

Scope of Work

BMVC

Region 1

The Contractor to provide 1 armed uniformed level 1 officer at the following BMVC location:

Bureau of Motor Vehicles Commission
Branch #655
661 Broadway
Gary, IN

Hours Required

Monday – Friday – 8:30a.m. – 5:00p.m.

Holidays to be worked

Election Day – 6:00a.m. – 6:30p.m.

Primary Election Day – (if DCS is closed) 6:00a.m. – 6:30p.m.

Primary Election Day – If DCS is closed) 4:30p.m. – 6:30p.m.

Special Election Day – (if DCS is closed) 6:00a.m. – 6:30p.m.

Special Election Day – (if DCS is closed) 4:30p.m. – 6:30p.m.

Monday before any election day – 4:30p.m. – 8:30p.m.

Other Government Holiday DCS is closed but BMVC is open – 8:00a.m. – 5:30p.m.

Officer abilities required:

Provide armed security

Duties Summary:

Security in lobby and at East door of 661 Broadway – de-escalate any situation which develops with customers. One armed guard per shift.

Duties/Functions:

- Guard shall be located in lobby and at East door
- Guard shall not be located inside BMVC location, unless a situation merits
- The officer shall manage any hostile or distraught customers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment
- The officer shall be license to carry and use a firearm
- A statement of confidentiality must be signed by the officer and kept of file at the branch
- All officers must be certified in firearms training
- The contractor and officers shall assist with the preparation of evacuation procedures and drills

- The officer shall investigate incidents and prepare incident reports for review by the management of the Gary branch

Scope of Work

BMVC – South Bend

Region 1

The Contractor to provide 1 armed uniformed level 1 officer at the following BMVC location:

Bureau of Motor Vehicles Commission
Branch #135
623 South St. Joseph St.
South Bend, In. 46601

Hours Required

Tuesday – 8:30a.m. – 6:30p.m.
Wednesday – Friday – 8:30a.m. – 5:00p.m.
Saturday – 8:30a.m. – 12:45p.m.

Holidays

Election Day – 6:00a.m. – 6:30p.m.
Primary Election Day – (If DCS is closed) 6:00a.m. – 6:30p.m.
Primary Election Day – If DCS is closed) 4:30p.m. – 6:30p.m.
Special Election Day – (if DCS is closed) 6:00a.m. – 6:30p.m.
Special Election Day – (if DCS is closed) 4:30p.m. – 6:30p.m.
Monday before any election day – 4:30p.m. – 8:30p.m.

Officer abilities required:

Provide armed security

Duties Summary:

Security in South Bend Branch – de-escalate any situation which develops with customers. One armed guard per shift.

Duties/Functions:

- Guard shall be located in lobby to protect and preserve the safety and security of the environment, including any persons and property
- The officer shall manage any hostile or distraught customers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment
- The officer shall be license to carry and use a firearm
- A statement of confidentiality must be signed by the officer and kept of file at the branch

- All officers must be certified in firearms training
- The contractor and officers shall assist with the preparation of evacuation procedures and drills
- The officer shall investigate incidents and prepare incident reports for review by the management of the South Bend branch

Scope of Work

Department of Revenue

Region 3

The Contractor will provide one armed **Special Deputies** (affiliated with a police agency in the State of Indiana) uniformed security officer to the following location:

Department of Revenue
7811 Millhouse Road
Indianapolis, In. 46241

Hours Required:

Monday – Friday - 5:30a.m. – 1:00a.m.

Due to the nature of DOR business, increased work hours are sometimes required. Twenty-four hour shifts and/or weekend hours could be necessary to enable facility to remain open. Officers are to be provided during these extended hours and will be paid for the additional time spent at the location per the hourly charges specified in the contract.

Holidays:

Security Officers will be expected to be available to work holidays on an as-needed basis with a 48 hour notice to the contractor.

Duties/Functions:

- The armed and uniformed security officer shall protect and preserve the safety of security of the environment, both persons and property and shall perform certain non-security duties as the parties may mutually agree upon
- The officer is required to manage possible hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining as safe and secure environment.
- The officer will be required to sign a DOR Confidentiality Statement and Releases of Information Statement and these statement are to be submitted to DOR
- The officer must be adequately bonded, trained, and certified in firearms training and possess general police powers, including the power to arrest
- The contractor is to provide the officer with a telecommunication device, at the Contractors expense, to enable DOR employees to contact the officer during work hours
- The officer is to maintain relationships with local fire and police authorities, property managers, and the DOR contracted security alarm company and assist such authorities in the event of fire, bomb threats, weather related problems and other emergencies
- The contractor will provide “first response” to all emergency calls from the DOR contracted security alarm company to local fire and/or police department during non-business hours. DOR

will allow a maximum charge of one (1) hour per "first response" call answered. If the response time is more than one hour, DOR will require verification of time spent at location and will only pay for the actual additional time spent at the location per the hourly charge specified in this contract.

- The officer will patrol the grounds of both facilities to ensure security of the building, grounds, DOR employees, and authorized visitors
- The officer will ensure that employees safely enter their vehicles after late evening hours and on Saturdays
- The officer will assist with health related problems or injuries at the location and call the necessary emergency personnel when required. CPR and AED certified.
- The Contractor and Security Officer will assist with the preparation of evacuation procedure and drills
- The Officer will investigate incidents and prepare incident reports for distribution to DOR management
- The Officer will also assist DOR Enforcement Division personnel with internal security matters
- The Officer is to provide a professional attitude/demeanor with employees in the building, but will not have develop any personal relationships with any employee

Scope of Work
DWD – WorkOne Sites – Region 1,2,3,4, and 5

The contractor to provide 1 armed uniformed level 2 officer for each DWD locations:

Anderson WorkOne Office, Evansville WorkOne Office, Fort Wayne, WorkOne Office, Gary WorkOne Office, Hammond WorkOne Office, Indianapolis East WorkOne Office, Indianapolis West WorkOne Office, Muncie WorkOne Office, South Bend WorkOne Office, Terre Haute WorkOne Office

Hours Required

Monday – Friday – 8:00 a.m. – 4:30p.m.

Holidays

Security Guards will not be scheduled on Government Holidays.

Officers abilities required

- Provide armed security as officer in charge
- Confront guests, employees and/or persons exhibiting behavior that could cause harm to staff and/or other clients
- Assist in answering questions and directing clients

Training required

Successfully complete required armed security training

Duties Summary

Armed and uniformed security officer shall protect and preserve the safety and security of the environment, both persons and property.

Duties/Functions

- The armed and uniformed security officers shall protect and preserve the safety and security of the environment, both persons and property
- The officers are required to manage possible hostile or distraught clients with emphasis on deescalating negative behaviors and maintaining a safe and secure environment
- The officers must be adequately bonded, trained and certified in firearms training
- The officers is to maintain relationships with the local fire and police authorities, and office managers in the event of fire, bomb threats, weather related problems and other emergencies

- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required
- The officer will be required to provide incident reports. The reports should include but not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victims, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.

Scope of Work

FSSA – DDB - Shadeland

Region 3

The Contractor to provide 2 Armed Level 2 Security Officers and 1 Armed Level 3 Site Supervisor for the following location:

Indiana Family and Social Services Administration
Division of Disability and Rehabilitative Services
Disability Determination Bureau
2525 North Shadeland Ave, Suite 105
Indianapolis, In. 46219

Hours Required

Monday – Friday – 6:00a.m. – 6:00p.m. and 24 hours on Saturday and Sunday – one armed guard

Holidays

All State Holidays require the services of one armed guard for the entire 24 hours.

Officers Abilities required:

All assigned officers must be fitted with clean uniforms and badges, 25 years of age or older, possess a high school diploma or equivalent, no criminal history and demonstrate good speaking and writing skills. Must have a valid firearms license. Submitting to and passing a random drug/alcohol samplings while on post.

Training Required:

All assigned officers should have completed a psychological training course. The criteria of psychological training are to provide background on mental illness and how to deal with situations that involve individuals with mental illness, hostile or aggressive behavior.

Officers must be trained to assist the disabled individuals, to react to emergency situations including, but not exclusive of, bomb threats and severe weather conditions.

Training on topics/issues required prior to assignment:

First aid/CPR/AED

Certified in the handling of bio-hazard incidents

Principles of Ethics of Security

Report Writing

Observation and Description

Public Relations

Foot Patrol

Safety and Fire Prevention

Hostile and Aggressive Individuals

Fire Arms Usage

On-site Training and prior or assignment:

Facility Rules/Policies

Securing the facility

Handling of employees/guests/vendors

Security and how it applies to DDB

Duties Summary:

Provide armed security guard services at 2525 N. Shadeland Ave, Indianapolis, In. 46219. The armed security guard services will monitor the safety of face to face interviews or hearings.

