

Security Supervisors Service Items

Security Services Required for Department Of Education, Student Financial Assistance,
Union Center Plaza Building, 830 1st Street, NE Washington, DC 20002.

Contractor will provide building security services of trained unarmed guards to control access, operate magnetometer and X-Ray processing; perform fire protection rounds; provide response services, relief and communications and alarm monitoring in the building control center. During the start-up period of six months it is envisioned that twenty-four hours of guard services would be required in several areas leading to calculated reductions in guard services thereafter. In addition, security administrative services are required to be performed by the assigned guards. These duties will from time to time include 1) support of the identification badges program for this building and all regional SFA locations including the badge manufacturing and issue process; 2) support of the lock and key program for doors and furniture; 3) and records administration support as directed.

Security Supervisor

- Assist the security director in all administrative and operational functions.
- Responsible for actions and appearance of guards.
- Update security guard operating procedures.
- Maintain timely and accurate administrative records, and operations logs and reports.
- On a daily basis verify the vendor's and SFA's security equipment inventory.
- Record attendance and submit time logs to the Security Director and contractor.
- Assure on time and appropriate staffing
- Train temporary and replacement guards.
- Prepare guard performance evaluations.
- Fill in on any vacant position.
- Make and issue ID Badge in accordance with policy and operating procedures.
- Respond to any and all alarms
- Open doors.
- Review all administrative records and reports.
- Prepare written reports.
- Cross train in X-Ray, magnetometer, control room, Rover, ID badge, key issue and functions.
- Provide other services as may be directed by the SFA Director of Security.
- Test the X-Ray machine and both the walk through and hand held metal detectors before and during your shift by walking through it several times with a metal object located on different areas of your body.

Control Room

- One trained security guard must be present at all times during scheduled operating hours. Duties will include but not be limited to the following:
- Perform duties as the day-to-day and emergency security information and communications hub for SFA.
- Monitor alarms.
- Respond to calls for assistance by dispatching guards, contacting one of many emergency service response organizations, provide other services that may be required.
- Create and maintain activity reports, logs and inventory
- Prepare written reports
- Cross train in X-Ray, magnetometer, Rover, ID badge, key issue and supervisory functions.

Lobby

- Access control: The security personnel who staff the main entrance must be courteous, observant and possess good verbal skills for communications.

Security Supervisors Service Items

- All main entrance personnel are responsible for screening all visitors through the X-Ray and metal detector (Magnetometer) and identification check.
- This post is responsible for maintaining order in the main entrance lobby.
- If a visitor causes a disturbance, the main entrance personnel should escort him/her from the premises out the front door.
- The main entrance post will insure that all visitors report to the appropriate office to obtain a proper identification card.
- The main entrance post is responsible for insuring all visitors entering the building pass through the metal detector.
- Check ID
- Provide service if a visitor has a problem with entry.
- Cross train in X-Ray, magnetometer, control room, Rover, ID badge, key issue and supervisory functions.
- Call for assistance if a hostile problem occurs in lobby, or in the X-ray or magnetometer room.
- Assist in redirecting access traffic or moving x-ray or magnetometer during periods of heightened security.
- Assist in regular and random package, purse inspections on entry exit.

X-Ray Machine Operator

- Access Control
- Know the functions and operation of and test the X-Ray machine before and during your each by sending a prepared sample through it several times with a suspect type object located in different areas of the package and/or at various angles of view.
- Inspect all closed packages with the X-Ray unit.
- Assist in checking identification as needed.
- Without compromising or leaving the post provide service if a visitor has a problem with entry.
- Cross train in magnetometer, control room, Rover, ID badge, key issue and supervisory functions.
- Direct visitors in use of the X-Ray unit.

- Assist in redirecting access traffic or moving x-ray or magnetometer during periods of heightened security.
- Assist in regular and random visual package, purse inspections on entry exit.
- Call for assistance if a question or problem is reported or occurs in the vicinity of this location, X-ray or magnetometer areas.

Magnetometer - Metal Detector Machine Operator

- Access Control.
- Test both the walk through and hand held metal detectors before and during your shift by walking through it several times with a metal object located on different areas of your body.
- Instruct and direct visitors politely and correctly through the process.
- Instruct the visitor to remove any metal objects from his pockets.
- If the device activates, know operation of and use the hand held detector to isolate the metal object and identify.
- Alert the Lobby guard and the supervisor if there are any problems.
- If so, detain the visitor until the supervisor or SFA Director of Security.
- Assist in regular and random visual package, purse inspections on entry exit.
- Call for assistance if a question or problem is reported or occurs in the vicinity of this location, X-ray or magnetometer areas. Assist in checking identification as needed.
- Without compromising or leaving the post provide service if a visitor has a problem with entry.
- Cross train in magnetometer, control room, Rover, ID badge, key issue and supervisory functions.

Security Supervisors Service Items

Rover

- Fire Rounds: During scheduled time periods or as directed tour the facility in a random pattern, recording time and locations on a recorder to be provided.
- Responds to situations and/or service request as directed or requested.
- Records activities.
- Provides written reports.
- Relieves others as scheduled or requested.
- Cross trains in X-Ray, magnetometer, control room, ID badge, key issue and supervisory functions.

Relief

- Relieves others as scheduled or requested.
- Performs the duties of each of the post when assigned.
- Cross trains in X-Ray, magnetometer, control room, ID badge and key issue and supervisory functions.