

Level of Service Security Guards

1. The Contractor shall provide a full time, twenty-four hour per day armed, trained security officer at the Union Center Plaza Building located at 830 1st Street, NE, Washington, D.C. 20202.
2. The service will commence September 16, 2001. It is possible that at approximately six months after the start, the level of staffing will be reduced.
3. The duties of the security officer(s) shall include but not be limited to:
 - a. Access control, property protection, area surveillance, alarm response, communications, first aid, and customer relations. Provide written reports of incidents and routine activities. Assure proper completion of logs and maintenance of instructions and communications. Proper handling of electronic controls and devices. Accountable for all property and equipment in their charge.
 - b. Control access into the building from the security desk in the main lobby as directed.
 - c. After normal hours, request any visitor to provide a photo identification and sign in & out on the form provided.
 - d. Patrol only the assigned floors of the property.
 - e. Request presentation of a shipping document and approved property pass from a person attempting to remove government property from assigned areas.
 - f. Report all suspicious events to the shift supervisor and as directed to appropriate law enforcement authority, and the SFA Security Director.
 - g. Provide a written report of all activity and contacts occurring during the shift.
 - h. Complete and provide a neatly written shift log of activity and incident reports.
 - i. Identify and report emergency situations such as fire, injury, hazards, and other incidents as per post instructions.
4. The successful Contractor shall also provide the following:
 - a. A method of supervision to assure the guard on this post is present and accounted for, contacted and observed on a regular basis on each shift.
 - b. A two channel, two-way radio. One channel of the radio may be tuned to the building management's security department frequency. The second channel shall be tuned to the security contractor's frequency.
 - c. Flashlight and batteries.
 - d. Report, log forms and appropriate writing materials.
 - e. A suitable device using current technology to verify guard rounds and locations checked.
 - f. All management, supervision, manpower training, equipment supplies, licenses, permits, certificates, insurance, pre-employment screening, reports, and files necessary to accomplish the security guard services as described and required by GSA's usual and customary Statement of Work.
 - g. Assure on time and appropriate staffing. Fill in vacant position with a trained substitute.
 - h. Record attendance and submit time logs to the Security Director and contractor.
 - i. Verify all telephone numbers and keep security guard post instruction and operating procedures up to date.
 - j. Maintain timely and accurate administrative records and operations logs & reports.
5. Education: Security guards shall have a High School Diploma or GED.
6. References: The contractor shall provide evidence of compliance with GSA Security Contract requirements prior to assignment.