Describe the Duty functions in great detail:

- Make rounds of the on-site parking lots
- Monitor flow of traffic through the parking lot
- Make round of the floors and check certain doors that should remain closed and locked
- Monitor hearings and interviews being held
- When necessary, check employee I.D.'s
- Have guests/vendors sign-in and out, check ID's, wand and issue passes
- Notify employee(s) supervisor of guests
- At times, may need to physically check carrying items, costs, and wand individuals
- Monitor camera system
- Provide crowd control i.e. evacuations etc.
- Provide services that are deemed necessary to assure the security of DDB space, equipment, and its staff
- Assist Hearing Officer, receptionist and/or other agency staff in dealing with hostile claimants
- Assist in coordinating conference and meeting room assignments
- Provide office security; patrol lobby, mailrooms, public restrooms and overall public safety and disabled access
- Provide appropriate direction to the public regarding building access, public restroom locations
- Assure that all individuals have exited the building at the end of the workday
- Locking and unlocking of shred barrels

Lake County DCS
661 Broadway Gary, IN

SCOPE OF WORK/M

Below is a brief outline of procedures for Guards to follow. You will find the shift schedule along with duties for each shift and number of Guards needed.

Normal business is from 7:30 a.m. to 4:30 p.m. Monday thru Friday. Holidays are exempt from this schedule. This is a 24/7 building and staff are here after hours. All person(s) entering or exiting the building after hours need to sign in/out in the log book. One will be provided for you by DCS.

Monday - Friday 12:00 a.m. to 8:00 a.m./2 Guards

Guards are to check perimeter doors hourly to make sure they are secure. One Guard must remain at the front desk at all times to open door for night workers. They must have night worker sign in/out. Upper floors should be checked hourly to ensure areas are fine. (i.e. fire/lights not working etc.) If any problems are detected they must notify DCS workers in Office Services upon their arrival in the morning. At 6 a.m. one guard is to go to the north entrance and unlock the door for employees entering building. All workers must have an ID Badge to enter and sign in on log prior to 6:45 a.m.

Monday - Friday 7:30 a.m. - 4:00 p.m./8 Guards

1st floor - 3 Guards

2nd floor - 1 Guard

3rd floor - 1 Guard

Employee Entrance - 1 Guard

Employee Parking Lot - 1 Guard

Rotation - Breaks/Lunch - 1 Guard

1st floor Duties: Guards are to keep hallways clear, make sure no one leaves first floor without signing in with receptionist, answer questions, assist workers when needed, remove visitors as requested, file incident reports, call 911 when needed. Escort public to water fountain when requested, report any building problems that may arise during their shift.

2nd floor Duties: Guard is keep hallways clear, assist workers when needed, ensure public entering has been issued a Visitor Pass, report any building problems that may arise during their shift.

3rd floor Duties: Guard is to have all Visitors sign in/out log. Direct Visitors to proper office, assist workers when needed, report any building problems that may arise during their shift.

Employee Entrance: Guard is to open door for employees, assist employees

to vehicle when asked, make sure anyone entering has proper ID Badge. When weather is snow/ice – throw ice melt out in walkway, report any suspicious activity to their Superior. Guard is not to leave area of back door. Must be within 20 feet of door at all times if they are outside of door. If they are inside they must be in the vestibule.

Parking Lot: Guard is to see that only employees are parking in lot. No public is allowed and guard must see that they are instructed to park in client lot. No one except employees should be walking in/through lot. All public must walk on Broadway/Massachusetts Street – not through lot. No one should be in lot putting advertising on vehicles. Guard is to report, if seen, vehicles with lights on, flat tires, lights out on poles, fence damage etc.

Monday – Friday 4:pm – 12 a.m./2 Guards

Guards are to make sure building is secured at 6 p.m. Employee entrance is locked and all perimeter doors are locked. Lists will be provided for after hour meetings and all visitors entering must sign in/out in log book. All workers entering after 6 p.m. are required to have proper ID Badge and sign in/out of log book. During this time the cleaning people should be in the building. They must also sign in/out and when taking out trash a guard should make a visual to ensure it is just trash being taken out. All perimeter doors should be checked hourly and if there are workers/visitors in the building the upper floors should be checked hourly. Walk workers to their vehicles if requested and assist workers when requests are made. Guard is to answer Receptionist phone. Some workers will call to inform them that they are on their way in. They may ask for assistance in getting child(ren) from their vehicle into building.

*** The BMV is open to 7 p.m. on Tuesdays. On Tuesdays the client entrance will be left open until 7 p.m.

Weekends/Holidays:

Saturday & Sunday 12:00 a.m. to 8:00 a.m. - 1 Guard

Guard is to check perimeter doors every hour. They are to answer the Reception phone if it rings. Guard is to make sure employees entering Building have proper ID Badge and sign in/out in log book. They should assist worker when asked.

Saturday 8 a.m. to 4 p.m. - 1 Guard

Guard is to assist workers that come into the office. They are to make sure worker has proper ID and sign in/out. Guards are to check perimeter doors every hour. Client door is open from 8:30 a.m. to 12:30 p.m. DCS workers entering building must still sign in/out on log even though the doors are open for BMV.

***BMV is only opened Saturday from 8:30 a.m. to 12:30 p.m. Client doors will not be opened on Sunday.

Saturday and Sunday 4:00 p.m. to 12:00 a.m. - 1 Guard

Guard is to check perimeter doors every hour. They are to assist workers when asked. They are to answer Reception phone. They are to check upper floors every hour if there are workers working up there.

PLEASE NOTE:

All guards should be in proper uniforms at all times.

No guard should be on their cell phone while on their post. or ~~texting~~.

All guards shall have radios issued to communicate with their Captain.

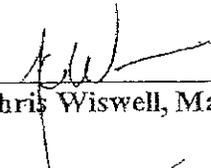
No eating, reading, cross word puzzles or I Pods at their post. They make drink beverages while on their post.

No personal calls may be made on any Agency phone at any time.

All Guards should be courteous with workers/visitors.

Guards should not be socializing with visitors/workers.

Guards should not congregate with each other while one their post. They should break in their office provided to them, the lounge on 2nd floor or away from work areas.


Chris Wiswell, Majestic Security, Inc.

2/28/11
Date

1 FOB ^{kw}F

1 MAIN DOOR KEY ^{kw}F

1 INSIDE MASTER ^{kw}F

Scope of Work

FSSA- DCS – Marion County

Region 3

The Contractor will provide 3 armed uniformed Level 1 Security officers at the following location:

FSSA – DCS – Marion County
4150 N. Keystone
Indianapolis, In. 46205

Hours Required:

Monday – Friday – 24 Hours

Holidays:

November 26th, 2015(Thanksgiving Day) November 27th, 2015 (Lincolns Birthday), December 24th, 2015,(Christmas Eve), December 25, 2015 (Christmas Day), January 1, 2016, (New Years Day) – NO COVERAGE NEEDED ON THE HOLIDAYS LISTED ABOVE.

ALL OTHER HOLIDAYS REQUIRE COVERAGE FOR 2 DAY SHIFTS

Officer Abilities Required:

Office and staff security, perimeter survey, manage negative behavior, contact county/city emergency personnel in needed. The Contractor shall ensure that all Security Officers are bonded, insured and have passed a criminal history, background check, and a drug screening test. All security officers must also maintain a valid gun permit in order to continue to carry a weapon. Evidence of the above shall be provided to the Director of the Marion County DCS Office or his/her Designee prior to each Security Officer performs services for this office.

Training Required:

Armed Security Officers must have one (1) or more years of security or police experience prior to performing services for the Marion County DCS Office. Training may be substituted for experience at the discretion of the Director.

The Contractor shall provide trained Security Officers who are qualified under state of Indiana law to perform security services. The Contractor shall provide regular training for all of it Security officer and any supervisory personnel who work at the Marion County DCS Office. Proof of such train shall be provided to the Director upon request.

Duties Summary:

Provide protection in the office and adjoining parking areas for the staff and clients of the Marion County DCS Office

Duties/Functions:

- General security for the Marion County Office; 24 hour coverage Monday – Friday – 7:00a.m. – 3:30 p.m. – 3:30p.m. – 11:00p.m. – 11:00p.m.– 7:00a.m.
- Security supervision for State personnel located at the Marion County DCS, Monday – Friday of each week, the Contractor shall provide a total of 1 security officer for each of the 3 daily shifts for 24 hours coverage, actively working at all times during such specified time periods. Provide protection in the offices and adjoining parking areas for the staff and clients of the Marion County DCS Office
- Provide a total of 1 armed security officer for each of the 2 daily shifts for the Holidays following: October 12, 2015, Columbus Day; November 11, 2015 Veterans Day; January, 2016, Martin Luther King Jr Day; April , 2016, Good Friday; May , 2016, Primary Election Day; May , 2016, Memorial Day; July 4, 2016, Independence Day; September , 2016, Labor Day;
- Provide clients with information as to the location of services within the Marion County DCS Office
- Provide assistance to the staff and clients to ensure orderly and smooth traffic flow of clients within the Marion County DCS Office
- Avoid Fraternizing with staff or clients during working hours in the workplace
- Remain at assigned post during working hours until relieved or rotated to another post by a supervisor
- Comply with any additional instructions, directions, or requests made by the Director of the Department of Child Services, Marion County or his/her Designee

Scope of Work

FSSA – DCS – Vigo County

Region 4

The Contractor will provide 2 armed uniformed level 2 security officers to the following location:

DCS Vigo County
30 N. 8th Street
Terre Haute, In. 47807

Hours Required:

Monday – Friday – 8:00a.m. – 5:00p.m.

