whatsoever shall constitute just cause for termination of the contract.
   c. The 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 within five (5) business days of a request by the Division. 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.
   d. 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.
   e. Invoices shall be sent to: dsamhbusinessoperations@state.de.us

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 an equitable adjustment of the Contract Security Officer Service charges to fairly reflect the reduced value of its services. The adjustments will not exceed the proposed hourly wage rate.
   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 officers 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 shift.

e. Falsification of any entries in the Security Officer log by the Contractor's personnel.
f. Improper or incomplete dress of Security Officers.
g. Failure of conducting a proper background investigation of all Security Officers assigned, including educational requirement.
h. The Contractor fails to adequately trained extra or replacement security officers as specified by the specifications.
i. Security Officers asleep on post or inappropriate equipment usage.

E. TRAINING

1. The Division shall provide an initial orientation to the Bridge Clinic upon award of the contract and thereafter, for new employees (including any potential replacements or substitutes) prior to assignment to the Bridge Clinic.

2. The orientation will include but is not limited to:

   a. Tour of the Bridge Clinic;
   b. Fire and safety equipment;
   c. Maintenance equipment;
   d. Fire Alarm equipment;
   e. Security system;
   f. Use of incident report;
   g. Scheduled employee orientation by the Division's Training Unit;
   h. Post assignments;
   i. Response procedures to emergencies, fire alarms, injured or sick persons, bomb threats, police assistance, or other disasters;
   j. Orientation to Bridge Clinic services;
   k. Sign-in and out procedures; and
   l. Any information considered appropriate by Division as necessary to perform duties.

3. Proficiency will be assessed by the Bridge Clinic Manager and/or designated staff via observation, feedback, and instruction.

4. Fees for training will be limited to the regular hourly rate.

STATEMENT OF WORK
DeLaWarr State Service Center
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF STATE SERVICE CENTERS

POSITION: SECURITY OFFICER

LOCATION: 500 Rogers Road New Castle, De 19720

SHIFTS: 10:00a.m – 5:00 p.m. Monday through Friday (35 Hours)

A. **DUTIES:**

At a minimum, all security officers for this location will be responsible to:

1. Patrol the interior of the building to ensure that no unauthorized people are on the premises and that all workers are safe. Security officers must be alert and check for safety and fire hazards. All Restrooms will be checked during interior patrols.

2. Conduct a complete visual check of exterior areas to include parking lots will be conducted hourly. Security officers will look for suspicious activity, enforce the NO Smoking Policy, and check for cars illegally parked, to include vehicles that may be parked within the fire lane in front of the main doors.

3. Record visitors to the building on a sign-in/sign-out sheet, and report unusual occurrences in the work area to the DSSC Administrator or contact person as soon as possible.

4. Enforce the Visitor Dress Code and building's Visitor Conduct Policies:

   1. NO FOOD OR BEVERAGE AND/OR BAGS OF FOOD OF ANY KIND
   2. NO SMOKING OF ANY KIND ANY WHERE ON FACILITY GROUNDS – TO INCLUDE THE PARKING AREAs
   3. CELL PHONE CALLS INSIDE OF THE FACILITY (AT A MIMIUM)
   4. NO WEAPONS OF ANY KIND PERMITTED

B. **LOCATION SPECIFICS:**

a. Procedures for Reporting Problems- Communicate directly with building Administrator or assigned DSSC representative to give a report on any building issues that may have occurred.

b. Procedures for End of Shift- Patrol building interior and exterior to check to make sure building is safe and secure to close prior to DSSC staff setting alarm and exiting building.

C. **MEAL BREAK:** Working meal break due to public safety (30 minutes can be taken in break room) during scheduled hours.

STATEMENT OF WORK
Hudson State Service Center
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF PUBLIC HEALTH

POSITION: SECURITY OFFICER

LOCATION: Hudson State Service Center
Division of Public Health – 2nd Floor
WIC Program
501 Ogletown Road
Newark, DE 19711

SHIFTS: Every Wednesday: 12:00p.m. – 7:00p.m. – excluding State holidays and weather-related closure -Upon advanced notice the clinic may operate from 8:00a.m. – 4:30p.m. For those dates security officers will be on duty until 7:00p.m. to escort staff to parking lot.

A. DUTIES:

At a minimum, all security officers for this location will be responsible to:

1. Observe the client waiting room and be present from 12:00-7:00pm on Wednesday's.
2. Deal with any negative escalation in client behavior in a safe and appropriate manner.
3. Assist and inform clients, staff, and visitors of location of WIC services and sign in procedures.

B. LOCATION SPECIFICS:

a. Daily Routine:
   1. Monitor waiting room area
   2. Occasionally do a walkthrough of WIC area.

b. Procedure for Reporting Problems:
   1. Report to Jen Colantuono, Katie Waring or Lourdes Negron.
   2. Provide daily report log as per company policy.
   3. Maintain daily written log to be maintained at site.

c. Procedures for End of Shift:
   1. Escort all clinic staff members to the back-parking lot at 7:00pm.

d. No unofficial use of cell phone while on duty.

e. Contacts: Jennifer Colantuono, Katie Waring, Susan Keegan, Lourdes Negron

f. Certifications required (CPR, First Aid, AED)