

**STATEMENT OF WORK
INVITATION FOR BID 275878
PLCB SECURITY GUARD SERVICES**

The Selected Contractor shall provide a sufficient number of unarmed security guards to perform the services described below and shall maintain enough qualified backup guards to cover every required post during regularly scheduled shifts and hours when an assigned guard is absent. The guards' primary function is to protect personnel and property, promote a safe and secure environment for employees and customers, report hazardous or unsafe conditions, and respond to suspicious activity. Guards must be sufficiently skilled to perform their duties with little or no direction from the store manager. Attachment #1 identifies the locations, required daily coverage periods, number of guards, and total weekly coverage hours that define the anticipated scope and size of these services. Attachment #2 affirms all guards assigned under the contract meet the minimum qualifications and certifications required to provide guard services.

SECURITY GUARD ISSUES REPORT

The Selected Contractor shall send a monthly report of any and all security guard reported issues to the Asset Protection Department. This is to include the security guard's name, name of the FW&GS store personnel reporting the issue, the store number and address, a short description of the problem, and the resolution of the problem.

SELECTED CONTRACTOR RESPONSIBILITY

Upon written request, rotate security guards at requested locations to prevent fraternization.

- Provide off-site supervision for all security guards and monitor the performance of the guards.
- Discuss the guard's performance with the store manager on the property, at unannounced intervals every quarter. A written report shall be sent to the PLCB Asset Protection Contact Person.
- The Selected Contractor will review time sheets every month checking to make sure there are no issues with lateness, leaving early, or performance on site. Corrective action should be taken by the Selected Contractor for any time related issues.

Contractor shall provide additional guard service upon PLCB request. The PLCB shall provide as much notification as possible to the Selected Contractor. These additional guard services shall be within the same general scope of service, but may increase quantity of guards required to satisfactorily maintain the safety and security of the FW&GS store.

Contractor must be prepared to respond immediately to any complaints about guards made by the PLCB or the public. Incidents involving Commonwealth employees are to be immediately reported to the PLCB Contact Person (Asset Protection, Regional Operations Management). If an incident involves a Commonwealth employee, the employee should not be detained. The Selected Contractor may be required to meet and discuss any issues if there are complaints. Appropriate action must be taken to resolve problem situations within 24 hours of notification.

Contractor must maintain the capacity to respond to an emergency call-out within two hours and provide additional and/or replacement guards.

Contractor must provide a copy of the Selected Contractor's operating and policy manual to the Director of Asset Management within 15 days of Notice to Proceed. All post orders including the use of force must be approved by the PLCB prior to implementation.

Contractor must be responsible for the verification that all security guards have been trained and are prepared to respond to a variety of situations that may occur in the fulfillment of their duties. All guards, prior to being posted at the site, shall have completed training in the following categories: customer service, diversity and sensitivity training, workplace violence, responding to emergencies including terroristic threats, loss prevention, fire safety and prevention, traffic control, weapons/explosive scanning devices and other security technology as may be utilized on site. Personnel shall also be trained in First Aid, CPR, and Automated External Defibrillator (AED) use through the American Red Cross or an equivalent recognized training provider. The PLCB reserves the right to request proof of any of the above training if deemed appropriate.

SECURITY GUARD POST ORDERS

The primary location for security guards is near the entrance/exit of the store. From this location, the guard will do continual sweeps through the store that will give a visible presence to customers. Security guards will patrol those areas accessible to the public, including the sales floor, and checkout area.

Any requests to leave earlier than a scheduled shift must be arranged with the Selected Contractor's designated supervisor regardless of the amount of time. The guard may not leave the premises until the replacement guard arrives to take over. The Selected Contractor is instructed to place any security guard not following this procedure on notice with a written warning with a copy sent to the store manager, Regional Operations and Asset Protection.

Security guards are not allowed to read newspapers or magazines, listen to radios, make personal calls, use earphones, or similar personal entertainment while on duty.

Security guards are not to enter FW&GS stock rooms at any time for any reason without the store manager or designee's authorization.

Security guards are not permitted to assist clerks or store managers with store operations, including bagging merchandise, stocking or arranging shelves, receiving or managing inventory, operating registers, or locking or unlocking doors.

Security guards are not permitted to fraternize with store customers. If the guard knows the customer, any conversation is to be kept short.

Security guards are not permitted to leave their assigned post for personal reasons, i.e., smoke breaks, fraternization, eating, personal business and appointments, and lunch period without store manager or designee's approval. Infractions are subject to disciplinary action as deemed proper by the contractor.

Unpaid lunch periods will be addressed at store level and will be taken on store premises, in the rear of the store, at a time agreeable to both store manager or designee and guard for a period of thirty minutes.

The security guard(s) shall perform services for a maximum of eight-hour shifts or less. Security guard scheduled hours are listed for each FW&GS store on Attachment #1. This number is an estimate and may increase or decrease based on PLCB requirements.

In the event of a breach of security by person(s), the guard(s) should use only that force that is reasonable and necessary to effectively bring an incident under control while protecting the property, staff, and others.

Security guards shall remain alert and attentive at all times while on duty and shall not sleep, rest, or otherwise engage in behavior inconsistent with active duty. Guards shall remain standing while performing assigned duties and shall not sit on chairs, fixtures, counters, or other surfaces except during authorized breaks or when required by a PLCB approved accommodation.

Security guards must maintain proper hygiene and a clean, professional appearance at all times.

Security guards are required to be in uniform clearly identifying both the Selected Contractor's name and the name of the individual guard while on duty at all times. Guards are not permitted to wear any personal clothing or personal hats while on duty.

Suspicious activity, illegal incidents, vandalism, smoke, fire and other such activity should immediately be reported to the local police or fire departments as appropriate. All emergency situations shall be reported to store manager or designee immediately. A copy of the Selected Contractor's emergency policy shall be posted at each store location for Guards and provided to the store manager or designee upon request.

Any security guard arrested for a misdemeanor, a felony, or having a Protection from Abuse ("PFA") order levied against him/her shall be immediately removed from duty.

Grounds for removal of a guard from the site and/or termination under the Contract include, but are not limited to, lateness, profanity, sexual harassment, intoxication, drug use, lack of professionalism, sleeping on duty, unauthorized use of personal communication devices, and fraternization.

A shift report must be submitted within 24 hours of any incident. This report must include: Dates of service, hours of service, name of guard, and description of any incidents that may have occurred. Incident descriptions must be detailed and include: Names of individuals involved, date and time of incident, offenses committed, name of fire/police department involved, names of officers, and attach any fire/police reports.

Security guards shall assist store management in enforcing all Commonwealth policies including Management Directives, Administrative Circulars, Executive Orders, and site-specific policies (i.e. smoking, security badges, visitors), as required.

SECURITY GUARD PERSONAL CELL PHONE

Security guards' personal cell phones are to be used only for business communication between the guard and the Selected Contractor during scheduled work hours. Personal cell phones are otherwise prohibited from use while security guard is on duty. The guard must always let the store manager know before any call is placed.

PLCB RESERVED RIGHTS

PLCB reserves the right to change the areas and times when security coverage is required through a Change Order to the purchase order. The PLCB Asset Protection Department is the only authorized agent allowed to make changes with the Selected Contractor.

The PLCB shall have sole discretion to request a replacement guard and disqualify any individual from working at any FW&GS store.