Holidays:

Security Officers will not be required to work on Government Holidays.

Officer Abilities Required:

The Contractor shall ensure that all Armed Security Officers are bonded, insured, have passed a criminal history background check, and a drug screening test. All of the security officers must also maintain a valid gun permit in order to continue to carry a weapon. Evidence of the above shall be provided to the Director of Vigo County DCS County Office or his/her designee prior to each security officer performing services for the Vigo County DCS Office.

The officers should have detain authority

The Contractor shall ensure that all security officers assigned to the Vigo County DCS Office wear full uniforms during their working hours that identify them as an officer. Such uniforms shall be provided at the Contractors expense.

Training Required:

Armed Security Officers must have one (1) or more years of security or police experience prior to performing services for the Vigo County DCS Office. Training may be substituted for experience at the discretion of the Director.

The Contractor shall provide trained Security Officers who are qualified under state of Indiana law to perform security services. The Contractor shall provide regular training for all of it Security officer and any supervisory personnel who work at the Vigo County DCS Office. Proof of such train shall be provided to the Director upon request.

Duties Summary:

Provide protection in the office and adjoining parking areas for the staff and clients of the Vigo County DCS Office.

Duties/Functions:

- General security during operating hours for the Vigo County DCS Office
- Security supervision for State Personnel located at the Vigo County DCS Office
- During business hours from Monday-Friday, the Contractor shall provide a total of 1 armed security officer for the provision of security services. One armed security officer will actively work with the Vigo County DCS Office at all times during such specified time periods. Provide protection in offices and adjoining parking areas for staff and clients.
- Provide clients with information as to the location of services within the Vigo County DCS Office
- Provide assistance to the staff and clients to ensure orderly and smooth traffic flow of clients within the Vigo County DCS Office
- Avoid fraternizing with staff or clients during working hours in the workplace
- Remain at assigned post during working hours until relieved or rotated to another post by a supervisor
- Comply with any additional instructions, directions, or requests made by the Director of the Department of Child Services, Vigo County or his/her Designee

Scope of Work

FSSA – DFR – South St.

Region 1

The contractor to provide 1 armed uniformed level 1 security officer at the following location:

Division of Family Resource
100 W. South St.
South Bend, IN 46601

Hours Required:

Monday – Friday – 8:00a.m. 4:30p.m.

Holidays:

Security Officer will not be required to work on Government Holidays

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United State.
- Guards must possess a valid Indiana driver's license and be able to operate a motor vehicle.
- Guards who are veterans must have been discharged from military under honorable conditions.
- The State (DFR Regional Manager) reserves the right, at its discretion, to request that any of the Contractor's employees be relieved of duties at the Division of Family Resources and the Contractor shall honor such requests.

Training required:

- Successfully complete required armed security training.
- Security Officer is to be licensed to carry an armed weapon

Duties Summary:

Provide general office security including both the lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at minimum. Intercept unauthorized persons, report unusual conditions, escort individuals to and from parking or building as requested, prepare written reports and serve as primary responder to all emergency situations. Officer must confirm present for duty status daily with company.

Duties/Functions:

- The armed and uniformed security officer shall protect and preserve the safety and security of the environment, both persons and property.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff and vendor staff located at the 1551 S. Woodland Ave, Michigan City office.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident report to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Tour building and grounds; examine door and windows to determine their security.
- Escort individuals to and from parking or building as requested by the DFR Regional Manager or her/his designee.

Scope of Work

FSSA – DFR – Center St

Region 1

The Contractor will provide 1 armed uniformed level 1 security officer to the following location:

Division of Family Resource
102 N. Center St.
Mishawaka, IN 46544

Hours Required:

Monday – Friday – 8:00a.m. – 4:30p.m.

Holiday:

Security Officer will not be required to work Government holidays

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United State.
- Guards must possess a valid Indiana driver's license and be able to operate a motor vehicle.
- Guards who are veterans must have been discharged from military under honorable conditions.
- The State (DFR Regional Manager) reserves the right, at its discretion, to request that any of the Contractor's employees be relieved of duties at the Division of Family Resources and the Contractor shall honor such requests.

Training required:

- Successfully complete required armed security training.
- Security Officer is to be licensed to carry an armed weapon

Duties Summary:

Provide general office security including both the lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at minimum. Intercept unauthorized persons, report unusual conditions, escort individuals to and from parking or building as requested, prepare written reports and serve as primary responder to all emergency situations. Officer must confirm present for duty status daily with company.

Duties/Functions:

- The armed and uniformed security officer shall protect and preserve the safety and security of the environment, both persons and property.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff and vendor staff located at the 1551 S. Woodland Ave, Michigan City office.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident report to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Tour building and grounds; examine door and windows to determine their security.
- Escort individuals to and from parking or building as requested by the DFR Regional Manager or her/his designee.

Scope of Work

FSSA – DFR –Marion East

Region 3

The Contractor will provide 1 armed uniformed level 1 security officer at the following location:

Division of Family Resource
1213 N. Arlington
Indianapolis IN 46219

Hours Required:

Monday – Friday -- 7:30a.m. – 4:30p.m.

Holidays:

Security Officer will not be required to work Government Holidays.

Officer abilities required:

The officer is needed to manage possible hostile or distraught clients with emphasis on deescalating negative behaviors and maintaining a safe and secure environment.

Training required:

The officer is licensed to carry a firearm and have a permit to carry a weapon. IRUA training.

Duties Summary:

Officer is to serve and protect the public and staff.

Duties/Functions:

- Provide 1 armed uniformed security officer, Monday through Friday from 7:30 to 4:30 pm
- The officer will serve with dignity and respect.
- The officer shall protect and preserve the safety and security of the environment, including all person(s) and property.
- The officer is needed to manage possible hostile or distraught clients with emphasis on de-escalating negative behaviors, and maintain a safe and secure environment.
- The officer must be adequately certified in fireman training.
- The office is to monitor the lobby, conference rooms, and caseworker offices.
- The officer must maintain and provide to Site Manager or designee with daily written security reports detailing daily activities, observations of a security nature, time of activities/observations, actions taken and any other pertinent information/facts including witness, perpetrator, and victim information to establish and document the security conditions at the locations. A copy of any incidents is to be kept at the security desk.
- Statement of confidentiality is to be signed and kept on file at the location

- Holidays: Security Officer will not be schedule to work on Government Holidays

Scope of Work

FSSA – DFR – Elkhart

Region 1

The Contractor will provide 2 armed uniformed Level 1 security officers at the following location:

Division of Family Resource
1120 N. Main St., Ste. 201
Elkhart, IN 46514

Hours Required:

Monday – Friday 8:00a.m. – 4:30p.m.

Holidays:

Security officers will not be required to work Government Holidays.

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United State.
- Guards must possess a valid Indiana driver's license and be able to operate a motor vehicle.
- Guards who are veterans must have been discharged from military under honorable conditions.
- The State (DFR Regional Manager) reserves the right, at its discretion, to request that any of the Contractor's employees be relieved of duties at the Division of Family Resources and the Contractor shall honor such requests.

Training required:

- Successfully complete required armed security training.
- Security Officer is to be licensed to carry an armed weapon

Duties Summary:

Provide general office security including both the lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at minimum. Intercept unauthorized persons, report unusual conditions, escort individuals to and from parking or building as requested, prepare written reports and serve as primary responder to all emergency situations. Officer must confirm present for duty status daily with company.

Duties/Functions:

- The armed and uniformed security officer shall protect and preserve the safety and security of the environment, both persons and property.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff and vendor staff located at the 1551 S. Woodland Ave, Michigan City office.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident report to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Tour building and grounds; examine door and windows to determine their security.
- Escort individuals to and from parking or building as requested by the DFR Regional Manager or her/his designee.

Scope of Work

FSSA – DFR – Evansville

Region 1

The Contractor will provide 1 unarmed uniformed Level 1 security officer at the following location:

FSSA – DFR – Evansville
711 John St., Suite C.,
Evansville, IN 47714

Hours Required:

8:00a.m. – 4:30p.m. Central Time

Holidays:

Security Officer will not be scheduled to work on Government Holidays

Officer abilities required:

Excellent verbal communication skills
Ability to deescalate hostile verbal or physical situations
Ability to walk for 30 minutes at a time
Stay on-site even during lunch hours and breaks
Knowledge and ability to perform emergency procedures
Keep confidentiality

Training required:

CPR
Working with hostile people
Emergency Services

Duties Summary:

Protect all staff, clients, and others
Patrol building inside and outside
Inform staff of impending danger
Investigate any incident and report back to the site designee
Assist local police officers and fire department agents

Duties/Functions:

- The officer shall protect and preserve the safety and security of the environment, including all persons and property

- The officer shall manage possible hostile or distraught clients with an emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- A statement of confidentiality must be signed by each officer and kept on file at the officer's home base.
- The officer shall patrol the parking lot, lobby, conference rooms, and interview areas every hour.
- The officer shall be proactive in assisting with alerting staff, clients, and others of impending danger from weather, fire, or threat of harm.
- The office will investigate incidents and prepare incident reports for review by the regional manager of the Vanderburgh County office.
- The officer shall perform certain non-security duties as the parties may mutually agree upon.

Scope of Work

FSSA – DFR – Fort Wayne

Region 1

The Contractor will provide 1 unarmed uniformed Level security officer for the following location:

Division of Family Resource
201 E. Rudisill Blvd. Suite 302
Fort Wayne, IN 46806

Hours Required:

8:00a.m. – 4:30p.m. Central Time

Holidays:

Security officer will not be scheduled on Government Holidays

Officer abilities required:

Excellent verbal communication skills
Ability to deescalate hostile verbal or physical situations
Ability to walk for 30 minutes at a time
Knowledge and ability to perform emergency procedures
Keep confidentiality

Training required:

CPR
Working with hostile people
Emergency Services

Duties Summary:

Protect all staff, clients, and others
Patrol inside of the building
Inform staff of impending danger
Investigate any incident and report back to the site designee
Assist local police officers and fire department agents

Duties/Functions

- The officer shall protect and preserve the safety and security of the environment, including all persons and property
- The officer shall manager possible hostile or distraught clients with an emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.

- A statement of confidentiality must be signed by each officer and kept on file at the officer's home base.
- The officer shall patrol the lobby, conference rooms, and interview areas every hour.
- The officer shall be proactive in assisting with alerting staff, clients, and others of impending danger from weather, fire, or threat of harm.
- The office will investigate incidents and prepare incident reports for review by the regional manager of the Allen County office.
- The officer shall perform certain non-security duties as the parties may mutually agree upon.

Scope of Work

FSSA – DFR – Gary

Region 1

The Contractor will provide 3 armed uniformed, level 1 security officers at the following location:

Division of Family Resource
661 Broadway
Gary, IN 46402

Hours Required:

One officer shall work Monday through Friday from 7:00am to 4:00pm, Officer #2 shall work Monday-Friday 7:30am-4:30pm, and Officer #3 shall work Monday through Friday 8:00am to 5:00pm

Holidays:

Security Officers will not be scheduled to work Government Holidays

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer. Training may be substituted for experience at the discretion of the DFR Regional Manager.
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United States.
- Guards must possess a valid Indiana drivers license and able to operate a motor vehicle.
- Guards who are veterans must have been discharged from the military under honorable conditions.
- Guards shall be equipped with radio equipment, which is provided at the Contractor's expense. The use of the radio equipment by the guards is provided at no additional cost to the State.
- The State (DFR Regional Manager) reserves the right, at their discretion to request that any of Contractor's employees be relieved of duties at the Division of Family Resources, and the Contractor shall honor such request.

Training required:

Successfully complete required armed security training.

Detailed training program outline and commitment statement to training must be made available as requested by the Division.

Duties Summary:

The officers shall protect and preserve the safety and security of the environment, including all persons and property.

The officers shall manage possible hostile or distraught clients.

The officers shall be licensed to carry and use a firearm.

All officers must be certified in firearms training and possess general police powers.

A statement of confidentiality must be signed by each officer and kept on file at the location.

The officers shall patrol the parking lot every half hour, monitor the front lobby, conference rooms, and interview areas. Examine doors and windows.

Intercept unauthorized persons, assist with traffic control, report unusual conditions, escort individuals to and from parking or building.

Serve as primary responder to all emergency situations.

The contractor and officers will assist with preparation of evacuation procedures and drills.

The officers will investigate incidents and prepare incident reports for review by management.

Duties/Functions:

- The armed and uniformed security officers shall protect and preserve the safety and security of the environment, both persons and property shall perform certain non-security duties as the parties may mutually agree upon.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff located at the Lake County DFR Gary Broadway Office, 661 Broadway, Gary, IN 463402
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities, and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident reports to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Conduct fire drills and various other duties when requested.
- Tour building, internal and external, parking lots and grounds, examine door and windows to determine their security.
- Request identification from individuals who do not display valid employee or visitor badges.
- Escorts individuals to and from parking or building as requested by the DFR Regional Manager or their designee.

Scope of Work

FSSA – DFR – Hammond

Region 1

The Contractor will provide 2 armed uniformed level 1 security officers at the following location:

Division of Family Resource
5255 Hohman Avenue
Hammond, IN 46320

Hours Required:

One officer shall work Monday through Friday from 7:00am to 4:00pm the other officer shall work Monday through Friday 8:00am to 5:00pm.

Holidays:

Security Officers will not be required to work Government Holidays.

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer. Training may be substituted for experience at the discretion of the DFR Regional Manager.
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United States.
- Guards must possess a valid Indiana drivers license and able to operate a motor vehicle.
- Guards who are veterans must have been discharged from the military under honorable conditions.
- Guards shall be equipped with radio equipment, which is provided at the Contractor's expense. The use of the radio equipment by the guards is provided at no additional cost to the State.
- The State (DFR Regional Manager) reserves the right, at their discretion to request that any of Contractor's employees be relieved of duties at the Division of Family Resources, and the Contractor shall honor such request.

Training required:

Successfully complete required armed security training.

Detailed training program outline and commitment statement to training must be made available as requested by the Division.

Duties Summary:

The officers shall protect and preserve the safety and security of the environment, including all persons and property.

The officers shall manage possible hostile or distraught clients.

The officers shall be licensed to carry and use a firearm.

All officers must be certified in firearms training and possess general police powers.

A statement of confidentiality must be signed by each officer and kept on file at the location.

The officers shall patrol the parking lot every half hour, monitor the front lobby, conference rooms, and interview areas. Examine doors and windows.

Intercept unauthorized persons, assist with traffic control, report unusual conditions, escort individuals to and from parking or building.

Serve as primary responder to all emergency situations.

The contractor and officers will assist with preparation of evacuation procedures and drills.

The officers will investigate incidents and prepare incident reports for review by management.

Duties/Functions:

- The armed and uniformed security officers shall protect and preserve the safety and security of the environment, both persons and property shall perform certain non-security duties as the parties may mutually agree upon.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff located at the Lake County DFR Hammond Office, 5255 Hohman, Avenue, Hammond, IN 46320.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities, and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident reports to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Conduct fire drills and various other duties when requested.
- Tour building, internal and external, parking lots and grounds, examine door and windows to determine their security.
- Request identification from individuals who do not display valid employee or visitor badges. Escorts individuals to and from parking or building as requested by the DFR Regional Manager or their designee.

Scope of Work

FSSA – DFR – Kessler

Region 3

The Contractor will provide 1 armed uniformed level 1 security officer at the following location:

Division of Family Resource
2620 Kessler Blvd E. Drive
Indianapolis, IN 46220

Hours Required:

Monday – Friday - 8:00a.m. – 4:30p.m.

Holidays:

Security Officer will not be scheduled to work on Government Holidays

Officer abilities required:

Effective written and oral communication

Training required:

Certified fire arms training.
First aid/ CPR
Specialized handling fire and weather emergencies
Self defense

Duties Summary:

The contractor will provide 1 armed uniformed officer. One officer will work Monday through Friday from 8am to 4:30pm

Duties/Functions:

The officer shall protect and preserve the safety and security of the environment, including all persons and property and shall perform certain non-security duties as the parties may mutually agree upon.

- The officer shall manage possible hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment
- The officer shall be licensed to carry and use a firearm.
- A statement of confidentiality must be signed by each officer and kept on file at the location.
- All officers must be certified in firearms training and possess general police powers
- The officer shall patrol the parking lot every half hour; monitor the front lobby, conference rooms and family interview areas when in use.

- The officer will assist with the preparation of evacuation procedures and drills.
- The officer will investigate incidents and prepare incident reports for review by management of the Kessler location.

Scope of Work

FSSA – DFR – Lake Region Gary

Region 1

The Contractor will provide 3 armed uniformed Level 1 security officers to the following location:

Division of Family Resource
110 W. Ridge Road
Gary, IN 46408

Hours Required:

One officer shall work Monday through Friday from 7:00am to 4:00pm, Officer #2 shall work Monday-Friday 7:30am-4:30pm, and Officer #3 shall work Monday through Friday 8:30am to 5:30pm.

Holidays:

Security Officers are not required to work Government Holidays

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer. Training may be substituted for experience at the discretion of the DFR Regional Manager.
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United States.
- Guards must possess a valid Indiana drivers license and able to operate a motor vehicle.
- Guards who are veterans must have been discharged from the military under honorable conditions.
- Guards shall be equipped with radio equipment, which is provided at the Contractor's expense. The use of the radio equipment by the guards is provided at no additional cost to the State.
- The State (DFR Regional Manager) reserves the right, at their discretion to request that any of Contractor's employees be relieved of duties at the Division of Family Resources, and the Contractor shall honor such request.

Training required:

- Successfully complete required armed security training.
- Detailed training program outline and commitment statement to training must be made available as requested by the Division.

Duties Summary:

- The officers shall protect and preserve the safety and security of the environment, including all persons and property.
- The officers shall manage possible hostile or distraught clients.
- The officers shall be licensed to carry and use a firearm.
- All officers must be certified in firearms training and possess general police powers.
- A statement of confidentiality must be signed by each officer and kept on file at the location.
- The officers shall patrol the parking lot every half hour, monitor the front lobby, conference rooms, and interview areas. Examine doors and windows.
- Intercept unauthorized persons, assist with traffic control, report unusual conditions, escort individuals to and from parking or building.
- Serve as primary responder to all emergency situations.
- The contractor and officers will assist with preparation of evacuation procedures and drills.
- The officers will investigate incidents and prepare incident reports for review by management.

Duties/Functions

- The armed and uniformed security officers shall protect and preserve the safety and security of the environment, both persons and property shall perform certain non-security duties as the parties may mutually agree upon.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff located at the Lake County DFR Gary Ridge Road Office, 110 W. Ridge Road, Gary, IN 463408
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities, and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident reports to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Conduct fire drills and various other duties when requested.
- Tour building, internal and external, parking lots and grounds, examine door and windows to determine their security.
- Request identification from individuals who do not display valid employee or visitor badges. Log/sign in all visitors using the elevator to access the DFR offices. Escorts individuals to and from parking or building as requested by the DFR Regional Manager or their designee

Scope of Work

FSSA – DFR – Lake Region

Region 1

The Contractor will provide 3 armed uniformed Level 1 security officers to the following location:

Division of Family Resource
3714 Main Street
East Chicago, IN 46312

Hours Required:

One officer shall work Monday through Friday from 7:00am to 4:00pm, Officer #2 shall work Monday-Friday 7:30am-4:30pm, and Officer #3 shall work Monday through Friday 8:30am to 5:30pm

Holidays:

Security Officers are not required to work Government Holidays.

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer. Training may be substituted for experience at the discretion of the DFR Regional Manager.
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United States.
- Guards must possess a valid Indiana drivers license and able to operate a motor vehicle.
- Guards who are veterans must have been discharged from the military under honorable conditions.
- Guards shall be equipped with radio equipment, which is provided at the Contractor's expense. The use of the radio equipment by the guards is provided at no additional cost to the State.
- The State (DFR Regional Manager) reserves the right, at their discretion to request that any of Contractor's employees be relieved of duties at the Division of Family Resources, and the Contractor shall honor such request.

Training required:

Successfully complete required armed security training.

Detailed training program outline and commitment statement to training must be made available as requested by the Division.

Duties Summary:

The officers shall protect and preserve the safety and security of the environment, including all persons and property.

The officers shall manage possible hostile or distraught clients.

The officers shall be licensed to carry and use a firearm.

All officers must be certified in firearms training and possess general police powers.

A statement of confidentiality must be signed by each officer and kept on file at the location.

The officers shall patrol the parking lot every half hour, monitor the front lobby, conference rooms, and interview areas. Examine doors and windows.

Intercept unauthorized persons, assist with traffic control, report unusual conditions, escort individuals to and from parking or building.

Serve as primary responder to all emergency situations.

The contractor and officers will assist with preparation of evacuation procedures and drills.

The officers will investigate incidents and prepare incident reports for review by management.

Duties/Functions:

- The armed and uniformed security officers shall protect and preserve the safety and security of the environment, both persons and property shall perform certain non-security duties as the parties may mutually agree upon.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff located at the Lake County DFR East Chicago Office, 3714 Main Street, East Chicago, IN 46312.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities, and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident reports to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Conduct fire drills and various other duties when requested.
- Tour building, internal and external, parking lots and grounds, examine door and windows to determine their security.
- Request identification from individuals who do not display valid employee or visitor badges.
- Escorts individuals to and from parking or building as requested by the DFR Regional Manager or their designee.

Scope of Work

FSSA – DFR – Marion City South

Region 3

The Contractor will provide 1 armed uniformed Level 1 security officer for the following location:

FSSA, DFR – Marion City South
3906 Madison Av
Indianapolis, IN 46227

Hours Required:

7:30a.m. – 4:30p.m. with one hour for lunch

Holidays:

Security Officers will not be required on Government Holidays

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer. Training may be substituted for experience at the discretion of the DFR Regional Manager.
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United States.
- Guards must possess a valid Indiana driver's license and be able to operate a motor vehicle.
- Guards who are veterans must have been discharged from the military under honorable conditions.
- Guards shall be equipped with radio equipment, which is provided at the Contractor's expense. The use of the radio equipment by the guards is provided at no additional cost to the State.
- The State (DFR Regional Manager) reserves the right, at their discretion, to request that any of the Contractor's employees be relieved of duties at the Division of Family Resources, and the Contractor shall honor such requests.

Training required:

Successfully complete required armed security training.

Duties Summary:

Police grounds, tour building and grounds, examine doors and windows. Intercept unauthorized persons, assist with traffic control, report unusual conditions, escort individuals to and from parking or building, prepare written reports, conduct fire drills, and serve as primary responder to all emergency situations.

Duties/Functions

- The armed and uniformed security officers shall protect and preserve the safety and security of the environment, both persons and property.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff and vendor staff located at the 3266 N. Meridian address.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities, and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident reports to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Conduct fire drills and various other duties when requested.
- Tour building and grounds; examine door and windows to determine their security.
- Request identification from individuals attempting to enter employee area who do not display valid employee or visitor badges.
- Escorts individuals to and from parking or building as requested by the DFR Regional Manager or her/his designee.

Scope of Work

FSSA – DFR – Marion West Side

Region 3

The Contractor will provide 1 armed uniformed level 1 security officer for the following location:

Division of Family Resource
5610 Crawfordsville Rd. suite 500
Indianapolis, In.

Hours Required:

Monday – Friday – 7:30a.m. – 4:30p.m.

Holidays:

Security Officers are not required to work Government Holidays

Training required:

All security personnel must have undergone a wide variety of specialized training including fire and weather emergencies. Assisting with the handicapped, conflict/anger management, self defense, first aid and CPR training and hold certification in same as well as any training significant or related to the optimal functioning of security personnel in a working environment such as the Division of Family Resources. Detailed training outline as well as proof of officer completion shall be made available as requested by the Division. Ongoing training should occur.

Certified firearms training.

Duties Summary:

- The officer shall protect and preserve the safety and security of the environment, including all person(s) and property.

Duties/Functions:

- Provide 1 armed uniformed security officer Monday through Friday from 7:30a to 4:30p.
- The officer is needed to manage possible hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- The officer must be adequately certified in firearms training and possess general police powers. Officer must hold a valid firearms permit.
- The officer is to monitor the front lobby, conference rooms, and staff work areas.
- Complete building rounds including entrance/exits and staff work areas hourly at minimum.
- A statement of confidentiality must be signed the officer and be kept on file at the location.

- The officer shall patrol the parking lot every 30 minutes with emphasis on ensuring children are not left alone in vehicles.
- The officer shall investigate incidents and prepare incident reports for review by management of the Crawfordsville location.
- Make police or medical emergency contact as warranted to protect or assist client and/or staff.
- Escort staff and/or visitors to vehicles when requested.
- Provide CPR and/or first aid assistance to the degree certified as needed.
- Provide assistance to staff and clients during emergency fire, tornado/severe weather alerts or drills, or special emergencies such as bomb threats or other conditions of a serious nature.

Scope of Work

FSSA – DFR – N. Meridian

Region 3

The Contractor will provide 1 armed uniformed security officer at the following location:

Division of Family Resource
3266 N. Meridian St.
Indianapolis, IN 46208

Hours Required:

Monday – Friday – 7:30a.m. – 4:30 p.m. with one hour for lunch

Holidays:

Security Officer will not be required to work Government Holidays

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer. Training may be substituted for experience at the discretion of the DFR Regional Manager.
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United States.
- Guards must possess a valid Indiana driver's license and be able to operate a motor vehicle.
- Guards who are veterans must have been discharged from the military under honorable conditions.
- Guards shall be equipped with radio equipment, which is provided at the Contractor's expense. The use of the radio equipment by the guards is provided at no additional cost to the State.
- The State (DFR Regional Manager) reserves the right, at its discretion, to request that any of the Contractor's employees be relieved of duties at the Division of Family Resources, and the Contractor shall honor such requests.

Training required:

Successfully complete required armed security training.

Duties Summary:

Police grounds, tour building and grounds, examine doors and windows. Intercept unauthorized persons, assist with traffic control, report unusual conditions, escort individuals to and from parking or building, prepare written reports, conduct fire drills, and serve as primary responder to all emergency situations.

Duties/Functions:

- The armed and uniformed security officers shall protect and preserve the safety and security of the environment, both persons and property.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff and vendor staff located at the 3266 N. Meridian address.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities, and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident reports to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Conduct fire drills and various other duties when requested.
- Tour building and grounds; examine door and windows to determine their security.
- Request identification from individuals attempting to enter employee area who do not display valid employee or visitor badges.
- Escorts individuals to and from parking or building as requested by the DFR Regional Manager or her/his designee.

Scope of Work

FSSA – DFR – Michigan St.

Region 1

The Contractor will provide 1 armed uniformed level 1 security officer at the following location:

Division of Family Resource
300 N. Michigan St., Ste. 250
South Bend, IN 46601

Hours Required:

Monday – Friday 8:00a.m. – 4:30p.m.

Holidays:

Security Officer will not be required to work Government Holidays

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United State.
- Guards must possess a valid Indiana driver's license and be able to operate a motor vehicle.
- Guards who are veterans must have been discharged from military under honorable conditions.
- The State (DFR Regional Manager) reserves the right, at its discretion, to request that any of the Contractor's employees be relieved of duties at the Division of Family Resources and the Contractor shall honor such requests.

Training required:

- Successfully complete required armed security training.
- Security Officer is to be licensed to carry an armed weapon

Duties Summary:

Provide general office security including both the lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at minimum. Intercept unauthorized persons, report unusual conditions, escort individuals to and from parking or building as requested, prepare written reports and serve as primary responder to all emergency situations. Officer must confirm present for duty status daily with company.

Duties/Functions:

- The armed and uniformed security officer shall protect and preserve the safety and security of the environment, both persons and property.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff and vendor staff located at the 1551 S. Woodland Ave, Michigan City office.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required to provide incident report to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Tour building and grounds; examine door and windows to determine their security.
- Escort individuals to and from parking or building as requested by the DFR Regional Manager or her/his designee.

Scope of Work

FSSA – St. Joseph - Center

Region 1

The Contractor will provide 1 armed uniformed Level 1 security officer at the following location:

FSSA – St. Joseph – Center
102 N. Center Street, Suite 500
Mishawaka, IN

Hours Required:

Monday – Friday 8:00a.m. – 5:00p.m

Holiday:

Security Officers will not be required to work on Government Holidays

Duties/Functions:

- Provide office security including both lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at a minimum. Officer must confirm present for duty status daily with contractor.
- Assist clerical, caseworkers and/or other agency personnel as needed in managing hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment. Detain individuals and or eject hose from the property as deemed appropriate
- Make police or medical emergency contact as warranted to protect or assist client and/or staff
- Escort staff and/or visitors to vehicles when requested
- Assist or direct visitors as needed giving appropriate directions to the public regarding building access, public restrooms locations, overall public safety and handicapped access
- Provide assistance to staff and clients during emergency fire, tornado/severe weather alerts or drills, or special emergencies such as bomb threats or other conditions of a serious nature
- Maintain and provide to Site Manager or designee daily written security reports from each security officer detailing daily activities, observations of a security nature, times of those activities/observations, action taken and any other pertinent information/facts including witness, perpetrator, and victim information to establish and document the security conditions at the Division location
- All security personnel must have undergone certified training in firearms and hold a permit to carry a weapon
- All security personnel must have undergone a wide variety of specialized training including handling fire an weather emergencies, assisting the handicapped, conflict/anger management,

self defense, and training significant or related to the optional functioning of security personnel in a working environment. Actual training or similar training as received from the Indiana Police Academy is desirable. Detailed training program outline and commitment statement to training must be made available as requested by the Division. Ongoing training should occur. Special training should occur as needed or requested by the Division

Scope of Work

FSSA – St. Joseph – Ironwood

Region 1

The Contractor will provide 1 armed uniformed Level 1 security officer at the following location:

FSSA – St. Joseph – Ironwood
2004 Ironwood Circle, Suite 160
South Bend, IN

Hours Required:

Monday – Friday 8:00a.m. – 5:00p.m

Holiday:

Security Officers will not be required to work on Government Holidays

Duties/Functions:

- Provide office security including both lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at a minimum. Officer must confirm present for duty status daily with contractor.
- Assist clerical, caseworkers and/or other agency personnel as needed in managing hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment. Detain individuals and or eject hose from the property as deemed appropriate
- Make police or medical emergency contact as warranted to protect or assist client and/or staff
- Escort staff and/or visitors to vehicles when requested
- Assist or direct visitors as needed giving appropriate directions to the public regarding building access, public restrooms locations, overall public safety and handicapped access
- Provide assistance to staff and clients during emergency fire, tornado/severe weather alerts or drills, or special emergencies such as bomb threats or other conditions of a serious nature
- Maintain and provide to Site Manager or designee daily written security reports from each security officer detailing daily activities, observations of a security nature, times of those activities/observations, action taken and any other pertinent information/facts including witness, perpetrator, and victim information to establish and document the security conditions at the Division location
- All security personnel must have undergone certified training in firearms and hold a permit to carry a weapon
- All security personnel must have undergone a wide variety of specialized training including handling fire an weather emergencies, assisting the handicapped, conflict/anger management, self defense, and any training significant or related to the optional functioning of security

personnel in a working environment. Actual training or similar training as received from the Indiana Police Academy is desirable. Detailed training program outline and commitment statement to training must be made available as requested by the Division. Ongoing training should occur. Special training should occur as needed or requested by the Division

Scope of Work

FSSA – St. Joseph – Jefferson

Region 1

The Contractor will provide 1 armed uniformed Level 1 security officer at the following location:

FSSA – St. Joseph – Jefferson
224 W. Jefferson, 6th Floor
South Bend, IN

Hours Required:

Monday – Friday 8:00a.m. – 5:00p.m

Holiday:

Security Officers will not be required to work on Government Holidays

Duties/Functions:

- Provide office security including both lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at a minimum. Officer must confirm present for duty status daily with contractor.
- Assist clerical, caseworkers and/or other agency personnel as needed in managing hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment. Detain individuals and or eject hose from the property as deemed appropriate
- Make police or medical emergency contact as warranted to protect or assist client and/or staff
- Escort staff and/or visitors to vehicles when requested
- Assist or direct visitors as needed giving appropriate directions to the public regarding building access, public restrooms locations, overall public safety and handicapped access
- Provide assistance to staff and clients during emergency fire, tornado/severe weather alerts or drills, or special emergencies such as bomb threats or other conditions of a serious nature
- Maintain and provide to Site Manager or designee daily written security reports from each security officer detailing daily activities, observations of a security nature, times of those activities/observations, action taken and any other pertinent information/facts including witness, perpetrator, and victim information to establish and document the security conditions at the Division location
- All security personnel must have undergone certified training in firearms and hold a permit to carry a weapon
- All security personnel must have undergone a wide variety of specialized training including handling fire and weather emergencies, assisting the handicapped, conflict/anger management, self defense, and any training significant or related to the optional functioning of security

personnel in a working environment. Actual training or similar training as received from the Indiana Police Academy is desirable. Detailed training program outline and commitment statement to training must be made available as requested by the Division. Ongoing training should occur. Special training should occur as needed or requested by the Division

Scope of Work

FSSA – St. Joseph – Miami

Region 1

The Contractor will provide 1 armed uniformed Level 1 security officer at the following location:

FSSA – St. Joseph - Miami
4727 Miami Street
South Bend, IN

Hours Required:

Monday – Friday 8:00a.m. – 5:00p.m

Holiday:

Security Officers will not be required to work on Government Holidays

Duties/Functions:

- Provide office security including both lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at a minimum. Officer must confirm present for duty status daily with contractor.
- Assist clerical, caseworkers and/or other agency personnel as needed in managing hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment. Detain individuals and or eject hose from the property as deemed appropriate
- Make police or medical emergency contact as warranted to protect or assist client and/or staff
- Escort staff and/or visitors to vehicles when requested
- Assist or direct visitors as needed giving appropriate directions to the public regarding building access, public restrooms locations, overall public safety and handicapped access
- Provide assistance to staff and clients during emergency fire, tornado/severe weather alerts or drills, or special emergencies such as bomb threats or other conditions of a serious nature
- Maintain and provide to Site Manager or designee daily written security reports from each security officer detailing daily activities, observations of a security nature, times of those activities/observations, action taken and any other pertinent information/facts including witness, perpetrator, and victim information to establish and document the security conditions at the Division location
- All security personnel must have undergone certified training in firearms and hold a permit to carry a weapon
- All security personnel must have undergone a wide variety of specialized training including handling fire an weather emergencies, assisting the handicapped, conflict/anger management, self defense, and any training significant or related to the optional functioning of security

personnel in a working environment. Actual training or similar training as received from the Indiana Police Academy is desirable. Detailed training program outline and commitment statement to training must be made available as requested by the Division. Ongoing training should occur. Special training should occur as needed or requested by the Division

Scope of Work

FSSA – St. Joseph – South

Region 1

The Contractor will provide 1 armed uniformed Level 1 security officer at the following location:

FSSA – St. Joseph – South
100 W. South Street
South Bend, IN

Hours Required:

Monday – Friday 8:00a.m. – 5:00p.m

Holiday:

Security Officers will not be required to work on Government Holidays

Duties/Functions:

- Provide office security including both lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at a minimum. Officer must confirm present for duty status daily with contractor.
- Assist clerical, caseworkers and/or other agency personnel as needed in managing hostile or distraught clients with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment. Detain individuals and or eject hose from the property as deemed appropriate
- Make police or medical emergency contact as warranted to protect or assist client and/or staff
- Escort staff and/or visitors to vehicles when requested
- Assist or direct visitors as needed giving appropriate directions to the public regarding building access, public restrooms locations, overall public safety and handicapped access
- Provide assistance to staff and clients during emergency fire, tornado/severe weather alerts or drills, or special emergencies such as bomb threats or other conditions of a serious nature
- Maintain and provide to Site Manager or designee daily written security reports from each security officer detailing daily activities, observations of a security nature, times of those activities/observations, action taken and any other pertinent information/facts including witness, perpetrator, and victim information to establish and document the security conditions at the Division location
- All security personnel must have undergone certified training in firearms and hold a permit to carry a weapon
- All security personnel must have undergone a wide variety of specialized training including handling fire an weather emergencies, assisting the handicapped, conflict/anger management, self defense, and any training significant or related to the optional functioning of security

personnel in a working environment. Actual training or similar training as received from the Indiana Police Academy is desirable. Detailed training program outline and commitment statement to training must be made available as requested by the Division. Ongoing training should occur. Special training should occur as needed or requested by the Division

Scope of Work

FSSA – DFR – LaPorte

Region 1

The Contractor will provide 1 armed uniformed level 1 security officer at the following location:

Division of Family Resource
1551 S. Woodland Ave.
Michigan City, IN 46360-7124

Hours Required:

Monday – Friday – 8:00a.m. – 4:30p.m.

Holidays:

Security Officer will not be required to work Government Holidays.

Officer abilities required:

- Guards must have one year of full-time paid experience as a guard, watchman, or police officer
- Guards must successfully pass a federal and state background investigation free of felony convictions.
- Guards must be at least 21 years old and authorized to work in the United State.
- Guards must possess a valid Indiana driver's license and be able to operate a motor vehicle.
- Guards who are veterans must have been discharged from military under honorable conditions.
- The State (DFR Regional Manager) reserves the right, at its discretion, to request that any of the Contractor's employees be relieved of duties at the Division of Family Resources and the Contractor shall honor such requests.

Training required:

- Successfully complete required armed security training.
- Security Officer is to be licensed to carry an armed weapon

Duties Summary:

Provide general office security including both the lobby and staff work areas during operating hours through periodic rounds. Complete building rounds including entrance/exit doors and hallways will occur hourly at minimum. Intercept unauthorized persons, report unusual conditions, escort individuals to and from parking or building as requested, prepare written reports and serve as primary responder to all emergency situations. Officer must confirm present for duty status daily with company.

Duties/Functions:

- The armed and uniformed security officer shall protect and preserve the safety and security of the environment, both persons and property.
- The officers are required to manage possible hostile or distraught clients/consumers with emphasis on de-escalating negative behaviors and maintaining a safe and secure environment.
- Security supervision for Family and Social Services Administration/Division of Family Resources staff and vendor staff located at the 1551 S. Woodland Ave, Michigan City office.
- The officers must be adequately bonded, trained and certified in firearms training.
- The officer is to maintain relationships with the local fire and police authorities and office in the event of fire, bomb threats, weather related problems and other emergencies.
- The officer shall assist with health related problems or injuries at the facility and call the necessary emergency personnel when required.
- The officer will be required provide incident report to the DFR Regional Manager. The report should include but is not limited to each situation of incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/consumer/client fall, fires, suspicious articles left unattended and alarms sounded. The report should include names of victim, witnesses, suspect's name, were first respondent personnel called, why or why not, first respondent's name and badge number.
- Tour building and grounds; examine door and windows to determine their security.
- Escort individuals to and from parking or building as requested by the DFR Regional Manager or her/his designee.

Scope of Work

IDOA Government Center Campus

Region 3

The Contractor will provide 14 unarmed level 2, 6 unarmed level 3, and 1 unarmed level 4 uniformed security officers at the following locations:

Hours Required:

Loading Docks – Monday – Friday – 6:00a.m. – 6:00p.m.

State Capitol Parking Lot – Monday – Friday – 6:00a.m. – 6:00p.m., (during legislative session 6:00a.m. – 10:00p.m.)

State House building Entry Control Points – During legislative session – Monday – Friday 7:30a.m. – 5:00p.m. **Note: hours are subject to change as required by session or official State Events such as; State of the State Address and Town Hall meetings**

Control Room – Sunday – Saturday – 24 hours

Building Entry Control Points – Monday – Friday – 7:30a.m. – 5:00p.m.

Holidays –

Control Room – Security Office will be required to work Government Holidays. (Level 3 or Level 4)

Level 2 Security Officers will not be required to work Government Holidays.

Duties/Functions:

- Monitor compliance with all Indiana Government Center (IGC) rules and policies concerning smoking, parking, employee adherence to ID badge requirements and other policies as required
- Patrol buildings to verify all doors are properly locked and secure
- Utilize two-way radios for 24 hour communications during normal hours and emergency situations
- Assist in creating a safe and secure environment for state employees, IGC campus visitors and contractors by providing an additional authoritative presence
- Report activity that may require intervention by or support from Capitol Police or Emergency responders
- Assists visitors and employees with directions and questions – where possible
- Provide entry control point officers to aid emergency personnel at building entrances during emergencies
- Monitor the parking garages, parking lots, and Indiana Government Center (IGC) grounds

- Operate the IGC loading dock entry control point from 6am to 6 pm Monday – Friday and Saturdays no officer required; due to drivers having card access
- Operate State Capitol Parking lot access point from 6am to 6pm (out of session) and 6am to 10pm (during session)
- Operate IGC control room 24 hours a day
- Provide on demand services for campus functions and emergencies
- All personnel needed at this time are unarmed security officers

Security Officers Descriptions:

Statehouse Parking Lot Personnel (Level 2)

- Parking Lot Personnel - Maintain secure restricted access per established standard operating procedures currently in place
- Legislative session: Even years (first Tuesday in January – March); Odd years (first Tuesday in January – May)

Loading Dock Personnel (Level 2)

- Maintain secure restricted access per established standard operating procedures currently in place

Building Entry Control Point Personnel (Level 2)

- Maintain secure restricted building access pursuant to standard operating procedures to include x-ray machine screening and magnetometer operation
- Legislative session: Even years (first Tuesday in January – March); Odd years (first Tuesday in January – May)

Campus Control room Personnel (Level 3)

- 24 hour monitoring of life safety and building control systems for the entire IGC campus
- Strict compliance of current and established standard operating procedures

Onsite Security Supervisor (Level 4)

- Maintain personnel assignments with complete knowledge and understanding of current operating and standard operating procedures in place

Scope of Work

Indiana State Library, Indiana Historical Bureau, Inspector General

Region 3

The Contractor will provide 1 unarmed uniformed level 2 security officer for the following location: (48 hours notice will be given if requesting additional officers for special meetings or events. For after-hours event overtime pay will be paid but a separate invoice must be submitted)

Indiana State Library
Indiana Historical Bureau
Inspector General
140 N. Senate, Room 104
Indianapolis, In. 46202

Hours Required:

Monday – Wednesday and Friday -9:00a.m. – 5:00p.m. Thursday – 10:30a.m. – 7:30p.m. and Saturday 8:00a.m. – 4:30p.m.

Holidays:

Security Officers will not be required to work on Government Holidays.

Officer Abilities:

- Ability to stay calm when dealing with difficult patrons and/or stressful situations
- Knowledge of when to contact Capitol Police for assistance
- Excellent customer service skills when dealing with staff and the public
- Officer needs to have a non-personal phone or device so that the library staff can contact them for assistance.

Training Required:

- How to properly check and secure the building
- Protocol for dealing with difficult patrons

Duties Summary:

Unarmed Services (Level 2) required to assist with monitoring and securing the Indiana State Library as well as assisting staff with difficult patrons.

Duties/Functions:

- Monitor the library collection which contains many valuable items
- Check patron bags when directed to by Indiana State Library staff at entry point

- Work with Capitol Police to maintain security for patrons and staff
- Secure building at the end of shift, take a complete tour of the building at the beginning of the shift and periodic tours during the shift
- Assist in dealing with difficult patrons as needed

Scope of Work

Indiana State Museum

Region 3

The Contractor will provide 6 unarmed Level 3 uniformed Security Officers at the following location:
(Security Officer will be needed at special events and contractor will be notified)

Indiana State Museum
650 W. Washington St.
Indianapolis, IN 46204

Hours Required:

Sun: 12.0, Sat: 12.0 (24.0) 8am to 8pm (Level 3)

Sun: 12.0, Thurs: 12.0, Fri: 12.0, Sat: 12.0 (48.0) 12pm to 12am (Level 3)

Mon: 8.0, Tues, Wed-(2) Officers at 8 hours each (32.0), Thurs: 8.0, Fri: 8.0 (56.0) 4pm to 12am (Level 3)

Sun: 12.0, Sat: 12.0 (24.0) 8pm to 8am (Level 3)

Mon: 10.0, Sat: 10.0 (20.0) 10pm to 8am (Level 3)

Tues: 8.0, Wed: 8.0, Thurs: 8.0 Fri: (2) Officers at 8 hours each 16.0 (40.0) 12am to 8am (Level 3)

The floor/contract security position (Level 2) is only used for scheduled special events and their hours vary.

Holidays:

Control Room is to be manned 365 – 24 hours including holiday (Level 3)

2 Officers per shift

Duties/Functions:

- On-site, staffed coverage during operating hours
 - State Museum – collections, administrative offices, classrooms, resource areas, permanent and temporary galleries, auditorium, restaurant, tea room, terrace, and student lunch room.
 - IMAX Theatre – administrative offices, auditorium, projection booth, concessions, and public space
 - Indiana State Museum Gift Store

- All non-public areas including, but not limited to, mechanical rooms, storage areas, stairwells, and roof
- 24 hour monitoring of the external perimeter
- Traffic control at the request of the State
- 24 hour monitoring of cameras to include White River State Park garage, elevator status panel, building management system (centralized monitoring of all mechanical systems), access readers, fire/smoke/heat detection systems, fire suppression systems, and intruder alarms
- Lock and unlock exterior perimeter doors as agreed upon by the parties at predetermined times; non-public areas are secured as determined by the manager of security in conjunction with the State
- No personnel should be permitted to carry or use a firearm within their scope of work
- Adopt site-specific standard operating procedures prior to implementation
- Assist in confronting guest/employees and/or persons exhibiting behavior that could cause harm to guest, staff, or collections
- Assist in answering questions, direction visitors, etc in a customer-friendly manner
- Escort employees and/or guest to their automobiles parked in the attached, underground parking facility or on the ground or White River State Park – on an as – needed basis
- Assist in management, production, distribution, and collection of employee ID badges and maintain inventories
- Assist in management of access keys/security codes as mutually agreed upon by the Indiana State Museum and contractor
- Manger of Security for the State Museum will serve as the point of contact for all security related matters

Scope of Work

Larue D. Carter Memorial Hospital

Region 3

The Contractor will provide 7 unarmed level 3 security officers at the following location:

Larue D Carter Memorial Hospital
2601 Cold Springs Road
Indianapolis, In. 46222

Hours Required:

Sunday – Saturday – 24 hours

Holidays:

All Holiday are required to be worked

Officer abilities required:

Ability to stand or sit for extended period of time, communicate clearly by telephone, and handheld radio. Ability to describe in writing details of incidents, or unusual occurrences that occur during their shift.

Training Required:

LCH New Contractor Orientation
Bridge Building Class (Eight hours plus or minus)

Duties Summary:

Operate Main Hospital Switchboard, Exit and Entry control of visitors, Staff, and Patients Exterior building and parking lot patrols on foot, or an ATV when available. Interior building patrols on foot. Prepare and submit written reports as needed, respond promptly and appropriately to all security related requires and emergencies. Perform inspection, detection, and investigation of possible violations of matters of Hospital Policy, Indiana State Law, and Public Safety.

Duties/Functions:

- Receives incoming telephone calls, determines if the call is for staff or patient, and for patients calls transfer the call using Patient Number if necessary to the proper unit. Greet visitors, determine their business. If for staff notify as needed. If for a patient, ask for the patient Control number.
- Ensure Staff has proper credentials (ID Badge) to enter hospital.
- Have all visitors sign in

- Collect hold Harmless and return documents on patients as needed. Ensure proper forms are used, and filled out and signed
- Assist with Alcohol Detection Device on returning patients when necessary
- Use metal detection wand on all patients returning from home or off ground visits (when not accompanied by staff)
- Sign Out/In hospital vehicles when requested
- Monitor fire alarm panel, document the indicated problem, and escort the fire department to the location of the trouble
- Call emergency and non-emergency ambulance when requested by the unit. Escort the fire Department or ambulance to the unit requesting the ambulance.
- Notify maintenance of facility problems as needed, notify on call maintenance during off hours
- Patrol by walking or driving ATV when available the LCH parking lots observing for improper parking speeding vehicles, and other unauthorized activities
- Raise and lower the US and State Flag to and From half Staff as directed
- Open and close South Entrance Gate and Clinic gate as directed
- Detect possible road hazards on property and remove the hazard or have it removed
- Escort visitors as needed
- Interior foot patrol of main hospital buildings, units and office hallways
- Check for locked doors of secure areas, during weekends and holidays make sure automatic doors are secure
- Observe for improper behavior of patients and report the activities to the Nurse Supervisor or Social worker as necessary
- Collect notification of money lost in the vending machine
- Collect and receipt money for patient bank accounts, then turn in to Business Office

Scope of Work

Logansport State Hospital

Region 2

The Contractor to provide 1 unarmed uniformed level 3, 6 unarmed uniformed level 2 Security Officers for the following location:

Logansport State Hospital
1098 S. State Rd. 25
Logansport, IN

Hours:

Day Shift (2nd):

Two officers work 8am to 4pm Monday thru Friday

One officer work 8am to 4pm Saturday and Sunday

Evening Shift (3rd):

One officer works 4pm to 12am Thursday thru Monday

One officer works 4pm to 12am Tuesday and Wednesday

Night Shift (1st):

One officer works 12am to 8am Sunday thru Thursday

One Officer work 12 am to 8 am Wednesday thru Saturday

Holidays:

Duties/Functions:

Communication:

- Security officers will maintain radio communication, on the hospital Nursing Frequency, with Isaac Ray Communication Center (IRTC) at all times.

Mounted Patrol:

- One officer, in a state gator, will patrol the LSH campus. This includes the cottages, well/pump houses, and cemetery at a minimum hourly.

- All exterior doors are to be locked approximately at 5:00 pm. These doors are to be physically checked on evening and night shifts. The time for each lock check is to be noted on the Security Checklist Report.
- The Pharmacy doors are to be checked during the evening and night shifts and on the day shift when Pharmacy is closed. The time for each lock check is to be noted on the Security Checklist Report.
- The Isaac Ray Treatment Center (IRTC) perimeter fence is to be monitored on all shifts by officer patrolling in the gator.

Security Office:

- One officer will work out of the security office between the hours of 8am and 4pm, to monitor cameras and phones.
- At the top and bottom of each hour (every 30 minutes) this officer will walk the concourse from the Security Office to IRTC.
- At a quarter after the hour and a quarter before the hour (every 30 minutes) this office will patrol all 3 floors of the Fogel building and the main floor of the old Administration building.
- One officer will alternate between the security office and patrol duties between the hours of 4pm and 8am.

Observation:

- Security is expected to constantly be observing patient behavior to assure a safe environment. Suspicious activity is to be dealt with immediately by notification of IRTC.
- LSH is a tobacco free campus and Security is expected to enforce this by reporting any tobacco use by visitors, staff or patients.

Eloperments:

- Security is expected to assist with any and all patient elopements (Code E). Upon notification of an elopement security will respond to IRTC to pick up a staff member and receive information on the elopement.

Mail:

- The delivery and pick up of mail throughout the campus will be conducted by the Security staff. This process will be conducted at approximately 1:30pm.
- Smaller items and charts will be delivered on campus as needed.

Escorts:

- Security will escort visitors, staff and guests as needed, between buildings within the campus. This will also include the escort of delivery vehicles from the highway to a particular building or from building to building within the campus, as needed.

- Security will also be responsible for escorting the emergency personnel and vehicles (fire, ambulance, police, etc) that are requested by LSH for emergency services. Security is expected to meet the emergency services at the designated entrance and escort them directly to the location designated by IRTC. They are to remain with the emergency vehicle while the emergency personnel tend to the issue. Security is then expected to escort the emergency personnel or vehicle back to where they entered the campus. All escorts will be noted on the Security Report.

Parking:

- Security is responsible for monitoring the parking lots. Citations may be written for issues including, but not limited to, illegal parking in a handicap location, illegal parking in a fire lane, illegal parking near a dumpster, no visible LSH parking tag, etc. copies of all parking citations will be turned into the Safety Director by the next business day.

Assists:

- Security may be requested to assist employees or visitors with vehicle issues, including but not limited to jump starts, low tires, property damage accidents, etc.
- Jump starts (provide jumper pack only to staff member)
- Low tires (provide portable air tank only to staff member)
 - DO NOT change tires
- Vehicle unlocks
 - DO NOT unlock vehicles

Additional Expectations:

- Security is expected to assist with any and all other needs as designated by the Safety Director, IRTC, or Superintendent.

Fire Watch:

- Security will conduct Fire Watch as directed by the Safety Director
- Fire Watch takes precedence over all non-emergency activities

Reports:

- Security Reports are to be turned into the Site Supervisor every morning, except weekend/holiday reports may be turned in on the next business day.

Scope of Work

Indiana Veteran's Home

Region 2

The Contractor will provide 9 unarmed, Level 1 security officers at the following location:

Indiana Veteran's Home
3851 N. River Rd.
West Lafayette, Indiana 47906

Hours Required:

Sunday – Saturday – 24 hours – 7 days a week

Holidays:

Security Officers are required to work holidays

Duties/Functions:

- Operate a telephone switchboard and provides assistance to all incoming and, when requested, outgoing calls.
- Acknowledge and directs visitors who physically arrive at the facility lobby to the correct location within the facility for the purpose of their visit, calling IVH personnel when appropriate to receive the visitor in the lobby area
- Monitors the emergency systems and responds accordingly to local policy and directives
- Maintains central logs of emergency situations
- Maintains log and issues IVH vehicle keys
- Answer various visitors', residents' and staff's questions and provide assistance when possible
- Make and maintain reservations for the IVH on-site hotel including issuing keys
- Monitors security and maintenance radio traffic to include responding and taking appropriate action to a given situation
- Make announcements over PA system including codes and weather alerts
- Maintain a current phone directory of residents and staff to include emergency contact information
- May be required to handle small amounts of money (approximately less than \$20 per transaction) which are regularly audited by facility staff
- Operates required office equipment
- Accepts and documents packages delivered after normal working hours
- Performs related duties as assigned

